

## Enter and View Report - Care Home

Primrose House  
Crewe Road  
Haslington  
Cheshire  
CW1 5QZ

Tel: 01270 250110

Date of visit: 16/02/2015

This report describes our observations 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:

This home was a pleasure to visit. Staff, residents and their relatives all contributed to the relaxed atmosphere and feeling that that the residents we saw were generally as comfortable as possible. Residents and relatives were full of praise for the staff and we were equally impressed by their dedication and attention to detail in providing a good quality of life for those they cared for.

## CARE HOME MANAGEMENT INFORMATION

The following information has been provided by the care home management

### GENERAL INFORMATION

Name of Home:	Primrose House	
Address and Postcode	Crewe Road Haslington CW15QZ	
Name of person completing this form:	Alison Brown	
Position in the Care home:	Manager	
Date the form was completed:	16//02/2015	
Telephone contact:	01270 250110	
Email contact:	Primrosehouse.mgr@hc-one.co.uk	
Home Registration	<input type="checkbox"/>	Residential
	<input checked="" type="checkbox"/>	Nursing
	<input checked="" type="checkbox"/>	Dementia
How many permanent residents in the home today?	40	
How many short stay/respite stay residents in the home today?	1	
Does each resident have a named or key worker?	<input checked="" type="checkbox"/> yes and Senior Carer-there is a photo of the named carer on the wall in each residents' room	

### INDEPENDENCE AND MOBILITY

How do you assess residents' ability and mobility to keep themselves as independent as possible?	On admission and then ongoing daily monitoring according to health state. More formal assessment of care plan with relatives monthly/3 monthly. All staff are aware of the importance of maintaining and promoting individuals' independence, dignity and choice
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<p>Please give any examples of how you encourage residents to remain independent with daily living skills ie: personal hygiene, eating, drinking and dressing.</p>	<p>Staff review capacity whenever they see residents and take time when encouraging them to get up etc. Will keep going back, if the resident is not in the right mood to cooperate</p>
<p>How do you promote mobility for residents such as moving and walking?</p>	<p>Safety is paramount, risk assessments when appropriate. There are a number of walking aids and staff are vigilant whilst encouraging mobility where possible.</p>

## ACTIVITIES

<p>Do you have a budget to cover residents 'activities, interest groups?</p>	<p>✓ Also residents comforts fund for their benefit/not used for equipment</p>						
<p>Do you have a member of staff to co-ordinate activities?</p>	<p>✓</p>						
<p>If Yes: Are They</p>	<table border="1"> <tr> <td data-bbox="499 1193 646 1261"> <p>✓</p> </td> <td data-bbox="654 1193 1511 1261"> <p>Full Time he works flexibly to cover the planned activities</p> </td> </tr> <tr> <td data-bbox="499 1272 646 1328"></td> <td data-bbox="654 1272 1511 1328"> <p>Part Time</p> </td> </tr> <tr> <td data-bbox="499 1339 646 1384"></td> <td data-bbox="654 1339 1511 1384"> <p>Sessional</p> </td> </tr> </table>	<p>✓</p>	<p>Full Time he works flexibly to cover the planned activities</p>		<p>Part Time</p>		<p>Sessional</p>
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<p>What community links do you have with local organisations and who are they?</p>	<p>School children come in on work placements and residents have been to school for lunch Local village includes us in the village fete etc Christmas party in the village hall Pat dogs come in Owl Sanctuary visits Scouts have helped with gardening Sainsbury's donate flowers regularly and the ladies enjoy arranging them</p>						
<p>How are residents approached / encouraged to take part in activity/interest groups?</p>	<p>There are activities morning and afternoon -part of normal routine in the home. Anything involving food is popular. Activities may be arranged 1-1 for residents eg a resident who was interested in horses, was taken on a visit to a local stables</p>						

<p>What activity interest groups do the residents like to take part in?</p>	<p>Crosswords/cards/Bingo Musical entertainment Cake decorating Flower arranging Softball, parachute games Cheese and wine Time with pets brought in by staff Dominoes Painting hearts for valentines' day Join in the home next door occasionally, musical movement, singing</p>	
<p>Please specify the type of activity and the duration of each activity.</p>	<p>Each activity runs for varying times Flexible including evenings in the summer</p>	
<p>How often do you run these activities?</p>	<p><input checked="" type="checkbox"/></p>	<p>Daily -for our residents, we don't see activities as separate-keeping them happy and occupied can improve their behaviour and mood</p>
	<p><input checked="" type="checkbox"/></p>	<p>Weekly</p>
	<p><input type="checkbox"/></p>	<p>Monthly</p>
	<p><input type="checkbox"/></p>	<p>Yearly</p>
<p><b>Do you have a residents group?</b></p>		<p>No, but residents welcome to relatives meeting</p>
<p>How often is the residents group engaged in the management of the home?</p>	<p><input type="checkbox"/></p>	<p>Daily</p>
	<p><input type="checkbox"/></p>	<p>Weekly</p>
	<p><input type="checkbox"/></p>	<p>Monthly</p>
	<p><input type="checkbox"/></p>	<p>Yearly</p>
<p><b>Do you have a relatives group?</b></p>		<p><input checked="" type="checkbox"/></p>
<p>How often is the relatives group engaged in the management of the home?</p>	<p><input type="checkbox"/></p>	<p>Daily</p>
	<p><input type="checkbox"/></p>	<p>Weekly</p>
	<p><input checked="" type="checkbox"/></p>	<p>Monthly</p>
	<p><input type="checkbox"/></p>	<p>Yearly</p>
<p>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?</p>	<p>Monthly but small numbers Healthwatch would be welcome to attend</p>	

If yes, who would we contact to arrange this?	Home manager
Please give any examples of how you facilitate social interaction between residents and their local community.	Shopping trips, feeding the ducks. Motorbike club come to Summer Fair. We try to find out our residents interests and arrange accordingly. The men enjoy a pint in the local pub
Please use this space to tell us about any facilities/activities not covered in the above questionnaire.	We have a mini bus which we use for local outings
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?	Mainly the manager

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	Already have

## Authorised Representative Observations

<b>Background</b>	Primrose House was selected for a visit from our list of Cheshire East Care Homes for completion in Spring 2015
<b>Observations</b>	<p><b>Welcome:</b> The Manager was in the daily staff meeting so we were taken to an office to wait 5mins or so before joining her in her office.</p> <p><b>Security of building:</b> Satisfactory and appropriate to residents needs.</p> <p><b>Staff:</b> There were 2 nurses, 2 seniors and 6 carers on duty, all well presented and polite, wearing name badges. Staff were seen caring for residents, talking to them and helping them with</p>

drinks. In one of the sitting rooms the activities co-ordinator was playing snakes and ladders with 4 residents and a relative.

**Residents:**

Most of the residents were up and either sitting in chairs or walking along the corridors. It was difficult engaging in conversation with residents but one gentleman was able to tell us " Family found the home for me, its nice but it isn't home. The people looking after you are good, can be a bit of a pain sometimes, they like you joining in and enjoying things. They have a truck they can take you out in. I've seen children coming in, Church comes in sometimes, dont have many visitors myself. Liked listening to Perry Como when I was younger, used to call him Dumpa Como!"  
We spoke briefly to 3 or 4 other residents who seemed happy with the home and the food. The atmosphere was calm but noisy at times due to residents calling out.

**Relatives/Friends:**

We spoke to 4 relatives.

Residents wife: " Knew this was the home for my husband as soon as I saw it, he has been here for 5yrs now. I do try to attend meetings. My husband is unable to do anything for himself or speak, but I can talk to the manager whenever I want. When he first came in here he was supported and encouraged to be as independent as possible but over the years he has deteriorated.

Staff are very kind and willing, he cannot be mobile any more but I do see staff encouraging and helping the other residents.He doesn't want/cant get involved in the activites but I do notice him tapping his feet to the music."

Son:"Very pleased with the home and how father is looked after"

Daughter:" Knew this home would suit , mum been here for 4 years now. Don't attend relatives/residents meetings but maybe my father does. Pleased with how staff support Mum to be as independent as possible,she doesn't walk very well and people are very patient. The activities chap is very good and it makes such a difference to their day to be kept busy and interested. Mum has been out for trips in the bus-not in winter though and suffers with her chest. Its lovely in the summer , the garden is good and accessible.

The daughter of another resident said she had been here 3 yrs, had to be transferred from another home where she kept falling

over. She liked the look of this home, being all on one floor, it didn't smell. Her mother needed supervision to walk with a frame and she felt the staff did their best but didn't always have enough time for this. Her mother had enjoyed the flower arranging and painting. When her mother first came to live here there had been some issues with lost clothing but she found staff helpful in sorting it out. She can't get to the meetings but feels she can talk to the manager when necessary. Staff are lovely and Alison (manager) is exceptional.

**Meals and Drinks:**

Food is cooked freshly in the kitchen on the site next door, menu displayed in the dining room and seemed to have adequate choices. Because many of the residents need help to eat / or are in their rooms the mealtimes are organised so that these are served first so they can be helped, and the dining room half an hour later.

Residents are given drinks on demand in addition to the trolley rounds and we saw them being helped.

**Communication and Social activity:**

Residents mostly had communication difficulties but were encouraged to interact in games and activities. The week's activities were on display in the corridor and we were impressed with the energy and commitment of the Activities coordinator. He feels that everything could be made into an activity to stimulate the residents-mealtimes being a prime example. He showed us the photo journals he is making for each resident, recording their activities in order to prompt memories for residents and for them to enjoy with relatives. We saw examples of the residents photographed enjoying the various outings.

He takes a lot of trouble to find out about the past interests/hobbies of residents so he can tailor the activities to the individual and is planning to get the motorbike club to come and deliver easter eggs, as one resident likes to reminisce about his youth and love of bikes.

**Environment, furnishings and building:**

We noted a slight odour on entering the home, difficult to identify, but the manager said it was being investigated. It is possibly due to the remains of very old carpet which has been removed and replaced with laminate.

The building is purpose built and has recently undergone some

	<p>renovation/ redecoration. It is light and spacious with pictures on the walls, all rooms have en suite facilities. There seemed to be a variety of chairs and sofas at different heights, both in the corridor and sitting rooms, although there was no seating which could be easily moved around for visitors.</p> <p>There is a little shop, where residents can purchase toiletries and confectionery, with some old fashioned posters and scales. They also have a small hairdressing salon with visiting hairdresser.</p>
<b>Conclusions</b>	<p>The staff at this home are caring for a very needy group of residents' . They seem thoughtful and considerate of their residents' individual needs and the evidence is that they are doing their best to see that they are all being met. This is striking because it was clear to us that the provision of a very good variety of activities makes their job easier.</p>