

Enter and View Report - Care Home
St Catherine's
Barony Road
Nantwich
CW55QZ

Tel: 01270 610881

Date of visit: 23rd 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:

The home was clean, warm and appeared to visitors to be very welcoming. All residents were appropriately dressed and well groomed, and it was apparent by the various activities undertaken or planned that their wellbeing is of paramount importance.

Staff displayed a warm, helpful and courteous manner to all residents, with those residents and visitors interviewed commenting on the high standard of care given by staff at every level.

CARE HOME MANAGEMENT INFORMATION

The following information has been provided by the care home management

GENERAL INFORMATION

Name of Home:	St. Catherine’s Care Home	
Address and Postcode	Barony Road Nantwich CW55QZ	
Name of person completing this form:	Carolyn Penfold	
Position in the Care home:	Service Manager	
Date the form was completed:	30 01 15	
Telephone contact:	01270 61081	
Email contact:	stcatherines@c-i-c.co.uk	
Home Registration		Residential
	x	Nursing
	x	Dementia
How many permanent residents in the home today?	39	
How many short stay/respice stay residents in the home today?	0	
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?	Pre admission assessment - every resident is reviewed at every intervention
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Please give any examples of how you encourage residents to remain independent with daily living skills ie: personal hygiene, eating, drinking and dressing.	We will give people a choice to carry out their own personal care needs if they are capable ie wash, clean teeth. At mealtimes we will give them their chosen meal with adapted cutlery, plate guards etc., to enable them to manage their own diet. We try hard to only intervene where needed
How do you promote mobility for residents such as moving and walking?	Using zimmer frames-calling, referring to OT, Physiotherapist. Encourage armchair exercise and we have little pedal machines

ACTIVITIES

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	x	Full Time
		Part Time
		Sessional
What community links do you have with local organisations and who are they?	Nantwich museum - dementia living St Mary’s/St Anne’s church Bible study group	
How are residents approached / encouraged to take part in activity/interest groups?	Given weekly programme of activities Paperwork to determine their hobbies and interests	
What activity interest groups do the residents like to take part in?	Church and bible readings Crafts Quizzes Singing Films Musical entertainers Therapies-hand massage	
Please specify the type of activity and the duration of each activity.	Activities change as our community changes - difficult to answer	
How often do you run	x	Daily

these activities?	x	Weekly
		Monthly
		Yearly
Do you have a residents group?yes		
How often is the residents group engaged in the management of the home?		Daily
	Bi monthly	Weekly
		Monthly
		Yearly
Do you have a relatives group?		yes
How often is the relatives group engaged in the management of the home?		Daily
		Weekly
	Every 2 months	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?	Bi monhly next meeting 25 th Feb 2 pm Very welcome to attend	
If yes, who would we contact to arrange this?	Amanda Robinson Asst service manager	
Please give any examples of how you facilitate social interaction between residents and their local community.	Volunteers, church groups, provide room for meetings. Use of minibus to take service users out into the community	
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	Nurse in charge, manager, assistant manager	

about their health and social care needs -who would deal with the issue?

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

Background	St Catherine’s was selected as part of our Enter and View visits for Spring 2015
Observations	<p>Welcome: We were warmly welcomed by the Manager, Carolyn Penfold, who unfortunately was not well and unable to stay. Carolyn introduced us to Jean, the Activities Co-ordinator and made arrangements for us to feedback at the end of our visit to Simon, Senior Nurse. We were also met by Scamp, the lively resident dog.</p> <p>Security of building: This was appropriate to meet the needs of the residents.</p> <p>Staff: We were informed that during the day there are 5/6 care staff on duty as well as two nursing staff. We observed a number of staff undertaking various duties, all communicating well with the residents. As stated above, we were introduced to Jean the Activities Co-ordinator who showed us round the Home and introduced us to Staff, residents, and visitors. Photographs and names of all staff are displayed throughout the home.</p> <p>Residents: There were 39 residents in the home at the time of our visit. The residents interviewed all commented on how comfortable they were in the home, they liked their rooms, and how good the food was. Two commented they could choose what they wanted to eat, and even if they changed their mind staff in the kitchen would always try to help them. Given the complex health needs and frailty of the residents, we</p>

were aware when asking questions such as how long individuals had been in the home, and what made them choose St Catherine’s, there could be some doubt as to the accuracy of the information we received, and it was clear when feeding back to Jean and Simon that some of this information we had had from residents was indeed incorrect. [One resident indicated she had been at St Catherine’s for 7 years, instead of 1 year, another indicating she had only been there for four days when it was four months]. This emphasised to us the importance of feedback at the end of our visit.

Relatives/Friends: Met with three relatives:

1. Wife and daughter of gentleman . The relatives were clearly struggling with thoughts of what the future holds for their husband/father who clearly is dearly loved, and found it difficult to talk in front of him. Talking to the daughter separately she indicated her father had not been at St Catherine’s long, and currently was not permanent in the home. Both they, and the gentleman concerned considered the home to be comfortable, clean, good food, and with a high standard of care.

2. Wife of gentleman, both of whom were known to Stefan. Gentleman had sadly deteriorated with dementia robbing him of some of his memory, however his wife indicated when he was lucid he was pleased with the home and quite happy although he missed his own home. His wife was able to take him home one day a week. She also visits him every afternoon.

Meals and Drinks:

Menu on display with choice of meals available. Drinks are available at any time. Residents spoken to indicated the meals were good ‘and appetising’. Staff do ask residents what they would like, this is usually done the day/evening before, but should any resident change their mind this is not a problem, they would always be accommodated.

Communication and Social activity:

Jean, the activities co-ordinator is a very committed and energetic member of staff who believes that residents should be actively involved wherever possible, in whatever activity they are doing. For instance on baking day she doesn’t mind how much mess is made as long as all who want to are having a go at mixing and baking.

There are notices around the home indicating the various activities taking place, these currently include one to one baking; one to one card making; relatives meeting; sing along; go to the movies night.

	<p>They still had the decorations up in the activities area from the Chinese New Year they celebrated recently. Photographs of residents involved in activities both inside and on trips out are evident on the walls and in photo albums. Jean is compiling photographic journals for all residents but recognises this is a huge piece of work.</p> <p>Jean indicated that relatives join in and get involved with the various activities, for instance the gardening club is due to be set up again now that spring is round the corner, and as well as relatives and residents, there are also volunteers who assist. The relatives/residents group meetings are held every two months. There is social interaction with residents and their local community - for example school and church groups come in, the minibus is used to take residents out into the community, shopping etc., There is a budget allocated for activities, but as well as this the home has a fund for donations, the money from this fund being spent on items the residents may ask for, with the relatives/residents agreeing and having the final say.</p> <p>Environment, furnishings and building:</p> <p>St Catherine’s is clean, tidy with appropriate seating, chairs of varying heights, and no odour. On one wing laminated flooring has been laid down instead of carpet, and this is planned to happen in the other wing. Corridors were clean and free from clutter. At the end of each wing there is a lovely bright and warm conservatory. Unfortunately chairs/wheelchairs and hoists were being stored at one side of one of the conservatories, making it seem as though you are sitting in the storeroom and not in a relaxed, comfortable environment.</p> <p>The activities lounge was light, bright and airy, with different styles of chairs and hobby tables. The lounge looks out onto the garden area. There was a piano, and an abundance of DVDs/cd’s and books available.</p>
<p>Conclusions/Summary</p>	<p>Our visit to St Catherine’s was unannounced, and therefore we considered what we observed was part and parcel of the homes’ daily routine. It was to their credit that having the Manager needing to go home, we were welcomed warmly, and plans made calmly and quickly for someone to assist us and another person to receive our feedback.</p> <p>Staff were very helpful and courteous, and displayed a warm and respectful manner to residents.</p> <p>The home was clean, warm and appeared to visitors to be very welcoming. All residents were appropriately dressed and well groomed, and it was apparent by the various activities undertaken or planned that their wellbeing is of paramount importance.</p>

