

Enter and View Report - Care Home

The Rowans
Merriden Road
Macclesfield
SK103AN

Tel: 01625 422284

Date of visit: 6th May 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 visit, is that there are high standards of care and person centred activity, to meet the needs of residents. The ethos of inclusion and independence was clearly evident and staff were particularly supportive of residents' individual needs.

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

Residents had chosen to live at The Rowans because:

- One resident's family chose it
- One resident had previously been in another care home but his daughter had visited the Rowans, felt it met his needs and moved in
- One resident had lived and worked in a local nursing home and came to live at the Rowans when she became frail
- One lady's family had chosen the Rowans after visiting several homes

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

CARE HOME MANAGEMENT INFORMATION

The following information has been provided by the care home management

GENERAL INFORMATION

Name of Home:	The Rowans	
Address and Postcode	Merriden Road Macclesfield Cheshire SK103AN	
Name of person completing this form:	Faye Wilkinson	
Position in the Care home:	Manager	
Date the form was completed:	05/05/2015	
Telephone contact:	01625 422284	
Email contact:	Rowans-manager@canterbury-care.com	
Home Registration	<input type="checkbox"/>	Residential
	<input checked="" type="checkbox"/>	Nursing
	<input checked="" type="checkbox"/>	Dementia
How many permanent residents in the home today?	33	
How many short stay/respice stay residents in the home today?	0	
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?	Monthly care plan reviews/audits Key worker assessments Regular MAH meetings and weekly GP visits
Please give any examples of how you encourage residents to remain independent with daily living skills ie: personal hygiene, eating, drinking and dressing.	Choice of diet every mealtime. Carers are trained to promote independence eg: asking each resident daily, what they require assistance with and what they can do independently. Offered a choice of 2 lounges and a variety of activities.

How do you promote mobility for residents such as moving and walking?	On site moving and handling trainer, who assesses residents mobility daily. Some residents require weekly moving and handling assessments to determine their progress, or decline in mobility	
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	✓	Part Time x 2 staff
		Sessional
What community links do you have with local organisations and who are they?	Food for Mac helps with gardening and residents interaction Looking into pet therapy and reintroducing options Library service Local school groups	
How are residents approached / encouraged to take part in activity/interest groups?	Residents' choices and preferences documented in care plans. Activities are coordinated around residents' interests and hobbies. 2 different church groups visit.	
What activity interest groups do the residents like to take part in?	Church groups-communion Singalong with piano group Theatrical group Aerobics group Garden community group Massage therapy Reminiscence	
Please specify the type of activity and the duration of each activity.	1 hr sessions	
How often do you run these activities?	✓	Daily Tues, Thurs ,Fri, weekends
	✓	Weekly
	✓	Monthly
		Yearly
Do you have a residents group?	No-we have staff representatives for some residents	
How often is the residents group engaged in the		Daily
		Weekly

management of the home?		Monthly
		Yearly
Do you have a relatives group?	No but we have relatives meetings as and when	
How often is the relatives group engaged in the management of the home?		Daily
		Weekly
		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?		
If yes, who would we contact to arrange this?		
Please give any examples of how you facilitate social interaction between residents and their local community.	Arrange group meetings/activities Summer fayre/coffee mornings Christmas parties	
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 about their health and social care needs -who would deal with the issue?	The nurse in charge -manager-GP-carer	

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
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If no, would you like more information	Yes

We are working in conjunction with Cheshire East Council Quality Assurance team, who evidence standards at nursing homes within a 6(7) Cs standards rating and our observations may highlight observed evidence within those standards, in the areas that we observe and this will be annotated where there was evidence to show that the home was meeting the standard in these areas. We are only able to comment on the areas off our responsibility

Care:

Care is our core business and that of our organisations and the care we deliver helps the individual person. Caring defines us and our work-people receiving care expect it to be right for them.

Compassion:

Compassion is how care is given through relationships based on empathy respect and dignity. It can also be described as intelligent kindness and is central to how people perceive their care

Competence:

Competence means all those in caring roles must have the ability to understand an individual's health and social care needs. It is also about having the expertise , clinical and technical knowledge to deliver effective care and treatment based on research and evidence

Communication:

Communication is central to successful caring relationships and to effective team working. Listening is as important as what we say and do. It is essential for the “no decision about me, without me”

Courage: Courage enables us to do the right thing for the people we care for, to speak up when we have concerns. It means we have the personal strength and vision, to innovate and to embrace new ways of working

Commitment :

A commitment to our residents and patients is the cornerstone to what we do. We need to build on commitment to improve the care and experience of our residents .We need to take action to make this vision and strategy a reality and meet the health and social care challenges ahead.

Culture:

Culture is symbolic of communication. Some of these symbols include a group of skills, knowledge, attitudes, values and motives; the meaning of these are learned and perpetuated through the group. They are demonstrated by behaviours and actions.

Authorised Representative Observations

Background

The Rowans was selected for a visit from our list of Cheshire East Care Homes for completion in Spring 2015

Observations

Welcome:

On arrival we were welcomed by the manager, who was expecting us. We were asked to sign the visitor's book and our ID badges were observed.

Security of building:

The building was secure and accessed by a keypad .Internal double handled door security was on some of the internal doors in order to allow staff clear access, to floor levels and corridors

Staff:

We observed 10+ staff during our visit.

All staff wore a uniform and some 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. When serving drinks they checked that residents were comfortable and had what they wanted.

All staff members were chatty with the residents and obviously knew them well and their individual needs, taking time to chat and introduce us to 6 residents.

We spent time with the activity coordinator who showed us a variety of games and activities that the residents enjoy and a large board in the dining area was clearly and effectively displaying the activities for the week

We observed a nurse dispensing medication and carefully recording. We spoke to one agency nurse who was posted to the Rowans on a regular basis and she enjoyed working there.

We did hear call bells whilst we were there, one was answered very promptly the other one took longer. A staff member explained the sequence of attending call bells and the colour coding on the monitor.

**Standards evidenced-
Communication: Commitment: Competence : Compassion**

Residents:

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

We saw no signs of anyone anxious or unhappy and no call bells were heard during our visit. One resident reported that if they need help they press the call bell and staff members come very promptly.

The residents we saw were in the lounge downstairs and in the dining room. We saw several residents through open doors into their rooms (where they had chosen to be) all were up and dressed, reading papers or watching television.

All residents are encouraged to be as independent as possible and walk with staff aid, frames or use wheelchairs

Residents had chosen to live at The Rowans because:

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All 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.

**Standards evidenced-
Communication:**

Relatives/Friends:

No relatives were at the home, during the time of our visit

Meals and Drinks:

Drinks are available throughout the day and we were offered drinks whilst we were chatting to residents. There was a wide variety of hot and cold drinks available and residents who needed assistance to drink were given support

The daily menus are available in the dining room on a board by the serving hatch. There was a 4 week menu available. However this was in very small print and residents were not sure which week out of the 4, the menu referred to. Representatives suggest that the daily menu is written in large print on the board that was available , to match the very clear activity board, on the tables.

Standards evidenced-

Communication: Competence:

Communication and Social activity:

There are a wide range of activities available. We were shown the activity board in the dining area and actual activities in the lounge.

Whilst we were there, we observed staff from Food for Mac, working in the community garden. Two of the residents told us how much they enjoy working on this project. We were informed that various community links are encouraged including visits from schools, local church groups and music/singing groups.

Standards evidenced-

Communication : Compassion: Commitment: Culture:

	<p>Environment, furnishings and building:</p> <p>The residents live on 2 floors. The home has some good dementia friendly aspects, including a reminiscence lounge and dementia friendly signage on doors and in corridors. Each resident had their own front door complete with number and a knocker</p> <p>All areas visited were well maintained, and clean. Some areas need a lick of paint and some refurbishment and the manager informed us of planned decorating/refurbishment. The public areas were clean and free from odour, however there was odour in most of the bedroom areas. All furnishing was to a good standard with various heights of chairs to accommodate needs of residents.</p>
Conclusions	<p>The general impression from the Scrutiny Visit today is that there are high standards of care and person centred activity, to meet the needs of residents The ethos of inclusion and independence was clearly evident and staff were particularly supportive of residents individual needs</p> <p>Representatives recommend that the bedroom odours are dealt with as soon as possible</p>