

Healthwatch Cheshire West Enter and View Report	
Enter and View Visit to	Daneside Mews Care Home, Chester Way, Northwich, CW9 5JA
Date	11 th March 2015
Authorised Representatives	Margaret McDermott and Lynda Kenny
Staff Present	Manager - Elizabeth (Liz) Johnson
Background	<p>Situated near the river Dane in Northwich, Cheshire, Daneside Mews is a purpose built 34 bedded care home offering secure Dementia care for older people. Respite care is available but no day care.</p> <p>Run by HC-One, the following facilities are reported on their website: single rooms; lounge; quiet lounge; nurse call system; wheelchair accessible; outdoor area; shop*; onsite hairdressing*;visiting hairdresser; bar service*; designated smoking area*; activity room (not in use); lift access; en-suite facilities; patio area ; landscaped garden; summer house/room. Although <i>The Mews</i> offers 34 en-suite rooms, only 28 Residents were in occupancy during the time of the visit. (<i>Facilities marked * were not evidenced by Representatives.</i>)</p>
Overall Impression	<p>The general atmosphere seemed bright and welcoming, with no unpleasant odours. Residents seemed to be happy and engaged with Staff, who, in turn, were attentive to the residents. Residents in the Lounge seemed actively cared for. The Mews was clean and tidy. We were informed of plans to update the decor and flooring has already been replaced by non-slip laminate.</p> <p>Representatives were told by several Residents and one family member, that they were happy with their care. The Managers take a very hands-on approach and activities are based around the Residents' needs rather than on a strict timetable.</p> <p>Liz Johnson is newly appointed as Manager in post for only eight weeks - previously, she was at a private care home in Manchester. Liz has just received a CQC certificate confirming that she is the official 'Fit Person' in charge of The Mews. Liz appointed her own choice of Deputy, who has been in the role for four weeks, and had worked with Liz previously.</p> <p>Therefore, The Mews has had a complete change of senior management, and they are keen to re-invent the home and introduce many new ideas and improved practices. Liz seems to Representatives as a very energetic and hands-on manager with definite ideas on how to make The Mews more Dementia-friendly. Despite her recent appointment, she has already implemented several ideas to make the home a better environment - such as memorabilia items of interest. <i>"We want a very good house."</i></p>
Any ideas or suggestions for improving service?	<ul style="list-style-type: none"> • Improved use of the activities area • Improve/develop laundry services • The HC-One website still shows 'Nicola Orme' as Manager - this needs to be changed to Liz Johnson. • Garden furniture/seating could benefit from repainting. • There was an incorrect menu in the upstairs dining room - this needs

checking daily.

- Repair a radiator in the upstairs lounge which had piece hanging off.
- Remove ugly *Pringles* vending machine from the entrance.

Liz said that she wanted to make many more improvements - Representatives got the impression that she was aware that the home needed to be turned around and was keen to do so. Specifically she aimed to provide more activities and to, "***Make it more homely,***" saying that the lounges at the moment, "***Were a bit sparse.***" Representatives agreed with these comments.

Environment

There is a pleasant entrance hall with signing in book, hand sanitizers and information about the home, complaints procedures, infection control and certificates. There is also a set of staff recognition leaflets, which Liz seems keen to use. There is a redundant *Pringles* vending machine which Representatives feel, if not being used, should be removed from the entrance.

The Home is situated on two floors, both offering the same accommodation. There are very pleasant, well-furnished lounges and furniture is arranged well in small groups. Downstairs the lounge has a sunroom which opens onto lawned gardens. All bedrooms are en-suite and pleasantly furnished and decorated. Residents' names were on each bedroom door, and doors were coloured differently to resemble house front doors. Liz said that she was planning to put a laminated sheet next to each door displaying personal memories, photographs and, emergency evacuation information. En-suite doors in residents' bedrooms were a different colour making it easier for individuals with dementia to recognise their bathroom. Toilet seats in the communal bathrooms were also non-white in keeping with dementia guidelines.

There was a dining room on each floor with a kitchenette enabling Residents and visitors to make drinks. Representatives saw that the tables were attractively set for lunch. There were white notice boards in each dining room with the daily menu on. Unfortunately the menu had not been changed in the upstairs room.

Shower rooms and bathrooms viewed were well equipped clean and tidy.

The floors were accessed by a wide staircase and good-sized lift.

The gardens were attractively laid out and well kept, although perhaps a little sparse. There was seating for the Residents, although this needs some re-painting.

We understand that Residents can bring in their own TVs and radios, and Representatives observed a range of personal possessions including photographs in Residents' rooms.

Liz informed us that she takes Health and Safety very seriously, and that The Mews had just received a commendation for a fire audit by the local Fire Services. This means that they do not need to be audited for another three years.

The Mews had experienced a virus outbreak which had led to temporary closure recently but we were informed that effective barrier nursing had limited the illness to four Residents. Liz said that she had telephoned every family member to inform them that The Mews would be closed. She confirmed that there was an Infection Control Lead, and Representatives observed a hand sanitizer outside the entrance door to each floor.

Health and Wellbeing

Staff made Representatives feel welcome and Representatives observed good interaction with Residents.

Staffing - Liz said that staffing levels were one to five during the daytime, with one senior member of staff and two others - both up and down stairs.

At night there is one senior member of staff and two others. Also, we understand that Liz and her deputy alternate duties as on-call manager during the night.

Staff work twelve hour shifts of three to four days at a time. Agency staff covers for sickness absence but Liz told us she only uses, "***One or two reliable agencies.***"

Additional staff include three housekeepers and a maintenance person who works 8.30am - 2pm, five days per week. He is also the Health & Safety manager and drives the mini bus. Gardens are tended by contracted staff. Liz said that the Mews was, ***“Never understaffed.”*** Liz said that her management team, ***“was working”***, but commented that she felt it would take time for existing staff to adjust to a complete change in senior management. Liz said that she operated ***“An open door policy,”*** and that she, ***“Always makes herself available for anyone who wished to speak.”***

Resident and relatives meetings are organised monthly to coincide with the monthly staff meeting. However, Liz said that turnout was poor commenting, ***“Families don’t have the time to turn up.”***

Representatives understand that staff training is mostly done via HC-One on-line learning packages; staff are expected to learn in their own time. The Manager, Liz, is a qualified training assessor and has a list of training needs.

The atmosphere at Daneside Mews seems genuinely caring; with the Manager Liz taking a genuine interest in her Residents and literally giving a reassuring arm when required. Liz said, ***“She was prepared to fight for Residents’ rights.”***

Liz said that she operated, ***“Person centred Planning,”*** with care lead by Residents’ abilities and their individual needs. Residents can go to bed and get up when they like - Representatives observed a Resident getting up mid-day. Liz said that, [she] ***“Would like this, The Mews, to be like a normal home.”***

Representatives spoke to a relative who said he was happy with the care his wife received - they were seated in the sun lounge and seemed content. However, he pointed out that there were issues with spoiling items of clothing by the laundry (N.B. later comment). Also, spoken to by Representatives, a female resident said, ***“She would be sad to leave The Mews.”***

Medication and medical care - Liz told us that her deputy was in charge of medication. *Boots* supply The Mews with monthly medication which arrives in bottles and packets rather than blister packs. There is a locked and tidy dispensary. The daily medication round takes about two to three hours - a significant chunk of nurses’ time. Residents’ medication lists also included a photograph of each individual, to reduce the chances of mistakes.

When Residents need to visit their GPs, Liz said that it is HC-One policy that they be accompanied, ***“They need a familiar face to keep them calm.”*** Danebridge Surgery normally services The Mews: the manager commented on this service, ***“There are no regular appointments but if a G.P. is needed I expect them there that day.”*** Representatives understand that those Residents who are local to Northwich can sometimes keep their own GP.

Generally, Residents’ dignity did seem to be respected. However, Representatives observed a lady sitting on the corridor in her night clothes who was there before we went upstairs and was still there on our return.

Dementia support - The Mews is a care home that caters for Residents suffering from dementia. Liz demonstrated a good understanding of the issues faced by people with this condition and has implemented ideas such as ‘Rummage Drawers’ on each floor. These are sets of drawers with brightly coloured knobs into which Residents can put items perceived to be of importance to their comfort: e.g. items of dolls’ or children’s clothing. Liz said that she spoke to family members if any resident’s behaviour was of concern: e.g. the Resident who was constantly ‘looking for her husband’.

Representatives understand that pre-assessment in the Client’s own home or hospital is always done prior to becoming a resident at Daneside Mews.

Liz told Representatives that care plans were updated regularly and that there was a ‘Resident

of the day' system in place which focussed on one Resident's care plan each day, along with a 'spring clean' (therefore care plans would be reviewed about once per month under this system). Liz said that some work was being done regarding end of life planning.

There is a Falls Monitoring Team at The Mews, who go through falls on a monthly basis and suggest improvements. Crash mats and Sensors are used in case residents get out of bed unexpectedly.

Representatives were informed that DoLS documentation was sent for all residents in Oct. 2014 and that so far only one had been returned as complete.

Liz said that she does two daily Health & Safety checks by walking round the Home: she takes a very hands-on approach.

Food - Residents' daily menus were displayed on white boards on each floor; there were no menus on dining tables. Food is cooked at the HC-One nursing home next to The Mews (Daneside Court), and is brought across - the temperature of the food is checked on arrival. Representatives were told that food is prepared using fresh ingredients at Daneside Court. Liz mentioned that some food was used as a 'dementia prompt'; for example "chippy on Friday", where fish and chips was served in 'mock' newspaper wrappings to help to bring back memories. Music is played in the Dining Rooms at mealtimes and most Residents ate there rather than in their own rooms.

Residents can use the kitchen for snacks, etc. with staff supervision.

Activities and Community Links

An activities co-ordinator (AC) is employed during week days (9.30am - 2.30pm Mon. to Fri.), with another person working Sat. and Sun. 9am - 5pm. Prominent white boards on both floors displayed weekly activities, and there was a listing of visits to local attractions - e.g. a day trip to *The Blue Planet* costing £20. When Representatives asked about how activities were funded, Liz said, "Residents paid or the families pay but that there was also a 'Comfort Fund' for which monies were raised via 'scratch cards, raffles, etc.'" she further commented that Top-up costs were charged for hairdressing, non NHS chiropody and newspapers.

The activities co-ordinator gets ideas for excursions from family members. However, there was little visible evidence of activities taking place in-house - no art or craft work on display, and although a giant-sized *Connect Four* game was available there were no books or magazines. However music seems to be a feature at The Mews: Representatives observed the AC dancing with Residents to music. Also music is played in the dining rooms. The AC appears to take a very hands-on, person centred approach to activities, spending time talking to Residents. She seems enthusiastic and committed to her job, and it was obvious that she had a strong connection with Residents.

In addition, Liz told Representatives that five denominational churches visit the Home and services are given for Residents.

Liz said that she wanted introduce animals into The Mews and "***Was thinking of getting a cat and a fish tank for Residents.***" As Representatives left the AC was filling the bird feeders visible from the lounge.

Representatives noted that the Activities Room is currently used for storage - several new mattresses were in there, together with a hairdressing wash basin (not used). Liz said that she planned to re-vitalise this room and use it for hairdressing. She planned to remove the TV as Residents prefer to listen to music and was considering introducing aromatherapy, massage and music therapy (this would be at extra cost to Residents).

The Mews has its own minibus to be used 'as and when residents need to go out.'

There was evidence of planned social events at The Mews: e.g. a New Year's Eve party, at which Residents stayed up later than usual and had a small drink. Representatives did not observe any volunteer or community involvement.

Feedback

Residents' laundry was an area of concern, as laundry is done at Daneside Court across the way. Issues mentioned to Representatives included loss of individuals' clothing (although labelled) and woollens being washed at too high a temperature - "**Being boiled**" - and thereby ruined. Liz said that she had knitted new cardigans personally to replace those that were damaged

Additional Comments

Representatives would like to make another visit in 6 to 9 months time in order to see if the planned improvements have taken place.

Liz informed Representatives that she had completed a NVQ Level four award and wished to persue level five, but there are a few issues around funding.

Feedback from Provider of Service

I encourage Enter and Views - this supports me in achieving the best I am able. This was an unannounced visit.

I look forward to any inspection as I can use this to improve standards: New eyes can see things that maybe get missed. I appreciated the audit.

Actions: I am in the process of purchasing additional seating and living area furniture - to make the home more 'homely' for the individuals that reside in Daneside Mews. Also I have introduced a café system for mealtimes; i.e. staff use notepad and encourage residents to state preferences; which is working well.

I feel unannounced visits are good also announced - either are informative and highlights good points and also where we can improve.

Elizabeth Johnson - Manager.