

## Enter and View Report: Care Home

The Elms  
Elm Drive  
Crewe  
CW1 4EH

Tel: 01270 584236

Date of visit: 11<sup>th</sup> 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 Elms presents as a clean, bright establishment with good furnishings and facilities.

Staff communicate well with each other and seem to be from our observations a very committed, caring, competent and compassionate team focussed on the well-being of all residents.

Certainly from discussions we had with various residents and relatives, nothing is too much trouble, and individuals indicated they would have no hesitation in raising a concern because they knew it would be addressed immediately.

There is a culture of openness and choice for all residents, whether this be in regard to food/mealtimes, joining in [or not] and helping to plan activities, or just their preference as to how they wish to spend their day, and staff very much promote this.

## CARE HOME MANAGEMENT INFORMATION

The following information has been provided by the Care home management

GENERAL INFORMATION	
Name of Home:	The Elms
Address and Postcode	Elm Drive Crewe Cheshire CW1 4EH
Name of person completing this form:	Jenny Price
Position in the Care home:	Care Team Leader
Date the form was completed:	28/4/15
Telephone contact:	01270 584236
Email contact:	Clair.fewtrell@clsgroup.org.uk
Home Registration	<input checked="" type="checkbox"/> Residential
	<input type="checkbox"/> Nursing
	<input type="checkbox"/> Dementia
How many permanent residents in the home today?	41
How many short stay/respice stay residents in the home today?	0
Does each resident have a named or key worker?	both

INDEPENDENCE AND MOBILITY	
How do you assess residents' ability and mobility to keep themselves as independent as possible?	By completing initial assessments prior to admission, daily assessments from care staff
Please give any examples of how you encourage residents to remain independent with daily living skills ie: personal hygiene, eating, drinking and dressing.	Provide daily choices - encourage residents to use skills they have and maintain their independence. Allow them to do for themselves what they are able and provide support to do so. Provide equipment to maintain independence ie consult with Physiotherapists, frames etc.,

How do you promote mobility for residents such as moving and walking?	Provide equipment, consult with other services such as GPs, District nurses, physiotherapists. Provide residents with aids such as frames and encourage residents to use these. Make sure residents are moving and walking throughout the day to encourage sustained mobility.	
<b>ACTIVITIES</b>		
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 - 25 hours pw
		Sessional
What community links do you have with local organisations and who are they?	We have 2 church groups who regularly come in to the home to give services and we work with the local primary school.	
How are residents approached / encouraged to take part in activity/interest groups?	Residents are asked on a daily basis, provided with one to one time, to discuss activity interests and focus on these. Have a weekly planner displayed around the home for activities. We also invite families and staff along.	
What activity interest groups do the residents like to take part in?	They enjoy Bingo, arts and crafts, cake decorating, quizzes, pamper sessions, social events church services, game nights	
Please specify the type of activity and the duration of each activity.	Each activity runs for around 1hr 30 minutes depending on the enjoyment and participation of the group. One to one sessions are usually one hour each	
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?	✓	Monthly
		Yearly
<b>Do you have a relatives group?</b>		no
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?	We invite residents along to residents meetings - the focus group has disbanded but residents who wish to, attend meetings. Families are also invited but we don't have a specific relatives group.	
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.	Invite the local community in, church group, schools, families and friends. We also put on events such as fun days, fundraisers, Bingo's, Summer fairs and invite the local community to those events	
Please use this space to tell us about any facilities/activities not covered in the above questionnaire.	We are also running three Barge trips over the summer	
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?	We would deal with this with the help of social workers - home manage/care team leaders would lead this.	

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

## Authorised Representative Observations

### Background

The Elms was selected for our current round of Care home visits

### Observations

#### Welcome:

On entering The Elms we were immediately and warmly welcomed by two members of staff who were in the foyer at the time. After introducing ourselves we were informed that the manager Nicola Brennan was not in today but were then introduced to Clair Fewtrell, Finance and Domestic Home Services Manager. Unfortunately it was Clair's first day at The Elms, although she had been with the company for a number of years and was a well experienced manager.

We explained our role within Healthwatch, and although we learned later that a Care Home Management Information form had been sent through to Healthwatch, we did not have this to hand and therefore went through the questions with Clair, which she indicated was helpful to her as well as ourselves.

#### Security of building:

The security of the building is appropriate to the needs of the resident group. On entering the building we signed in the visitors book.

#### Staff:

It was evident when entering the building how warmly visitors are received into The Elms. Throughout our visit all staff exuded a warm and caring approach whether this be to us, other visitors, each other and importantly to all residents. One member of staff commented 'a smile takes no effort but can mean so much to a resident'.

We were informed that on duty at all times are:

- 1 Senior Care
- 1 Care Team Leader
- 2 Care assistants

Domestic staff and office staff are on duty during the day. We noted that throughout our visit, going into the various communal lounges etc., how well staff communicated with residents and visitors.

Training for staff is regular and ongoing, and the Senior on duty informed us that staff are listened to should they highlight individual training needs. It was important that all staff felt competent in supporting and delivering care to any resident.

**Residents:**

During our visit we met with seven residents in various lounges. They all made very similar comments:

1. Staff are excellent, very kind and helpful. Nothing is too much trouble.
2. Always asked about what activities they would like, “and these can be changed if we don’t fancy something we’ve already agreed to”.
3. Activities co-ordinator [Julie] always tries to make sure no-one is left out, she visits residents in their rooms to have a chat with them to find out what they would like.
4. Haven’t been out much because of the weather, but there are local shops staff will take residents to, and the enclosed garden is very popular in warmer weather.
5. Food is good, and whereas two residents indicated there was not a lot of choice, other residents said if you didn’t like what was on the menu they would always do something else for you.
6. Look forward to the Church services and church visitors. “Staff ask if we want to attend them, and if we want to take communion, because not everyone believes you know, and they respect our wishes”.
7. We are given choice in everything, whether this is when to get up or go to bed, what to wear, what we want to do. We’re very happy here.

**Relatives/Friends:**

Met with two relatives.

1. Daughter. Indicated she was very pleased with The Elms. Her mother had been there for a few months now having been dissatisfied with a previous care home. What had struck her on entering The Elms was the fact it was clean and bright, and everyone seemed so welcoming. Her mother stated that should she have any concerns she knew she could raise them without any worries and they would be addressed. She indicated the only downside was that there was no en suite facility in her room, but the daughter said this was not a problem at all as her mother required full assistance. There is always something going on in the way of activities, but her mother was happy to stay in her room a good deal reading etc.,
2. Son. Visits his mum a number of times during the week, and this can be at any time of the day or evening. His two sisters and other brother also visit their mum. His sisters attend any meetings and get involved in activities, but staff had commented to him that his mum hadn’t wanted to attend

bingo on a couple of occasions, so he had made it his business to be there at that particular time and encouraged her to do so. He indicated the relationship between visitors and staff, if his family's experience is anything to go by, is very good and residents are clearly a top priority for staff.

**Meals and Drinks:**

The chef stated that mealtimes are an important part of the day for residents, and went through the weekly menu with Helen, explaining that should any resident not be clear what the menu choice was, he would sit with them and show them a menu card with a photograph and details of what the meal contained. All residents and visitors we spoke to indicated that the food was very good and nutritional. The son of one of the residents indicated he had stayed for meals on a few occasions, one being the Christmas dinner, and the food was excellent. Staff go round regularly with a variety of drinks, but for those residents [or visitors] that are able, there are drink making facilities in the lounges as well.

**Communication and Social activity:**

During our visit we noted staff undertaking a variety of tasks with residents, and at all times chatting to and having discussion with the individual residents in a calm and friendly manner. Residents are consulted on a daily basis in regard to menu choice, as well as menu cards clearly displayed on dining tables. There is a weekly planner for activities undertaken and these are displayed at various points around the home. As well as this residents are encouraged on a daily basis to join in, and an activity can change should residents so desire it. For those residents who wish to remain in their room, one to one sessions can be arranged. Staff informed us that relatives are very supportive and join in activities and trips out. There are strong links with the local community who are invited to various events put on by The Elms, ie summer fayre, fun days etc., as well as regular input from the local church and visits from school children on special occasions. One visitor spoken to indicated he and particularly his sisters very much enjoy and like to get involved with these events. It is noted from the Care Home Management information sheet received that three barge trips are planned over the summer months, and from talking to various residents it was obvious how much enjoyment is derived from making use of the enclosed garden.

	<p><b><u>Environment, furnishings and building:</u></b></p> <p>The Elms presents as a very clean, bright and odourless establishment with good furnishing and fixtures. Chairs in the various lounges are of differing heights to suit the needs of residents, with drink making facilities in lounges for the use at any time of visitors or residents. There is a good choice of lounges should a resident wish to sit with other people or relax in a quiet lounge themselves. The dining area is welcoming and uncluttered.</p>
<b>Conclusions/Summary</b>	<p>There seems to be a very calm, warm and friendly atmosphere within The Elms which is obvious to visitors on entering the home, and this was borne out when talking to visitors today. Staff present as being a cohesive team where the needs and wishes of all residents are of paramount importance. This was evident when meeting with Clair Fewtrell on her first day at The Elms. She was very relaxed and open, providing us with as much information as she was able, and communicating with other staff where necessary to gain further information.</p>