



Healthwatch Liverpool Enter and View Report Christopher Grange Care Home February 2015

Contents

| | | |
|-------------|--|---------|
| Section 1: | Introduction to Healthwatch Liverpool Enter and View Powers to Enter and View Services | Page 2 |
| Section 2: | General profile of the service that was Entered and Viewed | Page 2 |
| Section 3: | Basic Details about the Enter and View visit | Page 3 |
| Section 4: | The reason for the Enter and View Visit | Page 3 |
| Section 5: | The Methodology of the Healthwatch Liverpool Enter and View Visit | Page 4 |
| Section 6: | How Healthwatch rated what we observed | Page 4 |
| Section 7: | Information Received and Observations made by Healthwatch representatives | Page 7 |
| Section 8: | Feedback from the people Healthwatch spoke to about the care home | Page 9 |
| Section 9: | Summary and Recommendations: | Page 12 |
| Section 10: | Safeguarding | Page 13 |
| Section 11: | Contact Details | Page 13 |

Section 1: Introduction to Healthwatch Liverpool Enter and Views Powers to Enter and View Services

Healthwatch Liverpool was established under The Health and Social Care Act 2012 and came into being in April 2013. Healthwatch Liverpool is an independent champion for the rights of people who use health and social care services in Liverpool.

Healthwatch Liverpool has the statutory power to Enter and View any local health and social care services that receive public monies. Healthwatch normally undertakes such Enter and View visits to observe the quality of services in action and to encourage and enable more people to talk to us about improving health and social care services.

Healthwatch Liverpool Enter and View visits are recorded by means of a report that is published online, shared with appropriate regulatory bodies and service commissioner, and the report is also shared with the service provider for their response. Copies of Healthwatch reports can be made available in accessible format on request.

Section 2: General profile of the service that was Entered and Viewed

Name of the Service that was Entered and Viewed:

Christopher Grange
Youens Way, Liverpool L14 2EW

Group: Catholic Blind Institute

Person in charge: Julie Greene (Manager)

Local Authority / Social Services: Liverpool City Council ([click for contact details](#))

Type of Service: Care Home only (Residential Care) - Voluntary / Not for Profit Owned , 78 residents

Registered Care Categories*: Dementia • Old Age • Sensory Impairment

Specialist Care Categories: Cancer Care • Hearing Impairment & Deafness • Speech Impairment • Visual Impairment

Single Rooms: 78

Rooms with ensuite WC: 78

Facilities & Services: Palliative Care • Respite Care • Physiotherapy • Own GP if required • Pets by arrangement • Close to Local shops • Near Public Transport • Minibus or other transport • Lift • Stair lift • Wheelchair access • Gardens for residents • Bar/Cafe on premises • Residents Kitchenette • Phone Point in own room/Mobile • Television point in own room

Latest CQC* Report on Christopher Grange: [click here](#)

**Care Quality Commission (CQC) is responsible for the registration and inspection of social care services in England.*

Section 3: Basic Details about the Enter and View visit

The Date of the Enter and View Visit: *Friday 20th February 2015*

The Time of the Enter and View Visit: 1:30pm to 3:30pm

Names of the members of the Healthwatch Enter and View Team that undertook the visit:

Andrew Lynch, Development Officer
Inez Bootsgezel, Development Officer
Laura Yallop, Support Worker

The type of Enter and View Visit undertaken:

This was an announced visit. It was judged that announcing the visit on this occasion would enable Healthwatch to liaise with the service provider to publicise the visit to the friends and families of residents, thus providing them the opportunity of informally advocating on behalf of those residents who for one reason or another may not be in a position to speak for themselves e.g. some residents who have dementia can find it difficult to articulate their views.

Section 4: The reason for the Enter and View Visit

This Enter and View visit was not in conducted in response to any concerns that Healthwatch has heard from the public. The visit was part of the Healthwatch Liverpool activities of:

- Identifying if and how local health and social care services could be improved
- identifying recommendations to improve the standards of health and social care services

On this occasion Healthwatch was keen to observe the service in operation and was particularly interested in using the visit to hear the views of residents and their friends and family regarding their experience of the services provided. Healthwatch heard the views of staff during the Enter and View too. Healthwatch also used this Enter and View process to observe how effectively the care home informs and engages with its service users and their friends and family. Healthwatch was particularly interested to observe how the service monitors its performance regarding such engagement.

Section 5: The Methodology of the Healthwatch Liverpool Enter and View Visit

The visit is not designed to be a full inspection, audit or an investigation of the service, rather it is an opportunity for Healthwatch Liverpool to get a better understanding of the service by seeing it in action and talking to staff and service users. Healthwatch Liverpool seeks to identify and disseminate good practice wherever possible. However, if during a visit Healthwatch Liverpool identifies any aspects of a service that it has serious concerns about, then these concerns are to be referred to the appropriate regulator or commissioners of the service for investigation or rectification. Any safeguarding issues identified will be referred to the Local Authority for investigation.

The rectification of less serious issues may be directly with the service provider.

If at any stage it is not possible to rate against a particular aspect of a service then, 'Not Rated' is entered, and an explanatory comment is entered in the relevant section (Please note that 'Not Rated' is not used here as an evaluative expression. It simply indicates the absence of a rating). The Healthwatch Liverpool Enter and View Team are given the option to comment or make a recommendation immediately below the ratings. If the Enter and View Team chooses not to comment this should not be taken as a negative or a positive indication regarding relevant aspects of the service.

Section 6: How Healthwatch rated what we observed

Healthwatch Liverpool representatives were met and escorted round Christopher Grange by Sue Hopkins the Manager of the Marillac Unit.

The Healthwatch Liverpool Enter and View Team rated general aspects of the service that they viewed in the following way:

| Exterior | Very Good | Good | Average | Poor | Unacceptable |
|-------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Parking | ✓ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Physical Access | ✓ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Upkeep of grounds | <input type="checkbox"/> | ✓ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Upkeep of building's exterior | ✓ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Hygiene, cleanliness | ✓ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Comments/Recommendations:

Healthwatch representatives observed the exterior from the car park to the front door and some areas for residents through windows.

The car park and front exterior areas were well maintained with a number of clearly defined parking spaces for those with a disability.

Some of the paving areas in the gardens are in need of maintenance, Healthwatch recommends adding the exterior areas to the maintenance schedule.

| Reception | Very Good | Good | Average | Poor | Unacceptable |
|---------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Information provided | <input type="checkbox"/> | ✓ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Décor | ✓ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Freedom from obstructions and hazards | ✓ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Hygiene, cleanliness | ✓ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Comments/Recommendations:

The reception area was a light, airy space with information on how to make a complaint displayed. Also there were a number of information leaflets and feedback forms available.

| Corridors, Lifts and Stairways | Very Good | Good | Average | Poor | Unacceptable |
|---------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Physical Access | ✓ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Décor | ✓ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Freedom from obstructions and hazards | <input type="checkbox"/> | ✓ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Hygiene, cleanliness | ✓ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Lighting | ✓ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Comments/Recommendations:

It was positive to note door numbers are all in Braille and the corridors are wide with large brightly coloured tactile pictures on the walls. The floors are a mixture of carpet which changes to a hard floor when you are adjacent to a turning from the main corridor, this is to help those with a visual impairment find their way around. Whilst walking down the corridor Healthwatch representatives walked past the lift. The corridor entrance to the lift looked narrow and there were what appeared to be scrape marks possibly from wheelchairs down both sides.

| Dining Area - of units Entered and Viewed | Very Good | Good | Average | Poor | Unacceptable |
|---|-----------|--------------------------|--------------------------|--------------------------|--------------------------|
| Physical Access | ✓ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Décor | ✓ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Freedom from obstructions and hazards | ✓ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Hygiene, cleanliness | ✓ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Dining Area General Rating | ✓ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Comments/Recommendations:

Healthwatch representatives found that the dining rooms look clean and well decorated.

| Communal / Sitting Area - of units Entered and Viewed | Very Good | Good | Average | Poor | Unacceptable |
|---|-----------|--------------------------|--------------------------|--------------------------|--------------------------|
| Physical Access | ✓ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Décor | ✓ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Freedom from obstructions and hazards | ✓ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Hygiene, cleanliness | ✓ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Communal / Sitting Area General Rating | ✓ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Comments/Recommendations:

Healthwatch representatives found that the sitting areas looked well maintained and clean.

| Kitchen facilities | Very Good | Good | Average | Poor | Unacceptable |
|----------------------|-----------|--------------------------|--------------------------|--------------------------|--------------------------|
| Facilities | ✓ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Décor | ✓ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Hygiene, cleanliness | ✓ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Comments/Recommendations:

Healthwatch representatives met with the chef Alan Jones who has been working at the home since September. He told the Healthwatch representatives that the menus operate on a four weekly cycle and are changed to meet the requirements of the residents. Healthwatch representatives were shown a meal for the Rhona unit which had been pureed, each item is separately pureed and put on the plate so that it is set out as a meal. The chef explained that he attended meetings with the residents and has changed the menu as a result of what residents have said. The chef also meets weekly with the Residential Manager and the Manager of Rhona House to discuss meals and menus. The chef showed a folder which contains a pink sheet for every resident which includes information on what food they like/dislike as well as their date of birth, and they make a birthday cake for all residents. Dietary requirements are reviewed every 3 months.

Healthwatch representatives were told by the chef that staff will provide egg/beans/cheese on toast or sandwiches for those who decide that they don't want the food they have ordered (which is ordered the day before).

Healthwatch representatives were told by staff that the food is served by the manager of the unit and presentation must be good. Those with a visual impairment have plate guides. Some of the residents have a food and fluid balance chart and if there is a change in the resident's weight of 2lb or more then dietary support is sought.

| Bathroom / Washing/ Toilet Facilities - of units Entered and Viewed | Very Good | Good | Average | Poor | Unacceptable |
|---|-----------|--------------------------|--------------------------|--------------------------|--------------------------|
| Physical Access | ✓ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Décor | ✓ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Freedom from obstructions and hazards | ✓ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Hygiene, cleanliness | ✓ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Comments/Recommendations

The bathrooms in the units observed were clean, and Healthwatch representatives were told by staff that the whirlpool baths with open sides are good for those with limited mobility.

Section 7: Information Received and Observations made by Healthwatch representatives

Chapel

Healthwatch representatives were shown the chapel, this is a quiet place for the residents, visitors and staff to use. Staff explained that the chapel can be used by people of any faith or no faith, which was seen as positive by Healthwatch. The chapel can be used for funerals for those who were living at the home and Healthwatch representatives were also told about the ‘Light up a life’ service held for the family and friends of those who have died at Christopher Grange in the previous 12 months. The chapel is also used as a space for community groups and schools to perform for the residents.

Visual Rehabilitation Centre

Healthwatch representatives were shown the Visual Rehabilitation Centre, and were told that people are referred here by Bradbury Fields. We saw a number of facilities including an art room, a training area where people are taught living skills following loss of sight, and two ICT suites. We spoke with Steve Challoner, a member of staff at the centre. He explained that staff together with some of the service users had created a version of the Healthwatch feedback form that was more accessible to those using the centre, and had run a session with users of the centre’s services to complete the forms (please see section 8 for feedback). Healthwatch representatives were pleased to see the centre staff supporting their service users to engage.

Healthwatch representatives were also told that the Rehabilitation Centre runs training for the police, medical students and drivers of some taxi companies, teaching them how to guide and support someone with a visual impairment.

The Main Corridor and Market Place

Healthwatch representatives were shown the area known as the Market Place. There is a 'dignity tree' where residents can leave feedback and other residents/family/friends are able to view the feedback, posters on the walls with pictures from events held at the home, a seating area, a shop with café-style seating where people can purchase hot drinks, and a hairdressers. They have tried to make the hairdressing room look like a hairdressers and this is open Tuesday-Friday.

Along the main corridor there is a room with a computer where residents can use Skype to contact their families in private, a smoking room (which is for residents, visitors and staff are only permitted to smoke outside), and a seating area with sofas which is used for activities.

Unfortunately the staff member responsible for activities was on leave the day of the visit so was unavailable to speak to us. Healthwatch representatives were told by Sue that activities include going out for fish and chips, armchair exercises, X-Factor, and visits from an Elvis impersonator and the Brownies.

Rhona Unit

Healthwatch representatives were shown to the Rhona Unit which provides nursing care and can accommodate 28 people. Healthwatch representatives saw a room for the family/friends of residents who are receiving palliative care, which has private access to gardens. Those gardens needed some maintenance as there was some uneven paving which could be a trip hazard.

Healthwatch representatives were shown a vacant room on the unit. Each room has an assigned Key Worker and their picture is displayed in each room. The rooms all have a sink in the room and a separate ensuite room comprising of a toilet and sink. The Rhona unit is all on one level.

Healthwatch representatives were also shown a bathroom on the Rhona unit, which had a whirlpool bath with opening sides. The bath can be raised upwards so the resident doesn't have to have a member of staff looming over them while in the bath. The Rhona unit has 2 bathrooms with a bath and a wet room.

Marillac Unit

Healthwatch representatives were shown to the Marillac Unit, which is one of the residential units, by Sue who is the unit Manager. We saw the dining room where the manager told us that the policy is to allocate residents a seat on their first day, and that the meals are served by the manager.

Healthwatch representatives saw an activities notice board in the corridor which gave details of the Dignity in Care Champions and information from the Care Quality Commission. There were also 'thank you' notes and positive feedback on display, the most recent of which was dated 9th February 2015. Further along this corridor a box containing disposable gloves was observed on top of one of the handrails that run along the wall. This was pointed out to the unit's manager as it could be a potential hazard for anyone needing to grab the rail for support.

The Healthwatch representatives were shown the lounge area with a TV and armchairs, and a

couple of smaller rooms which can be used by residents who want to sit somewhere quiet, or a private space for meeting with a social worker.

Healthwatch representatives were shown the laundry room which was only accessible by key code, and were told that all items of residents' clothing are labelled and are washed, dried and ironed every day.

Healthwatch representatives were also shown the unit manager's office where dates of supervision meetings and training were clearly displayed, as was moving and handling data.

General Information

In response to questions from Healthwatch representatives the manager explained that staffing levels per unit are a minimum of 5 staff members in the morning, 4 in the afternoon and 4 during the night. A manager or senior staff member sleeps over every night. The manager explained that Christopher Grange has a very robust sickness policy; any member of staff who accrues 3 periods of sickness within 12 months is asked to attend a disciplinary meeting. Staff are encouraged to train and develop themselves.

The manager also explained that the home is very secure with a guard on-site, cameras and monitors, and all units are in contact with each other via walkie-talkies. She added that Christopher Grange does not have stipulated visiting times, but asks visitors to avoid meal times and leave by 9pm so that staff can get those residents who want to go to bed ready for bed. The manager added that they won't always ask visitors to leave, particularly if a resident is ill or receiving end of life care.

In reception Healthwatch noted there is a complaints/concerns poster on the entrance board. They have a questionnaire which is completed as part of an annual review and reports are written by key worker and manager. The staff encourage residents and friends and family to go straight to them if there is a problem rather than waiting for a review. Healthwatch representatives were told the home has monthly meetings with residents and notes are sent out from these meetings and put on notice boards around the home. Sue has a policy of asking family members to take people out to speak to them in case they do have any concerns.

Sue explained care plans and assessments are written with the unit manager in conjunction with the hospital and the family. Christopher Grange also offers palliative and end of life care with the support of the residents GP and the district nurses.

Section 8: Feedback from the people Healthwatch spoke to about the care home

Feedback received during the Healthwatch Enter and View visit from residents and/ or their relatives.

The husband of a resident who is on the Rhona unit (Nursing Care) said "they saved my life, nothing could be improved"; he was very complimentary of the service and the staff.

Another relative of a resident on the Rhona unit was complimentary of the physiotherapy care

his relative was receiving at the unit, stating that the staff got his relative up and out of bed on her first day at the unit, whereas previously she had spent a number of months in bed. He added that his relative gets visits from the community physiotherapist, and that she had a nice room on the unit. One concern he had was around food which he said can be cold, and because of the resident's medical conditions her diet was very limited. His relative had said it tasted "like good food spoilt". Also, as his relative didn't use a wheelchair all the time she had to wait for one to become available if someone wanted to take her out for the day. He said most of the staff were good, but that the odd one had a "straight-faced attitude". He spoke of another family member in a different care home where they always have a carer (staff member) in the common areas, and that this isn't the case at Christopher Grange. Overall he was happy with the service his relative receives.

In the dining room of the Rhona Unit Healthwatch representatives spoke with a resident who said "the nurses are great, they will do anything for you".

Healthwatch representatives spoke with a lady in the lounge of the Marillac unit who had only arrived at the home that day who said it was "very good so far".

Healthwatch representatives also spoke with a resident of Vincent House and her daughter. The resident is visited every day by her daughter or her son. The daughter was positive about Christopher Grange and spoke about the staff as being dedicated, but did express some concerns about staffing. Since her mother had been at Christopher Grange the unit had newly recruited a manager who had subsequently been on long term sick leave. Two senior carers had left. When Healthwatch representatives asked the resident, she responded that she had just gotten used to people, and they changed and she didn't get on so well. She also spoke about the food as having "gone downhill" with "the same thing week after week". Her daughter explained the residents choose their meal the day before, and don't always remember or still want the meal ordered the previous day. The daughter's other concern was how often her mother gets a bath, as she did need some support from staff to be able to have a bath; when her mother had moved to the home the son and daughter had requested that their mother would receive two baths per week, but although the daughter was assured by staff that her mother had been washed, she had not received a bath for nine days on the day of the Healthwatch visit. The daughter felt she should not have to ask for her mother to get a bath.

Feedback gathered by Christopher Grange in the Visual Rehabilitation Centre during a workshop with service users in advance of the Healthwatch Enter and View visit.

"I am a service user of Christopher Grange Rehab with a visual impairment. I have been coming to the centre since October. I am doing mobility, kitchen skills, Braille, touch typing and daily living skills. I am learning to use a long cane to enable me to be more independent. I have been outside the building today with the cane for the first time. I am enjoying the experience of learning new skills at the Centre. I am able to learn at my own pace with no pressure. The peer support is good, mixing with all ages".

"I am a service user at Christopher Grange, as I have a visual impairment (macular dystrophy).

My condition developed quite rapidly - in November 2013 I went for a routine eye test, thinking I needed stronger glasses. After a number of conditions were ruled out (tumour, MS) I was diagnosed in July 2014 and registered partially sighted in August.

Obviously this came as a shock to me as I have a young family and a mortgage, so my immediate concerns were whether I would still be able to do my job. I started attending Christopher Grange in September initially to get some reassurance that there was software that would help me. From my first visit though, it became apparent that the centre offers much more. I have been learning to touch-type as well as using some of the assistive technology available. In addition though there is lots of help available, such as advice on mobile phones, e-books and general IT support. The staff here are always friendly, helpful and flexible. Meeting other people with similar experiences is also a huge benefit - little things that help with day to day living”.

“I am a service user of Christopher Grange Rehab with a visual impairment, who has attended the centre for about three years. I am trying to learn new ways of accessing information and correspondence through the use of computers. I would say I am not the best in the world but I am giving it my best shot. Attending the centre also allows my carer some respite at least one day a week. I find the help, support and surroundings beneficial to achieving my goal”.

“I am a service user of Christopher Grange Rehab Centre with a visual impairment, it’s my pleasure to tell you about this place of Hope, nothing is impossible if you are willing to listen and learn, encouragement and help is always at hand and friendship and love just like one happy family. You feel you can face with renewed Hope the future”.

Feedback gathered in advance of our Enter and View by Christopher Grange using the Healthwatch Liverpool feedback form

Daughter of a resident: “Christopher Grange is like a home from home, the staff are like family and make mum’s life so happy, so puts our minds at rest, they look after her as good as us. Mum is happy being around people and enjoys the company. The only downside is there is not a lot of afternoons out”.

Daughter-in-law of a resident: “The story that stands out for me is when (the resident) was very ill not eating and drinking, Sue (*the manager*) knew she was ill and rang the doctor. It turned out she had a water infection, only for Sue’s quick and efficient actions I don’t think (the resident) would have survived that illness, they made sure she kept all her dignity, all carers were very compassionate towards (the resident) and all of our family, I know we all have trust in the care and safety of (the resident) while she is here. You can’t put a price on peace of mind and we know (the resident) is loved and well looked after”.

Daughter of a resident: “Our mother has only been at Christopher Grange for 2 weeks, but in the 2 weeks of her being there we thank God and feel blessed that we got her there. We could not fault anything and we thank you for looking after our mother”.

Son and daughter-in-law of a resident: “From the day we came to look around Christopher Grange and decided this was a lovely place for (the resident) to be cared for. We cannot praise the care and attention he has been given over the last five weeks. When he took ill a couple of

weeks ago the doctor was sent for out-of-hours and gave immediate medication. The meals provided look appetising and varied, (the resident) says it is excellent and we agree.

Niece and nephew of a resident: “As far as we are aware Christopher Grange seems good and caring”.

Daughter of a resident: “From day 1 of mum arriving at Christopher Grange, Marillac House, our mum has received only what we can describe as ‘outstanding care’. Sue Hopkins the duty manager ensures not only herself but the staff on duty treat the residents as one of their own members of the family. This gives both my brother, sister and myself peace of mind knowing our mum is being looked after with such care, love and respect. Thank you Sue and your team for such a reassurance of knowing mum is looked after in such a loving way”.

Sister of a resident: “Very caring and helpful, makes (the resident) feel at home. We made an excellent choice picking this home couldn’t get any better”.

Sister of a resident: “(The resident) is being well looked after at Christopher Grange. All the staff are very helpful, friendly and kind. No complaint whatsoever the way meals are prepared and served”.

Husband of a resident: “My wife has been a patient at Christopher Grange for the past four years. During this time the care and attention she has received has been of the highest standard. Staff are watchful, reacting promptly to any changes that might have occurred from time to time in her general condition. In my daily visits I have always been treated cordially and have peace of mind knowing that she is in good and competent hands”.

District Nurse: “Marillac house is a lovely, clean unit. Staff are friendly towards all residents and ensure everyone is included in all activities. Staff treat all residents like a big family!”.

Feedback received by phone after the Enter and View visit from the husband of a service user:

“Christopher Grange has done a great job helping her to learn how to cook, use the computer and much more. This has helped rebuild and improve our lives and has enabled us to stay together in our own home”.

Section 9: Summary and Recommendations

Christopher Grange offers a wide range of services and overall the home appeared clean and well decorated with an extensive list of facilities including the chapel, Market Place and Skype room.

Healthwatch representatives were pleased to note the way the home reacted to the visit, ensuring all residents and family had an opportunity to give feedback.

Although Healthwatch Liverpool representatives gained a positive impression of the overall care and support provided at Christopher Grange, and most feedback received was positive, as a result of this visit Healthwatch Liverpool makes the following recommendations:

- Some of the paving areas in the gardens are in need of maintenance; Healthwatch Liverpool recommends adding the exterior areas to the maintenance schedule.
- In one corridor we observed a box containing disposable gloves on one of the handrails, which can be a hazard for anyone needing to grab the rail for support, e.g. to prevent a fall. Healthwatch Liverpool recommends that handrails are kept free of any items at all times.
- Following conversations with residents Healthwatch Liverpool recommends that the residents are reminded they can change their choice of food ordered the previous day for something else e.g. sandwich/egg on toast on the day.
- After speaking with a family member and resident of the Vincent unit Healthwatch Liverpool recommends the staffing levels and policies at this unit are reviewed to ensure residents are able to have regular baths if they would like to.
- After speaking with a family member of a resident on the Rhona Unit Healthwatch Liverpool recommends the number of wheelchairs available for those residents who only need to use a wheelchair for outings are reviewed.

Section 10: Safeguarding

Were there any safeguarding concerns identified during the enter and view visit

No

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies, and the Local Authority will be notified on the same day as the Enter and View visit.

Section 11: Contact Details

Healthwatch Liverpool Scrutiny

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