

**Enter and View Report - Care Home**  
**Parklands CLS)**  
Civic Centre site, off Park lane  
Poynton SK12 1RB

Tel: 01625 879215

Date of visit: 16<sup>th</sup> 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:**

An overall impression is of a high standard of care and activities provided in the home and externally for residents.

The ethos of the home is “a change of address not a change of life style”.

The home is situated in a very central position in Poynton with easy access to a local church, coffee shop and shops making it very easy to take residents out with wheel chairs.

We were made very welcome by the manager and the letter of our intended visit was displayed on the resident’s notice board.

The home offers residential, respite and day care with a maximum number of 40 residents.

The manager expressed that her belief is to keep the residents as independent as possible and to provide stimulation in the form of activities. From discussions and observations during our visit this would appear to be carried out in the daily life of the home.

## CARE HOME MANAGEMENT INFORMATION

The following information has been provided by the care home management

GENERAL INFORMATION	
Name of Home:	CLS Care Services-Parklands
Address and Postcode	Poynton Civic centre Park Lane Poynton SK12 1RB
Name of person completing this form:	Chris Machin
Position in the Care home:	Home Manager
Date the form was completed:	03/02/15
Telephone contact:	01625 879215
Email contact:	chrismachin@clsgroup.org.uk
Home Registration	<input checked="" type="checkbox"/> Residential
	<input type="checkbox"/> Nursing
	<input type="checkbox"/> Dementia
How many permanent residents in the home today?	36
How many short stay/respite stay residents in the home today?	3
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?	With the life plan, completing assessments of risks of falls Safe handling assessment Life plan getting out and about Talking to residents' family and friends GP Notes Life history Monitoring, observing
Please give any examples of how you encourage residents to remain independent with daily living skills ie: personal hygiene, eating, drinking and dressing.	Completing the lifeplan completely Staff encouraging residents to complete the tasks they have been observed to do Staff handover and recording all the time any changes for the good, or if condition worsens Having staff around them who they like/trust Ensuring they have any aids which can assist Any outside agencies who can advise

How do you promote mobility for residents such as moving and walking?	Ensuring they have assessments in place Good footwear/clothing No obstacles in rooms or corridors The correct aids/equipment Staff member to support or encourage if needed, to build confidence	
<b>ACTIVITIES</b>		
Do you have a budget to cover residents 'activities, interest groups?	yes	
Do you have a member of staff to co-ordinate activities?	yes	
If Yes: Are They		Full Time
	✓	Part Time 25 hrs pwk
		Sessional
What community links do you have with local organisations and who are they?	The churches Poynton High School Open Hands-driving services Age UK The library Civic Centre Volunteers Male Voice Choir Waitrose	
How are residents approached / encouraged to take part in activity/interest groups?	Talking to them and their families to find out what interests them A monthly calendar to show them "What's on " Assistance to do an activity-always asked that before it begins Pippa the pat dog	
What activity interest groups do the residents like to take part in?	Bingo Age active Crafts Reminisce activities Film nights Themed meetings Entertainers Volunteer pamper days Clothes parties	
Please specify the type of activity and the duration of each activity.	Each activity approx. 1 hour	
How often do you run these activities?	✓	Daily -various
	✓	Weekly -various
	✓	Monthly -various
	✓	Yearly
Do you have a residents group?	yes	

How often is the residents group engaged in the management of the home?		Daily
		Weekly
	3	Monthly- or more frequent if needed
		Yearly
<b>Do you have a relatives group?</b>		yes
How often is the relatives group engaged in the management of the home?		Daily
		Weekly
	3	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?	Held every 3 months at Parklands A Healthwatch rep would be welcome	
If yes, who would we contact to arrange this?	Chris Machin Home Manager	
Please give any examples of how you facilitate social interaction between residents and their local community.	Taking to village for coffee in cafes and churches Pub meals-residents taken out Canal trip-locally Residents taken to church on Sundays	
Please use this space to tell us about any facilities/activities not covered in the above questionnaire.	Summer, Winter and Christmas Fairs-raffles and stalls	
Is there anything else you would like to tell us?	Also run a comforts fund committee meeting every 3 months relatives staff and relatives	
If a resident has a concern about their health and social care needs -who would deal with the issue?	Anyone who is able to , speak to a care team leader or management team. I will try to resolve and bring in relevant professionals	

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
If no, would you like more information	Yes

## Authorised Representative Observations

<b>Background</b>	Parklands was chosen for a visit as part of our routine Enter and View visits for Spring 2015
<b>Observations</b>	<p><b>Welcome:</b> We were warmly welcomed by Chris Machin, the manager of the home, who was well aware of Healthwatch. She had filled in the forms prior to our arrival. We filled in the visitor’s book and our ID badges were on display.</p> <p><b>Security of building:</b> The building was secure and all external doors were locked. The frontage of the home set back from a large car park and built around a small central garden.</p> <p><b>Staff:</b> We observed 7 staff during our visit, carers and domestic staff. All staff had uniforms and name badges. There was a presence of staff throughout the building providing drinks and attending to residents needs. There is always a minimum of 4 care staff and senior on duty during the day and 2 at night. The staff numbers 39 in total, full and part time staff. This ratio can be varied depending on need. The staff were busy but happy to introduce us to residents that we could talk to.</p> <p><b>Residents:</b> We spoke to 4 residents, 3 were in the same small lounge and all were involved in the discussion. It was stated that they felt safe and cared for in the home, residents were either local people who knew of the home or had been moved to the area by family to be close to family members.</p> <p>Residents observed were in small lounges or in the main lounge/ dining area, they had freedom to stay in their rooms or sit where they wished, all were encouraged to get up and dressed at times that suited them and likewise to go to bed when they wished. One lady told a story of her daughter inviting her for Xmas day and she told her daughter that she would rather stay in the home as it was “much more fun.”</p>

In the large lounge there was a lot of activity with people and staff moving around talking to residents and plenty to watch for the less ambulant. The televisions were in discreet side lounges. Various games were out on tables or stacked in book shelves.

Residents have a choice of where to have their meals either at tables in the dining room or small individual tables in front of their chairs in the sitting areas.

Those that were able were encouraged to be mobile with sticks or walking frames but others had to be moved by wheelchair.

The residents were aware of activities and enjoyed what they did, the ladies enjoyed having their hair done and there were pamper sessions as well as a beauty therapist. The man spoken to enjoyed the activities.

They all talked about young people helping out in the home from Poynton High School and enjoyed seeing them.

**Relatives/Friends:**

We met with one relative who had come to visit her father with her 2 small grandsons. All were sitting around a table with another resident.

They had chosen the home because everything was on the same level, the building was purpose built, they liked the staff and the price was manageable for her father.

She felt her father was encouraged by the staff to live as independently as possible though he had been caring for himself in his own home. Her father walks with a frame but is quite active and is taken out regularly by family.

There are regular activities on offer for her father to participate in if he wishes.

The relative was aware of the relative's forum which meets once a quarter and hopes to get more involved with this.

She feels that the staff and management are always ready to listen and talk through any concerns.

She was aware of a "comfort fund" that raises money and a group of residents, staff and relatives decide how to spend the money for the benefit of the residents.

**Meals and Drinks:**

There are drinks available throughout the day and we were offered a drink on arrival. Kettles, tea and coffee are available for more able residents to help themselves or for relatives. Daily menus are displayed and there is a 5 week plan.

	<p>The manager told us that the residents have their main meal in the evening as it was felt to be a long time to last on a snack meal.</p> <p>Staffs were getting residents organised for a snack lunch during our visit, some to the dining room and others where they were sitting.</p> <p><b>Communication and Social activity:</b> There is an Activities co-ordinator who has a 25 hour a week contract, her hours flexible depending on the activities on offer.</p> <p>Every resident has an activities diary for the month with different activities every day. Not all residents join in as some are happy just to watch, but residents we spoke to enjoyed what they did.</p> <p>There is a large resident's notice board with information on view for those that are interested or visitors. We were informed that outside visitors come to the home from the local community i.e. the churches and the High school.</p> <p>It was good to see residents conversing together in the home.</p> <p><b>Environment, furnishings and building:</b> Parklands is a purpose built home built in the 80's originally owned by the local authority but now owned by CLS, who have about 18 other homes in Cheshire area. It is a 2 storey building but we did not see the first floor. 10 bedrooms downstairs and 10 upstairs.</p> <p>It is built around a small garden the corridor leading round to the main lounge. It appears light, bright and clean with chairs and tables set out in small groups, an attractive appearance, looking comfortable with chairs of varying height for residents. It does have a utilitarian feel to it rather than luxurious but this does not detract from the overall impression of a homely feel. TVs are discreet in small rooms off the main lounge.</p>
<b>Conclusions/Summary</b>	<p>The general impression was of good standards of care and a feeling of flexibility to accommodate the residents.</p> <p>The manager appeared to be energetic and enthusiastic with some inspiring ideas which must rub off on other staff members.</p> <p>There was a feeling of trying to keep residents as mobile, independent and active as is possible.</p>

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