




Enter and View Report
St Stephens Care Home
St Stephens Court Elworth
Sandbach Cheshire
CW11 4TG

Tel: 01270 759565

Date of visit: 23 March 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:

St Stephens Care Home was clean, had a calm and welcoming atmosphere, and staff displayed at all times during our visit a caring and courteous manner to all residents.

Because of the extreme frailty of some residents it was not appropriate for us to talk to/interview any resident, but those residents we were able to observe appeared very comfortable, appropriately dressed and well groomed.

St Stephens is very committed to providing appropriate stimulation to all residents, whether this be through a group session or individual one to one sessions.

Relatives/friends/volunteers are very supportive and assist in planning the various activities as well as actively getting involved.

CARE HOME MANAGEMENT INFORMATION

The following information has been provided by the care home management

GENERAL INFORMATION

Name of Home:	St Stephens care home	
Address and Postcode	St Stephens Court Elworth Sandbach Cheshire CW11 4TG	
Name of person completing this form:	Wendy Langley	
Position in the Care home:	Service Manager	
Date the form was completed:	28/01.15	
Telephone contact:	01270 759565	
Email contact:	Ststephensmanager@c-i-c.co.uk	
Home Registration	<input type="checkbox"/>	Residential
	<input checked="" type="checkbox"/>	Nursing
	<input type="checkbox"/>	Dementia
How many permanent residents in the home today?	38	
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?	Each resident who is admitted has a personalised care plan formed for their care. Activities of daily living are assessed for the first 2 weeks. Monthly review of care plan by their keyworker
Please give any examples of how you encourage residents to remain independent with daily living skills ie: personal hygiene, eating, drinking and dressing.	Staff are informed of residents daily condition at handover for each shift change. Staff encourage residents as much as they are able to maintain their independence, according to their capabilities. Relatives are actively involved. Other professionals attend ie: Physio, OT, Dietician

How do you promote mobility for residents such as moving and walking?	We have only a small number of residents who can mobilise and move. The staff would encourage/assist and document in notes, how they promote and how it went	
ACTIVITIES		
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?	We have links with 2 of our community churches Cheshire voluntary service Local library Sandbach and Crewe Guides Local primary and play school Rotary club	
How are residents approached / encouraged to take part in activity/interest groups?	Staff and activity coordinator encourage and take residents to activities Residents are aware of planned events	
What activity interest groups do the residents like to take part in?	Singing Baking Gardening Musical moments Therapy/exercise Parachute games Communion/Songs of Praise Bingo Beauty therapy Food tasting	
Please specify the type of activity and the duration of each activity.	Events/activities usually last around an hour One to one sessions also Activities vary as do times	
How often do you run these activities?	✓	Daily
	✓	Weekly
		Monthly
		Yearly
Do you have a residents group?	✓	

How often is the residents group engaged in the management of the home?		Daily
		Weekly
	Every 3 months	Monthly
		Yearly
Do you have a relatives group?		✓
How often is the relatives group engaged in the management of the home?		Daily
		Weekly
	Every 3 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?	We vary the meetings from afternoon to evenings for those that work. Very welcome to attend	
If yes, who would we contact to arrange this?	Wendy Langley - Manager Michelle Johnson - activities coordinator	
Please give any examples of how you facilitate social interaction between residents and their local community.	Coffee mornings with the church Songs of praise in the home Guides assist at our special events and sing at Christmas etc.,	
Please use this space to tell us about any facilities/activities not covered in the above questionnaire.	Specific events over the year - Christmas, Easter World war 1 centenary Bonfire night Chinese new year Burns night Quiz nights Summer and Christmas fayres	
Is there anything else you would like to tell us?	Activities had not been in place for a year but myself as the new manager and Michelle, the activities coordinator have worked hard to organise and encourage residents to join in activities	
If a resident has a concern about their health and social care needs -who would deal with the issue?	Nurse in charge, manager would be informed	

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 Stephens Court Care home was selected as part of our Spring 2015 round of visits
Observations	<p>Welcome: Greeted in a friendly manner</p> <p>Security of building: Appropriate for the needs of all residents.</p> <p>Staff: During the morning on each wing there is normally one qualified nurse and 4 care staff on duty; 1 qualified nurse and 3 care staff in an afternoon, and 1 qualified nurse and two care staff on an evening. These numbers would be adjusted if necessary. The staff we observed today were friendly, courteous and helpful to all residents. Staff wore different colour uniforms appropriate to their grade, and photographs of all staff were displayed on picture boards on each wing. Staff did not wear name badges. The Manager informed us this was something still being debated. Our view was that is it very helpful when speaking to a member of staff to know their name.</p> <p>Residents: We were unable to converse with any resident. The home is split into two wings which we walked through, and unfortunately, due to the extreme frailty of the majority of the residents a good number were in their bedrooms, and those we did see in the lounge areas were either asleep or unable to converse with us. All residents appeared comfortable and restful. Whilst talking to a relative, it was noted a call bell was going off for 6 minutes before it was answered. A second call bell sounded and was still buzzing when we left that particular area some five minutes later. We did note that the area was quite busy at the time.</p>

A doctor visits from Ashfields, the local medical centre, on a Monday and Thursday of each week. During our visit we noticed a page profile displayed for each resident, with a copy of this in their rooms, the point of which was to ensure staff on duty are aware of a resident's needs/wishes at all times.

Relatives: Barbara spoke to one relative whose husband had been in St Stephens for just under a year but was due to go home hopefully the following week. The relative indicated she wanted to look after him herself and was being as supported as possible during this process. Regarding the care he had received at St Stephens, the relative indicated this was of a high standard and every member of staff was caring and nothing was too much trouble for them.

Meals and Drinks:

No meals were being served whilst we were there, but individual drinks were being made.

Residents are offered a choice of menu, this was normally done by staff the night before, but it was clear should a resident have a change of mind then they would be accommodated.

Communication and Social activity:

We met with both the Manager and the Activities Coordinator. Although only in post for approximately a year, there was a good range of activities listed and activities for the week were displayed on notice boards within the home and in the foyer. Because of the limited number of residents able to join in activities, one to one sessions take place in bedrooms according to the ability and needs of each individual resident. The one to one sessions generally take place on a morning, with more group themed sessions on an afternoon.

All relatives are invited to all sessions, and are very supportive. Some of the activities mentioned were decorating cups; raised area at the back where residents/relatives helped to grow vegetables last year. At the weekend there is a race night which relatives have helped to arrange.

Donations/monies raised via fayres etc., go into the 'Comforts Fund' of which relatives are a signatory on the account.

There is a mini bus which is shared with St Catherines [Nantwich] which means those residents who are able can take trips out [eg coffee morning at local church etc.,]

Environment, furnishings and building:

St Stephens Care Home is clean and tidy with appropriate seating of varying heights, and no odour. One concern we did have was the open tray of cat food in the activities room to cater for the resident cat.

Conclusions/Summary

St Stephens Care Home accommodates some extremely frail residents and all staff appear to care for them in a very positive and kindly manner. Undertaking the various activities must be quite a challenge, but the activities coordinator and all those who assist ensure no-one is left out, whether this be in a group activity or a one to one session.

Relatives and visitors are kept informed of events happening within the home, and we noted that the letter from Healthwatch Cheshire East informing the manager that we would be visiting within a given period was on the notice board for all to see.

We could only judge the standard and quality of care experienced by residents by observation as it was not appropriate to disturb/interview any resident, but it was clearly evident to us that residents are well cared for and staff very committed to ensuring this continues.