

## Enter and View Report - Care Home

### Parkmount Care Home

52 Parkmount Drive  
Macclesfield  
Cheshire  
Sk11 8NT

Tel: 01625 616459

Date of visit: 12/02/2015

This report describes our observation 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 observations for this home:

Promoted independence for residents



Encouraged mobility both inside and outside the home



Provided stimulation and social activity



#### Summary:

The home was warm welcoming and friendly. Residents are given a range of support according to their needs. New initiatives such as afternoon teas were being offered and the home had a recent party to celebrate 40 yrs. Community activities include church services and holy communion and non residents can join in these

## CARE HOME MANAGEMENT INFORMATION

The following information has been provided by the care home management

GENERAL INFORMATION	
Name of Home:	Parkmount Care Home
Address and Postcode	52 Parkmount Drive Macclesfield SK11 8NT
Name of person completing this form:	Sarah Rodger
Position in the Care home:	Home Manager
Date the form was completed:	29/01/15
Telephone contact:	01625 616459
Email contact:	sarahrodger.pmrh@chessmail.co.uk
Home Registration	<input checked="" type="checkbox"/> Residential
	<input type="checkbox"/> Nursing
	<input checked="" type="checkbox"/> Dementia
How many permanent residents in the home today?	39
How many short stay/respice stay residents in the home today?	1
Does each resident have a named or key worker?	<input checked="" type="checkbox"/>

INDEPENDENCE AND MOBILITY	
How do you assess residents' ability and mobility to keep themselves as independent as possible?	Residents are reviewed monthly or when their needs change
Please give any examples of how you encourage residents to remain independent with daily living skills ie: personal hygiene, eating, drinking and dressing.	All residents are encouraged to eat all their meals in the main dining room with the other residents but a choice is always given to them

How do you promote mobility for residents such as moving and walking?	Residents are encouraged to walk wherever possible in and around the home	
<b>ACTIVITIES</b>		
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
	✓	Part Time
		Sessional
What community links do you have with local organisations and who are they?	Macclesfield Football club St Albans Church St Michaels church	
How are residents approached / encouraged to take part in activity/interest groups?	Residents are asked if they want to attend the activities. Notices are put up on the noticeboard. If it is for a trip out, they are encouraged to write their name on the list	
What activity interest groups do the residents like to take part in?	Musical entertainment	
Please specify the type of activity and the duration of each activity.	Musical entertainment Football activities	
How often do you run these activities?		Daily
	✓	Weekly
		Monthly
		Yearly
Do you have a residents group?	No	
How often is the residents group engaged in the		Daily
		Weekly

management of the home?		Monthly
		Yearly
Do you have a relatives group?		No
How often is the relatives group engaged in the management of the home?		Daily
		Weekly
		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?		
If yes, who would we contact to arrange this?		
Please give any examples of how you facilitate social interaction between residents and their local community.	Via newsletters Email Telephone	
Please use this space to tell us about any facilities/activities not covered in the above questionnaire.		
Is there anything else you would like to tell us?		
If a resident has a concern about their health and social care needs -who would deal with the issue?	Senior Carers or Deputy/Home manager Family would be informed	

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?	No
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If no, would you like more information

Yes

## Authorised Representative Observations

### Observations

#### Welcome:

We were met at the door, which was opened by a gentleman who was taking people out in the bus, and were met by the administrator to the home manager, we signed in and we wore our badges

#### Security of building:

Had the gentleman not been there, the door was locked with a bell to enter and press keypad to exit

#### Staff:

There were staff being trained during our visit and a member of staff was dealing with someone in the dining room so we felt staff may have been reduced at the time. During the visit we saw a variety of care staff, cleaning and catering staff. We also saw volunteers and Sisters. Staff wore uniform according to their roles and wore name badges

Staff were interacting and supporting residents and were friendly to ourselves

They were very polite and caring and working in a calm atmosphere

#### Residents:

Residents appeared content and interested in our visit. Most residents were still asleep in chairs in their rooms and 3 residents and 4 day service users were in the lounge-playing a game with the volunteers.

All residents seemed calm and content and we heard no call bells during our visit. One resident said there was a different call system for medical needs as opposed to general needs but we did not observe this during our visit

Residents were encouraged to be up out of bed and as mobile as they could be

Residents said they had the freedom of the home and grounds but some needed support to be mobile outside

Residents chose Parkmount because it was local, had a good reputation and recommended by friends.

Staff are kind and ready to help

Residents gave the home an 8/9 out of 10 rating

Residents have use of a minibus for shopping trips and appointments

Residents were aware of activities and could take part if they wanted to.

Residents took part in games and discussions

Afternoon teas are a new idea that residents can sit with their

	<p>families and enjoy There isn't a residents committee</p> <p><b>Relatives/Friends:</b> None were there during our visit</p> <p><b>Meals and Drinks:</b> None being served whilst there but one resident had requested a drink in the corridor and it was brought to her in the lounge. There was a choice of drinks including a glass of milk There was a menu displayed on the wall but in small print and not accessible If residents did not like the set menu an alternative could be offered</p> <p><b>Communication and Social activity:</b> Activity plan displayed in large print in the entrance. We observed volunteers supporting a game of Bingo. The home No activity coordinator was available to speak to. Newspapers delivered to individual rooms, no board games were visible Choirs and members from the football club visit to do chair exercises, local primary schools visit</p> <p><b>Environment, furnishings and building:</b> The home was pleasant, warm and clean and free from odours. The atmosphere was warm and friendly and felt homely as opposed to "institutionalised" Furniture was suitable for residents who needed arms to be able to get up and out of the chair. Doors that opened out onto the corridors had warning signs</p>
<b>Conclusions/Summary</b>	<p>The home was warm welcoming and friendly. Residents are given a range of support according to their needs. New initiatives such as afternoon teas were being offered and the home had a recent party to celebrate 40 yrs</p>