

**Enter and View Report - Care Village
Belong Macclesfield
Kennedy Avenue
Macclesfield
SK10 3DE**

Tel: 01625 508700

Date of visit: 13th 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 very 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

The ambiance of the whole village was welcoming, furnished to high standards and there was great evidence of supportive team working-The staff are skilled and competent and deliver a high quality person centred service to meet the needs of all residents

CARE HOME MANAGEMENT INFORMATION

The following information has been provided by the Care Home management

GENERAL INFORMATION

Name of Home:	BELONG MACCLESFIELD	
Address and Postcode	Kennedy Avenue Macclesfield SK10 3DE	
Name of person completing this form:	Caroline Ray	
Position in the Care home:	General Manager	
Date the form was completed:	29/04/2015	
Telephone contact:	01625 508700	
Email contact:	caroline.ray@belong.org.uk	
Home Registration	<input checked="" type="checkbox"/>	Residential
	<input checked="" type="checkbox"/>	Nursing
	<input checked="" type="checkbox"/>	Dementia
How many permanent residents in the home today?	69	
How many short stay/respite stay residents in the home today?	1	
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?	<p>Initial assessment is carried out with the customer themselves where able and families and representatives if appropriate. Customer and family complete the This is me documentation and contribute to their lifeplan after moving in and at reviews. Getting to know the person enables us to judge where a person's ability is at and when assistance or encouragement is appropriate. Moving and handling assessments are carried out when the person moves in and are regularly reviewed.</p> <p>Our full time fitness instructor will also work with customers and staff to tailor a programme unique to the customer designed to encourage and maintain mobility where appropriate. A series of walks has been designed and signposted around the garden and leaflets produced and distributed to encourage customers to participate.</p>
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<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>	<p>Continuous assessment and discussions with the customer, family and staff. The design of our households mean customers have access to domestic type areas to encourage independence and interest in maintaining skills. All our staff are trained in supporting older people and those living with a diagnosis of dementia. The training is person centred and holistic to encourage staff to think about the person first and what is important to them to have ownership of, including choice and daily living skills that can still be carried out independently.</p>
<p>How do you promote mobility for residents such as moving and walking?</p>	<p>Encouragement to take part in village life such as the Bistro especially with their families, using the hair salon, attending social activities in the Venue, using the garden and balconies and ensuring these areas are interesting and stimulating. Using the Gym and exercise programmes designed for the individual, which are then maintained and encouraged to continue on the households with care teams.. Having areas of interest outside of the household such as the display cart in the reception area with themes of the month to encourage interest. Regular mobility classes in the venue and on the households.</p>

ACTIVITIES

<p>Do you have a budget to cover residents ‘activities, interest groups?’</p>	<p>Yes</p>						
<p>Do you have a member of staff to co-ordinate activities?</p>	<p>Yes</p>						
<p>If Yes: Are They</p>	<table border="1"> <tr> <td data-bbox="497 1220 646 1272"> <p>✓</p> </td> <td data-bbox="646 1220 1513 1272"> <p>Full time</p> </td> </tr> <tr> <td data-bbox="497 1272 646 1332"> <p></p> </td> <td data-bbox="646 1272 1513 1332"> <p>Part time</p> </td> </tr> <tr> <td data-bbox="497 1332 646 1400"> <p></p> </td> <td data-bbox="646 1332 1513 1400"> <p>Sessional</p> </td> </tr> </table>	<p>✓</p>	<p>Full time</p>	<p></p>	<p>Part time</p>	<p></p>	<p>Sessional</p>
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<p></p>	<p>Part time</p>						
<p></p>	<p>Sessional</p>						
<p>What community links do you have with local organisations and who are they?</p>	<p>Local schools, cubs and scout groups. Alzheimer’s society, local churches, local historian who presents slide shows and talks about Macclesfield history, Food for Macclesfield charity help with our gardening club and veg patch, Local councillors and MP. The community police officers hold their community surgery at our village.</p>						
<p>How are residents approached / encouraged to take part in activity/interest groups?</p>	<p>All households receive the activities list to share what’s on in the village with customers. Staff are encourage to support customers from households to these events. Our Experience coordinator spends time on the households bringing ideas for support staff to encourage activities and each household is provided with an activities file full of ideas to try with customers. Feedback from activities is collected by the experience coordinator and support manager to ensure what is being offered is well received and any ideas from customers and staff are incorporated to the activities programmes. Our fitness instructor also spends time on the households and encourages</p>						

	games and activities that aid movement and mobility.	
What activity interest groups do the residents like to take part in?	Arts and crafts, quizzes, gardening club, musical events, entertainers, movie showings, history talks, coffee mornings, social events to mark the seasons and times of year, knit and natter, poetry club, church services, sing a longs, arm chair keep fit, Wii bowling.	
Please specify the type of activity and the duration of each activity.	Activities are part of the day on households and happen as often and for as long as residents wish. Activities in the shared areas of the village are run each morning and afternoon.	
How often do you run these activities?	<input checked="" type="checkbox"/>	Daily
	<input type="checkbox"/>	Weekly
	<input type="checkbox"/>	Monthly
	<input type="checkbox"/>	Yearly
Do you have a residents group?	Regular resident household meetings and daily engaging with residents about their home.	
How often is the residents group engaged in the management of the home?	<input checked="" type="checkbox"/>	Daily
	<input type="checkbox"/>	Weekly
	<input checked="" type="checkbox"/>	Monthly
	<input type="checkbox"/>	Yearly
Do you have a relatives group?	We have a monthly carer support group and households hold coffee mornings and other information groups such as GSF meetings. We also hold dementia group meetings with our Admiral nurse and dementia champion to offer support and guidance for relatives. All relatives who wish to be involved form part of the lifeplan review monthly and annually.	
How often is the relatives group engaged in the management of the home?	<input checked="" type="checkbox"/>	Daily
	<input type="checkbox"/>	Weekly
	<input type="checkbox"/>	Monthly
	<input type="checkbox"/>	Yearly

<p>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?</p>	<p>I am happy to ask relatives if they wish to speak to your representatives.</p>
<p>If yes, who would we contact to arrange this?</p>	<p>Myself or for Carer support group via Gina Moorjani experience coordinator.</p>
<p>Please give any examples of how you facilitate social interaction between residents and their local community.</p>	<p>Our bistro, salon and activities and events are open to the public meaning residents are able to interact with the local community. We have links to local groups who visit the village and engage in village life.</p>
<p>Please use this space to tell us about any facilities/activities not covered in the above questionnaire.</p>	<p>70% of our customers are living with a diagnosis of dementia therefore all our activities and events are led by customers to ensure they are meaningful and chosen by our customers.</p>
<p>Is there anything else you would like to tell us?</p>	<p>All our households are the customers home and it is therefore important that activities are led by the people who live with us and are spontaneous and varied for the customers. Because of the wide range of things on offer and commitment from our teams to find something for everyone to enjoy our customers are able to choose things they wish to participate in.</p>
<p>If a resident has a concern about their health and social care needs -who would deal with the issue?</p>	<p>Depending on the nature of the concern there are a range of people customers may wish to speak to including, household teams, named companions, household Lead senior, member of the nurse team, GP who visits twice a week, experience coordinator, registered manager or general manager.</p>

<p>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?</p>	<p>No</p>
<p>If no, would you like more information</p>	<p>Yes</p>

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

<p>Background</p>	<p>Belong Macclesfield was selected for a visit from our list of Cheshire East Care Homes for completion in Spring 2015</p>
<p>Observations</p>	<p>Welcome: On arrival we were welcomed by Cheryl Davies , who was expecting us. We were asked to sign the visitor’s book and our ID badges were observed</p> <p>Security of building: The building was open at the front, as it is an open plan area leading to the Bistro. Entrances to households and apartments had keypads</p> <p>Staff: We observed 20+ staff during our visit.</p> <p>All staff members were smiling and friendly, without exception. It is the ethos of the village that staff do not wear uniform although some wore name badges. Pictures of staff and details of their roles was observed in one household and all residents are introduced on admission to their named keyworker and nurse, where appropriate.</p> <p>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.</p> <p>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.</p> <p>We spent time with the activity coordinator who showed us a variety of games and activities that the residents enjoy and activity “What’s on” information was available in 2 formats; a corporate sheet with events that the community could attend and an individual sheet for each resident which also captured their personal interests.</p> <p>We met with the fitness instructor who gave us very comprehensive information about the gym and her individual encouragement to each resident to have some exercise according to their needs and ability. She informed us that out of 69 residents, she has 42 participants and works closely with the GPs, OTs and Physiotherapists on referral.</p> <p>At the time of our visit there were 3 ladies and a gentleman using</p>

the gym, with appropriate support-all participants were clearly enjoying the experience.

Standards evidenced-

Communication: Commitment: Competence : Compassion

Residents:

We observed residents who were relaxed sitting and chatting or relaxing in the lounge and dining room areas.-There was a craft activity taking place in the Venue and both ladies and gentlemen were fully engaged in preparation for their Mad Hatters tea party event.

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 lounges in the households and in the Bistro. We spoke to 8 residents during our visit and all were fully involved and very happy with the care and services received at Belong Macclesfield

One resident had recently celebrated her 100th birthday and was fully involved in activities including tennis and golf!

Residents had chosen to live at Belong because:

- One resident's family chose it
- One resident had moved in to an apartment with his wife. Her health declined and she lives in a household and he lives in his apartment. However he is able to see her regularly and take part in activities with her-he said the care for his wife was "excellent"
- 3 residents had chosen Belong as their preference after visiting other homes
- One gentleman had lived in several homes and this was by far the best-"just like a hotel"

All residents were able to tell us about the range of activities and could check the noticeboard to see what was going on. All residents spoken to joined in most activities and one gentleman reported a great improvement following using the gym

Standards evidenced:

**Communication: Commitment: Competence : Compassion
Culture**

Relatives/Friends:

One relative reported the excellent care of his wife, who has Dementia. He could no longer care for her but is very glad of the help, advice and support that he also receives from the carers group.

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 in the households.. There was a 4 week menu available. Residents can eat in the household at mealtimes or choose a meal or light snack in the Bistro

Standards evidenced:

Communication: Competence

Communication and Social activity:

There are a wide range of activities available. Staff listen to the needs of the residents and the activities coordinator has a meeting to discuss residents past and present interests.

Activity areas and equipment are evident in all the households in particular dementia reminiscence books and memorabilia.

A full programme of activities are displayed and each resident has a personalised list of activities

Standards evidenced:

Communication : Compassion: Commitment: Culture:

	<p>Environment, furnishings and building: The home has some good dementia friendly aspects, including reminiscence activities and artefacts all around the building. Large clocks and day/date times were visible in the households and all residents are encouraged to join in activity and conversation</p> <p>All areas visited were very well maintained, and extremely clean and free from odour, The décor was all matching and the reception area was welcoming and friendly approachable staff were there to greet visitors</p>
Conclusions	<p>The general impression from the Scrutiny Visit today is that there are very 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>