

Enter and View Report - Care Home

The Laurels
Canal Road
Congleton
Cheshire
CW12 3AP

Tel: 01260 278710

Date of visit: 10/04/2015

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 visit highlighted that the residents are very content at the Laurels, feel safe and well cared for and enjoy the activities.
The staff commitment in giving good quality care is evident.
Staff interacted warmly with residents and each other and a good teamwork ethos was observed

CARE HOME MANAGEMENT INFORMATION

The following information has been provided by the care home management

GENERAL INFORMATION

Name of Home:	The Laurels Residential Home	
Address and Postcode	Canal Road Congleton CW12 3AP	
Name of person completing this form:	Michele Jackson	
Position in the Care home:	Care Manager	
Date the form was completed:	09/03/2015	
Telephone contact:	01270 278710	
Email contact:	laurels@pearlcare.co.uk	
Home Registration	<input checked="" type="checkbox"/>	Residential
	<input type="checkbox"/>	Nursing
	<input type="checkbox"/>	Dementia
How many permanent residents in the home today?		38
How many short stay/respite stay residents in the home today?		3
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?	<p>On pre assessments On admission to which a care plan is written up for mobility on how we maintain their ability This is continually reviewed and assessed for change and GP involved for physio referrals if any concerns changes (deterioration) or improvement</p>
Please give any examples of how you encourage residents to remain independent with daily living skills ie: personal hygiene, eating, drinking and dressing.	<p>Through the care plans which are written (person centred care) on how/what they want. Stating what they can do and how this can be reached with assistance from staff to maintain independence. Eating may need a plate guard to stop food spillage but may eat independently or a lid for a drink to avoid spillage. With dressing, we put their clothes in order and staff support them to dress, with assistance if needed</p>

How do you promote mobility for residents such as moving and walking?	Staff follow care plans and are aware that the residents' ability and independence to walk/move is vital to their wellbeing. Family are included in this, from pre assessment through to admission and ongoing , that mobility is a key part of The Laurels standards	
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?	Churches Schools nursery.	
How are residents approached / encouraged to take part in activity/interest groups?	On pre assessment we compile a social assessment on likes, dislikes including activities and what the home does, so staff know what people enjoy. Resident committee meetings are held and the views for forthcoming events and activities are reviewed and they are what the residents want	
What activity interest groups do the residents like to take part in?	OOMPH classes, parachute,beanbags basket ball They like group entertainment Some residents who don't participate have one to ones. Flower arrangements, church services, cake decorating	
Please specify the type of activity and the duration of each activity.	An hour to 1hour 30 mins	
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		Daily
		Weekly

management of the home?	✓ every 2 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 2 months held jointly	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?	Every 2 months in the home Healthwatch professionals welcome	
If yes, who would we contact to arrange this?	The Home Manager/Admin/Activity Coordinator	
Please give any examples of how you facilitate social interaction between residents and their local community.	Prior to admission one resident went to a luncheon club and now continues to do this with support from us and we have had to adjust, due to deterioration in her health but to continue her social interaction	
Please use this space to tell us about any facilities/activities not covered in the above questionnaire.	The home has recently invested in training 2 staff to expand their knowledge in promotion of wellbeing and movement/exercise The programme is called OOMPH and is lottery funded	
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?	Care staff, Senior care, Managers, If needs be, family involvement depending if resident wants them to be. Social workers or other health professionals.	

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?	Yes
If no, would you like more information	

Authorised Representative Observations

Background	The Laurels was selected for a visit from our list of Cheshire East Care Homes for completion in Spring 2015
Observations	<p>Welcome: We were made very welcome by Janet, Deputy Manager at the main entrance, who introduced us to Michele Jackson (Care Manager) and Becky (Activity Organiser) we were then offered drinks</p> <p>Security of building: The entrance does not have a security type access fitted, but a standard latch lock is fitted. Visitors ring the bell and are met at the door, then asked to sign in</p> <p>Staff: We observed- Care workers, cleaners, kitchen staff and an activity person. All staff wore uniforms and name badges The staff were carrying out their duties and communicating with the residents in a respectful, cheerful way. Michele informed us that the staff enjoy their work and are flexible in their roles. She informed us that she and Becky also carry out care duties for the residents as and when required. Becky was very enthusiastic and passionate about getting the residents involved in the various social activities. She had been on the OOMPH Exercise to music course and enjoyed sharing this with the residents</p> <p>Residents: There were 29 permanent residents in the home and 1 day care resident. Our visit was at 10am and most of the residents were up, dressed and sitting in the 2 lounge areas. They were reading or sitting chatting quietly. Music was playing in one of the lounges. All 4 residents we spoke to, gave very positive comments and seemed very satisfied with the home and the staff. There were no signs of residents in distress or not being responded to. Currently, no residents go out on their own but the home provides taxis or a minibus for outside visits, shopping and excursions. Residents are allowed pets. Also, resident's families are allowed to bring in pets to visit. In the past, the home had a house dog, one resident had a cat and one had a budgerigar. The care staff manage</p>

the residents' medication , but those who are capable, manage their own.

Relatives/Friends:

During our visit, a resident's daughter came in to see her mother. When asked why she chose to live at the Laurels , the resident said that originally she had come in for respite on her daughter's recommendation-she liked it so much she decided to stay. Michele informed us that the number of relatives visiting has decreased. We asked how relatives are informed about activities and the residents /relatives meetings. She explained that such information is displayed on the noticeboards. It was observed that because of the lack of space on the boards, they were overcrowded and confusing to read. There were no separate topic areas and the information appeared haphazard.

Meals and Drinks:

Residents seemed happy with the meal arrangements and choices, The menu is displayed in writing and in pictures in the entrance hall and each resident is asked what they would like. There is a choice of sandwiches or a hot meal in the evenings. Throughout the daytime residents are offered hot or cold drinks and snacks. In the evening hot chocolate, hot milk and Horlicks type drinks are offered. There is also a "help yourself" squash machine in one of the lounges.

Communication and Social activity:

A monthly plan of all the activities and entertainment is produced by Becky, the Activity manager, -renewed each month. These are displayed on weekly posters around the building and by verbal announcements to the residents. These activities include :OOMPH Exercise to music, floor games, Bingo, Videos, crafts, baking and cake decorating.

The OOMPH exercises are very popular and take place 2-3 times a week with around 15 residents participating.

Residents are taken out on outings to garden centres and had lunch in the Egerton Arms.

Outside entertainers visit the home which include an organist, singers, local schoolchildren, a magician, church representatives There is an onsite hair salon for men and women and visiting Chiropodists and Physiotherapists , on a regular basis

Environment, furnishings and building:

The internal areas of the home were clean and free from clutter in the lounges, corridors and stairwell areas. The newly fitted rooms are furnished to a high standard and décor was fresh and

	<p>bright. Some rooms had own toilet facility and one room was being converted to an ensuite. The home was free from odour. The garden was a bit “tired” but we were informed that a new gardener/handyman had been employed and that was his first work, to improve the patio and gardens in readiness for the fine weather to enable residents to sit out.</p>
Conclusions	<p>The visit highlighted that the residents are very content at the Laurels, feel safe and well cared for and enjoy the activities. The staff commitment in giving good quality care is evident. We would recommend rearranging the displayboards and also to give each resident a paper copy of activities and perhaps email that to relatives too.</p>