

Enter and View Report - Care Home

Barchester Prestbury Beaumont
Collar House Drive
Prestbury
Cheshire
SK10 4AP
Tel: 01625 827151

Date of visit: 11/03/2015

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 general impression from the Scrutiny Visit today is that there are high standards of care and activity within Prestbury Beaumont, with the ethos of inclusion and independence being of paramount importance. The staff were particularly supportive of residents' individual needs.

CARE HOME MANAGEMENT INFORMATION

The following information has been provided by the care home management

GENERAL INFORMATION

Name of Home:	Prestbury Beaumont		
Address and Postcode	Collar House Drive, Prestbury, SK10 4AP		
Name of person completing this form:	Beverley Davies		
Position in the Care home:	General Manager		
Date the form was completed:	23/03/15		
Telephone contact:	01625 827151		
Email contact:	Beverley.davies@barchester.com		
Home Registration	<input type="checkbox"/>	Residential	
	<input checked="" type="checkbox"/>	Nursing	
	<input type="checkbox"/>	Dementia	
How many permanent residents in the home today?	19		
How many short stay/respice stay residents in the home today?	2		
Does each resident have a named or key worker?	<input checked="" type="checkbox"/>		

INDEPENDENCE AND MOBILITY

How do you assess residents' ability and mobility to keep themselves as independent as possible?	All residents have a thorough pre-admission assessment completed prior to admission into the facility. This takes into account all areas of care including a resident's ability and mobility levels. This enables to determine level of independence and/or assistance required to maximise this.
Please give any examples of how you encourage residents to remain independent with daily living skills ie: personal hygiene, eating, drinking and dressing.	All residents are encouraged where possible to assist with tasks to maintain independence and dignity. This will include offering choice over time of getting out of bed, going to bed, personal routine regarding hygiene and dressing (for example some residents prefer breakfast before getting dressed whilst others do not) and choice of clothing. Residents are able to choose if they partake in the spa facilities. They choose when/if they wish to join in group activities. Full choice over meals is encouraged. Alternatives are available should the menu items not to be of their liking. Dietary

	requirements are catered for. We have a licensed bar at Prestbury Beaumont so residents can choose if they wish to purchase alcohol with their meals or at any other time. Relatives are also free to purchase meals and alcohol with us. This enables social interactions to be maximised.	
How do you promote mobility for residents such as moving and walking?	All residents are free to mobilise independently around the building and grounds as they are able. Assistance is provided by staff as per each resident's care plan depending on their level of mobility and ability. We have a chartered physiotherapist on site who can provide additional treatments if required. Exercise programmes can be developed to maximise mobility with physiotherapist input.	
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	1	Full Time
	1	Part Time
		Sessional
What community links do you have with local organisations and who are they?	Local links include Prestbury Bridge Club, Bollington Art Group and Prestbury Gardening Club. We also have links with The Royal British Legion. Monthly talks are held at our coffee mornings and have included Trading Standards, Holistic Therapist and Gardening Club. We have a minibus that residents are able to use to access local community links as needed.	
How are residents approached / encouraged to take part in activity/interest groups?	All resident are encouraged, where possible, to join in group activities. There is a bulletin board highlighting events for that week and forthcoming events. A weekly sheet is provided to each resident with a list of the designated activities for the forthcoming week. Residents who are unable to participate in group activities receive 1:1 sessions as appropriate.	
What activity interest groups do the residents like to take part in?	Baking sessions, flower arranging, quizzes, cross words, shopping trips and outings to local attractions. Our residents do like craft afternoons. They also like to attend the coffee mornings we have and listen to local speakers on specific topics (for example recent talk from Trading Standards on bogus callers - very apt for our independent living owners).	
Please specify the type of activity and the duration of each activity.	Shopping trips - three times weekly for approximately 3 hours. Minibus available daily as required. Board games - usually afternoon activity for 1.5 - 2 hours. Bridge club - alternate weeks usually 2 - 3 hours. Baking sessions - 2 hours approximately.	

	Coffee mornings each month - 2 hours approximately. Card games - 1.5 - 2 hours usually. Quiz (specific themes) - occur twice weekly for approximately 1.5 - 2 hours. Flower arranging sessions - each month for an afternoon. There is a full programme of activities with various sessions going on each day (over 7 day period).	
How often do you run these activities?	<input checked="" type="checkbox"/>	Daily
	<input type="checkbox"/>	Weekly
	<input type="checkbox"/>	Monthly
	<input type="checkbox"/>	Yearly
Do you have a residents group?	<input checked="" type="checkbox"/>	
How often is the residents group engaged in the management of the home?	<input type="checkbox"/>	Daily
	<input type="checkbox"/>	Weekly
	<input checked="" type="checkbox"/>	Monthly
	<input type="checkbox"/>	Yearly
Do you have a relatives group?	<input checked="" type="checkbox"/>	
How often is the relatives group engaged in the management of the home?	<input type="checkbox"/>	Daily
	<input type="checkbox"/>	Weekly
	<input checked="" type="checkbox"/>	Monthly
	<input type="checkbox"/>	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?	Resident/relative meetings are held alternate months and minutes are available in reception. General Manager surgery is held on the alternative months. Full schedule of meetings is listed within the home for the forthcoming year. Residents have been made aware of Healthwatch during the past meetings and Healthwatch are welcome to attend any meetings planned.	
If yes, who would we contact to arrange this?	Please contact General Manager Beverley Davies on 01625 827151 or via email on Beverley.davies@barchester.com	

Please give any examples of how you facilitate social interaction between residents and their local community.	Residents can attend any activities we facilitate at Prestbury Beaumont including visiting professionals/speakers. This also includes the use of our spa facilities which including hairdressing, nail treatments, reflexology and holistic therapies. Residents are able to attend local attractions/community links via use of minibus with staff assistance as needed. Recently had a barge trip for several of our residents. Minibus was used to transport residents to the canal barge and staff assistance was provided to gain wheelchair access to the barge.
Please use this space to tell us about any facilities/activities not covered in the above questionnaire.	Monthly visits are undertaken by Lay Preacher to allow residents to gain religious service.
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?	Primarily it would be the Nurse-in-Charge that would deal with immediate aspects of care and welfare. We have two Activity Co-ordinators who deliver the social programme in conjunction with care staff.

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	Barchester Prestbury Beaumont was selected for a visit from our list of Cheshire East Care Homes for completion in Spring 2015
Observations	<p>Welcome: On arrival we were politely welcomed by the lady at Reception but the manager was out, so we were introduced to the Activity Organiser who showed us round</p> <p>Security of building: The building was secure and accessed by a call bell and the main building was secure</p> <p>Staff:</p>

We observed 10+ staff during our visit.

All staff wore a uniform, all wore name badges. All staff members were smiling and friendly, without exception.

Staff members were busy but those we observed with residents took their time, demonstrating patience, confidence and care.

All staff members were chatty with the residents and obviously knew them well and their individual needs

Residents:

We spoke to 6 residents during our visit

We observed residents who were happy and relaxed sitting and chatting or relaxing in the lounge-no activities were taking place at the time of our visit

Most residents prefer to stay in their own rooms

Residents chose to live at Prestbury Beaumont because of:

- Good location, near to previous family home
- Good reputation that the home has
- Excellent care staff
- Excellent surroundings and amenities

Residents felt well cared for and there was always someone to help if needed.

All residents were able to tell us about the range of activities and could check the noticeboard to see what was going on.

There are spa facilities that residents and members of the public can use

A resident hair stylist

Manicure and pedicure facilities

Residents were aware of a residents meeting but those spoken to did not wish to be on it

Residents have regular visits from family and friends

Relatives/Friends:

We were able to meet with one relative visiting whilst we were there, who chose the home because of its reputation

She is kept informed about activities and feels welcomed as

relatives can join in the groups. She is aware of residents meetings

	<p>that are held and can take part if he wants to. She felt that staff were available to listen to any concerns if she has any and feels confident that they will be addressed.</p> <p>Meals and Drinks:</p> <p>The daily menus are available in the dining areas .Breakfast and evening meal may be served in residents own rooms. Afternoon tea and biscuits was being served in the lounges and residents’ rooms during our visit.</p> <p>Communication and Social activity:</p> <p>There seems to be a wide range of activities available. We were shown the activity board in the main staircase area. Well planned and attractively displayed. Residents are given a copy each. They have a minibus, which is used for regular outings</p> <p>Although we did not observe any outside group visiting during the time we were there, we were informed that various community links are encouraged including visits from schools, local church groups and history groups.</p> <p>We observed books (including some from the library) in lounge areas alongside games and magazines. Residents can have a daily newspaper delivered to their room</p> <p>Environment, furnishings and building:</p> <p>All areas visited were well maintained, clean and free from odour, with chairs of different heights, to accommodate all residents’ needs and preferences</p> <p>The home was well furnished and bright and airy</p>
<p>Conclusions</p>	<p>The general impression from the Scrutiny Visit today is that there are high standards of care and activity within Prestbury Beaumont with the ethos of inclusion and independence being of paramount importance</p> <p>The staff were particularly supportive of residents individual needs</p>