

Enter and View Report - Care Home

Eden Mansions Care Home

Station Road

Styal

Wilmslow

SK9 4HD

Tel: 01625 524276

Date of visit: 12th February 2015

This report describes our judgement of the quality of what we found at the date and time of the visit, information given from the Home Manager, residents, relatives and observations made by our Authorised Representatives

Overall judgements for this home:

Promoted independence for residents



Encouraged mobility both inside and outside the home



Provided stimulation and social activity



Summary:

The visit to Eden Mansion Care Home went very smoothly. The general impression from the Scrutiny visit today is that there are high standards of care in all four the wings of the Care Home.

Staff and management show great understanding of the varying needs of all the residents and a commitment to provide a high standard of care and to meet these needs. Residents are clearly given choices in all aspects of the care provided and are able to access a wide variety of social activities. Personal care needs and maintenance of independence being of paramount importance.

CARE HOME MANAGEMENT INFORMATION

The following information has been provided by the care home management - submitted by e-mail

GENERAL INFORMATION

Name of Home:	Eden Mansions Nursing Home	
Address and Postcode	Station Road Styal Cheshire SK9 4HD	
Name of person completing this form:	Doris Howick	
Position in the Care home:	Home Manager	
Date the form was completed:	10/02/2015	
Telephone contact:	01625 524276	
Email contact:	edenmansions@cedarcarehomes.com	
Home Registration		Residential
	✓	Nursing
	✓	Dementia
How many permanent residents in the home today?	92	
How many short stay/respice stay residents in the home today?	0	
Does each resident have a named or key worker?	yes	

INDEPENDENCE AND MOBILITY

How do you assess residents' ability and mobility to keep themselves as independent as possible?	We have enabling plan assessment forms for getting around Handrails on walls in corridors where possible Suitable seating ie chair raisers where necessary Referrals made for walking aids when needed Address physical health needs as soon as possible
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Please give any examples of how you encourage residents to remain independent with daily living skills ie: personal hygiene, eating, drinking and dressing.	Our enabling plan promotes and prompts service users to do as much for themselves as they can, based on assessed needs Staff assist to complete tasks where necessary	
How do you promote mobility for residents such as moving and walking?	Activity assistants and external providers support our residents with gentle exercises in a fun way. Residents who are mobile are assessed as necessary to carry out their daily routines Measures and systems are in place to minimise risk of falls	
ACTIVITIES		
Do you have a budget to cover residents 'activities, interest groups?	✓	
Do you have a member of staff to co-ordinate activities?	✓	
If Yes: Are They	✓	Full Time
	✓ 4	Part Time-30 hrs each
		Sessional
What community links do you have with local organisations and who are they?	We are supported monthly and as needed by our local church of England and catholic churches Styal primary school bring the children in to sing and play instruments 2-3 times a year We attend planned activities by Rotary Club Wilmslow High School	
How are residents approached / encouraged to take part in activity/interest groups?	Programmes are displayed in advance. Planned activities are explained to residents ,who are invited to attend and/or participate. Relatives are also invited to support their loved ones to participate in planned activities 1-1 sessions are also planned around people's past history and ability	
What activity interest groups do the residents like to take part in?	Gentle exercises, sing alongs, crafts, baking, painting, colouring pastimes, games such as bingo, Connect 4, dominoes. Sensory sessions, pampering sessions, coffee mornings, ice-cream days, walks in the garden, pet therapy, memory boxes, life story. Professional entertainers and we celebrate events throughout the year	
Please specify the type of activity and the duration of each activity.	Various depending on the activity and the residents participating	

How often do you run these activities?	✓	Daily
	✓	Weekly
	✓	Monthly
	✓	Yearly
Do you have a residents group?		Not at present, have tried in the past
How often is the residents group engaged in the management of the home?		Daily
		Weekly
		Monthly
		Yearly
Do you have a relatives group?		yes
How often is the relatives group engaged in the management of the home?		Daily
		Weekly
	Every 3 months	Monthly
		Yearly
If you have a Relatives group how often and where do they meet and would a Healthwatch authorised representative be able to meet with the group to get their views?	We meet every 3 months in the Training room A Healthwatch representative would be welcome	
If yes, who would we contact to arrange this?	Receptionist on 01625 524276 select Option 1	
Please give any examples of how you facilitate social interaction between residents and their local community.	We invite local churches local choirs local school we are invited to local events at the high school and a community hall, which we attend We also visit local parks and attractions occasionally	
Please use this space to tell us about any facilities/activities not covered in the above questionnaire.	We also have a relatives meeting which is chaired by the home manager every 2-3 months. When we don't have those we have an open door afternoon when residents and relatives can discuss ideas with the home manager	
Is there anything else you would like to tell us?	Fund raising monies are used to treat our residents.	

If a resident has a concern about their health and social care needs -who would deal with the issue?	First person to know about the concern, nurse in charge, manager, relatives, GP or social services if applicable and any other relevant professionals -OT etc
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Are you aware that Healthwatch Cheshire East has a Signposting Service to point people to the organisation that deal with issues and can capture their story to forward to partners who can make a difference and inform trends?	Yes
If no, would you like more information	

Authorised Representative Observations

Background	Eden Mansions was selected for a visit, as part of our Spring 2015 Enter and View visit programme
Observations	<p>Welcome: Doris Howick, the Manager, was relaxed and friendly and gave us a very warm welcome. She accompanied us around the various sections of the Care Home and stayed throughout our visit.</p> <p>Security of building: We were not asked for ID but our badges were noted. We signed in.</p> <p>Eden Mansions is a large Care Home which has four separate wings, set around an inner courtyard / garden area. There are two floors, with Stanneylands and Capesthorne wings on the ground floor, Ashley and Chester on the first floor. All wings of the Care Home are secure with coded entry locks at all the entry points of the building.</p> <p>Staff: We were impressed by the large number of staff visible in every part of the building. We counted at least 32 staff members, many in direct contact with residents. All staff wear uniforms, with name badges. We observed the manager, housekeepers, assistants, senior nurses, care staff, cleaners, and gardeners.</p> <p>All staff were very relaxed and friendly. Staff were kindly, encouraging and calm with residents. There does not appear to be a limit on the time staff spent with the residents. We observed a number of staff sitting, talking with residents in all the sections.</p>

We observed the Manager taking time with a number of clients, she obviously knows all the residents by name and their relatives. When we went to talk with a relative in a quiet area, the Manager continued to spend time with a client talking and encouraging him to have a drink.

Residents:

There are currently 96 beds available and 92 residents. All residents have an individual care plan and named carer.

All the residents were up, dressed and looked well groomed. All the residents were up and in the day/lounge areas. We were informed none were in bed.

It appears residents are encouraged to be as mobile and independent as possible. We observed a lot of interaction between staff and residents. There were no signs of residents being distressed. Any requests appear to be dealt with immediately.

Some residents were resting in chairs. Others watching TV in a quiet area. Some were moving around the general day areas, others enjoying drinks, sitting at the tables, engaged with staff.

We were able to talk to 3 residents. Two gentlemen and a lady. The Care Home had been chosen because it was nearby or relatives had chosen it. All residents expressed they have the freedom to come and go as they please, one was taken out regularly by his wife. They all said there is usually someone about and very happy to help with anything needed. One gentleman said he was able to chat to his family on the telephone very regularly.

Regarding activities, the residents reported there “is lots going on and everybody tends to join in.” Staff knock on doors and inform residents when an activity is going to happen. One gentleman said he didn’t bother much but liked card games and goes to the salon for a haircut. Two gentlemen particularly like the Church Service, the singing and the piano. One resident commented “we are well looked after, it’s the same whether visitors are here or not. One resident commented he likes the family “get together” for everyone “I like parties”

Relatives/Friends:

Relatives and friends start to visit from 12 o’clockish.

We met with two relatives. Both relatives had looked at many resources, but felt Eden Mansions could meet their relative’s differing needs. One relative needed a dementia unit and Eden

Mansions appeared to be the best.

Both relatives felt their relatives were being helped in different ways. One commented there is a general shortage of dementia care units and since her mother had come to Eden Mansions she is not as agitated as she was.

Both relatives felt they kept informed about activities and events and knew about the relatives support group. One commented that Val the Entertainment Coordinator was excellent.

Both relatives commented on their concerns about language barriers “I get a little concerned about the many nationalities and the many different languages spoken by staff”.

One relative commented: - “you get what you pay for, excellent care here, well staffed but very expensive.

There are regular relatives review meetings.

Meals and Drinks:

We observed drinks being served. Some residents are given fortified drinks. Choices are available for residents who are able to make their own decisions.

All diets are catered for.

Residents who require assistance with eating and drinking were observed being supported in a very kindly manner. One resident commented the “food was very enjoyable, especially in November when we had special cake.” Another resident commented the “food was good.”

Communication and Social activity:

The general impression on the wings we visited that staff and residents were together as an integrated unit. Interaction was spontaneous and just part of general living.

We observed some residents had staff reading to them, playing board games. Staff walking around would stop for general chat, showing time and concern, but also respecting resident’s need for quiet time, watching TV etc.

There are notice boards in various parts of the building and particularly in the entrances to the 4 wings displaying the weekly programme of activities, the newsletter, and details of the Relatives Support Group.

Eden Mansions Newsletter, published monthly, keeps residents, friends and relatives informed as to all the activities available and

	<p>how they can join in. The Newsletter contains details of the activities which take place 7 days a week. There is also a weekly programme of activity times in each wing.</p> <p>Environment, furnishings and building: Access to those to the upstairs in each of the wings is via lifts and stairs.</p> <p>The resident's rooms all have their individual names and pictures on the doors. All rooms are of a good size, pleasantly furnished with en suite facilities.</p> <p>We were informed there is systematic upgrading of all the bedrooms throughout the care home. They have all the necessary equipment for bathing/showering. Some rooms are fitted with PIR systems to allow nightly monitoring for some clients with advanced dementia.</p> <p>As part of the general refurbishment, which is three quarters finished, the general environment in the day rooms is good, very colourful, furniture fresh, clean and comfortable, with easy high backed chairs, chairs of different heights, small tables and chairs. Alterations have been undertaken to create as much space as possible to allow ease of access and use of mobility equipment where necessary.</p> <p>When we commented on the quiet, calm atmosphere the dementia care wing (Ashley) the manager informed us that particular time, care and effort had been taken to create the most effective, calming atmosphere to provide a safe and secure setting for the residents with dementia. The use of colours, soft furnishings, space, calming music, activities were all planned to be as effective as possible.</p> <p>There was a smell of urine on the floor in the entrance to Ashley unit, but not in the rooms. The Manager was aware that accidents can happen and staff are also aware when incidents arise.</p>
Conclusions/Summary	<p>The visit to Eden Mansions went very smoothly. The Manager, Doris Howick, was very friendly and welcoming. Her enthusiasm and professional approach was evident in her interactions both with staff and residents. She obviously knows them all very well and works by example.</p> <p>The Care Home has been undergoing refurbishment, most of which is complete, and offers excellent surroundings for residents in all four wings of Eden Mansions. We were impressed by the number of staff on duty and their caring attitude and commitment to all the residents.</p> <p>The maintenance of mobility and personal independence is encouraged. The range of social activities and support for relatives</p>

is wide reaching.

In summary the Care Home is well equipped and staffed to meet the needs of the residents and the complexity of their needs.