

**Enter and View Report - Care Home**  
**Inglewood Residential Care Home**  
Coppice Lane  
Disley  
SK12 2LT

Tel: 01663 762011

Date of visit: 19<sup>th</sup> February 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:**

A very caring family run Care Home where the resident is at the heart-very person centred. The manager/owner never hires agency staff relying instead on current staffs that cover holidays and sickness.

Being a small care home they are able to offer a more personal service and get to know not only the resident intimately but also family very well.

## CARE HOME MANAGEMENT INFORMATION

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

GENERAL INFORMATION	
Name of Home:	Inglewood Residential Care Home
Address and Postcode	Coppice Lane Disley Cheshire SK122LT
Name of person completing this form:	Lynne Barton
Position in the Care home:	Manager
Date the form was completed:	18/02/15
Telephone contact:	01663 762011
Email contact:	lynnebarton@btconnect.com
Home Registration	<input checked="" type="checkbox"/> Residential
	<input type="checkbox"/> Nursing
	<input type="checkbox"/> Dementia
How many permanent residents in the home today?	18
How many short stay/respice stay residents in the home today?	2
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?	Initial assessment on admission, including medical conditions and prognoses. Daily monitoring and recording
Please give any examples of how you encourage residents to remain independent with daily living skills ie: personal hygiene, eating, drinking and dressing.	Residents are encouraged to carry out tasks within their capabilities with help, supervision or prompting if appropriate. It does not matter if they cannot complete the task. Aids are sourced eg: plate with lips, cups with spouts, straws, long handled grabbers etc

How do you promote mobility for residents such as moving and walking?	We encourage use of frames etc and evaluate the need for 1 or more carers to walk with the resident and include this in the mobility section of their care plan	
<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?	Churches-St Mary's Disley, Windlehurst Methodist, Sacred Heart Whaley Bridge, Chinley Independent Chapel. Luncheon Club Art Club Over 60s club Disley (Disbanded) Pubs-Hanging Gate, Combs, Frankies bar Disley Visits to shops and garden centres	
How are residents approached / encouraged to take part in activity/interest groups?	Most of our residents don't want to go out into the community but may still enjoy social interaction within our community. Residents are chatted to constantly, to update our knowledge of their interests and are invited to join in with various activities eg games films quizzes, visiting singers and reminiscence sessions. Some residents prefer to observe rather than participate and this is respected. One resident, when we had a visiting menagerie, spoke of her like of chicks, we now have on order an incubator and eggs so that the residents can watch them hatch. Some like to paint and can go to an art club in Mellor. Some like to decorate biscuits and cakes and one lady likes to dust.	
Please specify the type of activity and the duration of each activity.	See previous answers-duration probably not more than one hour except for outdoor visits, for which the duration would depend on the type of visit and location	
How often do you run these activities?	✓	Daily
		Weekly
		Monthly
		Yearly
Do you have a residents group?	Not formally	

How often is the residents group engaged in the management of the home?		Daily
		Weekly
		Monthly
		Yearly
<b>Do you have a relatives group?</b>	No , we issue a questionnaire periodically	
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.	We arrange visits and provide transport to garden centres, shops, pubs etc	
Please use this space to tell us about any facilities/activities not covered in the above questionnaire.	We provide free wifi and a laptop or ipad for residents to see pictures of family , maybe Skype for facetime	
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?	Manager Deputies Senior Carers	

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>	Inglewood has been selected for a visit as part of our Enter and View programme of visits Spring 2015
<b>Observations</b>	<p><b>Welcome:</b></p> <p>Lynne Barton, the Manager, was happy and friendly and gave us a very warm welcome. Alice her assistant manager took introduced us to two residents to interview. The home is registered for dementia of which a large portion of the residents have.</p> <p><b>Security of building:</b></p> <p>We were not asked for ID but our badges were noted. We signed in.</p> <p>The house was very secure but with lots of windows and doors to look upon the views and garden. All doors were alarmed.</p> <p><b>Staff:</b></p> <p>There was 7 staff on duty comprising of careers, manager, deputy and admin. In the 28 years the home has been opened the manager’s policy has always been that staff does not wear uniforms or badges.</p> <p>All staff was very happy and smiling. They were all like family and staff carried out any work necessary. One resident was having a difficult time with her dementia and the manger handled the situation extremely well with care and patience.</p> <p><b>Residents:</b></p> <p>There are currently 22 beds available and 19 residents. All residents have an individual care plan.</p> <p>Apart from 1 bedbound lady all the residents were up, dressed and looked well groomed. Residents can get up in the mornings when they wish and go to bed when they wish. Although there is a bath rota clients decide when to have a shower or bath.</p>

	<p>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.</p> <p>Some residents were resting in chairs. Others watching TV or playing bingo. Some were moving around the general day areas, others enjoying drinks, sitting at the tables, engaged with staff.</p> <p>We were able to talk to 2 residents. Two ladies. Family chose the care home by recommendation and closeness.</p> <p>Activates tend to be in the afternoon, there are occasionally outings for small groups of residents. They do not have a residents or relatives committee but can request activities or outings. A company called 'Homeinstead', are employed by family to offer individual outings.</p> <p><b>Relatives/Friends:</b> Relatives and visitors are made extremely welcome and offered drinks and snacks. Unfortunately there were no relatives present to talk to us.</p> <p><b>Meals and Drinks:</b> The meal of the day is displayed on a board. If it is not to your liking you can request an alternative. The food is excellent and plenty of it. Eating aids such as appropriate utensils, plates and bowls are available to encourage independence. Assistance is available if and where needed.</p> <p>All diets are catered for.</p> <p><b>Communication and Social activity:</b> They appear to use agreement for the activities and everyone interacts with each other. A very happy place. There is usually a film played in the afternoon chosen by one of the residents.</p> <p><b>Environment, furnishings and building:</b> Inglewood is an old house with well used furnishings and ornaments but clean and well cared for. Although there are a number of corridors you always end up at the front door. The dining room is also a sitting area and the conservatory but it works well. There is a largish lounge but other smaller rooms dotted about the house with varying views. A very relaxed, calm and home from home atmosphere.</p>
<b>Conclusions/Summary</b>	

A very caring family run Care Home where the resident is king. The manager/owner never hires agency staff relying instead on current staffs that cover holidays and sickness. Being a small care home they are able to offer a more personal service and get to know not only the resident intimately but also family very well. Excellent visit.