

Enter and View Report - Care Home

Prestbury House

West Park Drive

Macclesfield

SK10 3GR

Tel: 01625 506134

Date of visit: 20TH 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:

There is a clear ethos of person centred care for residents and a good teamwork atmosphere within the home. Residents and relatives are clearly happy with the care received and the facilities at the home.

There is a wide variety of activities and initiatives within the home, fully involving residents, relatives and the local community

All areas visited were maintained to a very high standard. They were very clean and tidy with no odours. It is a modern building with contemporary décor which gives a light and airy feel. The colour scheme co-ordinates well with the fixtures and furnishings, giving a comfortable and relaxed environment.

CARE HOME MANAGEMENT INFORMATION

The following information has been provided by the Care Home management ✓

GENERAL INFORMATION	
Name of Home:	Prestbury House
Address and Postcode	West Park Drive Macclesfield SK103GR
Name of person completing this form:	Lance Tipper
Position in the Care home:	Home Manager
Date the form was completed:	15/5/15
Telephone contact:	01625 506134
Email contact:	lance.tipper@porthaven.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?	59
How many short stay/respice stay residents in the home today?	3
Does each resident have a named or key worker?	<input checked="" type="checkbox"/> both

INDEPENDENCE AND MOBILITY	
How do you assess residents' ability and mobility to keep themselves as independent as possible?	Moving and handling assessments carried out and risk assessments written into care plans. Staff monitor for improvement and any deterioration
Please give any examples of how you encourage residents to remain independent with daily living skills ie: personal hygiene, eating, drinking and dressing.	Residents are encouraged by care staff to perform as much of a task as they possibly can. This is monitored regularly by the nurses, deputy manager and Home manager

How do you promote mobility for residents such as moving and walking?	Support from care staff monitored , using moving and handling assessments	
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
		Seasonal
What community links do you have with local organisations and who are they?	Kids Allowed Local fire service "Food for Macc" Community Police Service Members of NAPA	
How are residents approached / encouraged to take part in activity/interest groups?	Residents are asked what activities they are interested in. Records are kept. Residents encouraged to visit local community facilities	
What activity interest groups do the residents like to take part in?	Gardening group Church Services Spirituality	
Please specify the type of activity and the duration of each activity.		
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
	✓	Monthly
		Yearly
Do you have a relatives group?		✓
How often is the relatives group engaged in the management of the home?		Daily
		Weekly
		Monthly
		Yearly x 2
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?	Coffee afternoons are planned by the activity coordinator We would be happy for Healthwatch to contact relatives	
If yes, who would we contact to arrange this?	Activity Coordinator	
Please give any examples of how you facilitate social interaction between residents and their local community.	We invite the local schools to interact with the residents , which is very successful. The local fire station come in and take part in activities. We have several church services. Residents go out into the community, museum and the park	
Please use this space to tell us about any facilities/activities not covered in the above questionnaire.	We are in the process of opening our Prestbury House café corner in the activity room. We are doing our first year annual garden challenge for the residents and fine dining challenge	
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?	There is an open door policy, with the home manager accessible for residents, families and staff. Resident can also raise concerns with any member of staff	

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	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	Prestbury House was selected for a visit from our list of Cheshire East Care Homes for completion in Summer 2015
Observations	<p>Welcome: We were made very welcome at reception and asked to sign the visitor's book. We were then introduced to the Management Staff Lance and Karen who were expecting us. Drinks were offered and Lance gave us a good overview of the care home.</p> <p>Security of building: The building had open door access to the reception area. Entrances to various areas, rooms and lifts were accessed via keypads.</p> <p>Staff: We observed approx 15 staff during our visit. They wore uniforms with name badges. The notice board had photographs and names of the staff on display. All the staff we encountered were approachable and very friendly. The building has 3 floors which house the residents with 6/7 staff allocated per floor: Ground Floor - General Nursing First Floor - Dementia Unit Second Floor - Mixture including residents Starting on the Path of Dementia. Generally the staff are deployed to look after the residents on their particular floor, however; they also utilise their skill base to cover other areas as and when required.</p> <p>Staff members were observed carrying out their duties and interacting well with the residents, displaying patience and care when chatting to them and attending their needs. Examples: one staff member was seen helping a resident with their meal whilst another was helping a resident with their drink.</p> <p>Michelle the Activity Co-ordinator gave us a comprehensive overview of the activities and entertainments the residents get involved with. A weekly program is displayed and records are kept of each resident's interests and hobbies etc. She is very enthusiastic in delivering improvement projects and expanding the interests and activities for the residents. Examples being: exercises whilst seated, music, skypeing, entertainment, gardening and organising ladies and gentlemen's clubs. Due to the increase of activities the care home is now in the process of recruiting an</p>

additional Activity Co-ordinator.

Other external professional staff, involved with the care home include doctors and physiotherapists.

Standards evidenced-

Compassion: Competence: Communication: Commitment: Culture

Residents:

There are 59 residents currently in the care home at the time of the visit with an additional 3 more due in the next few days. All the residents rooms in the care home have an en-suite facility.

Each resident is covered by a Life Plan Assessment. All the residents observed in the lounges and dining areas were dressed, relaxed, sitting, chatting and reading with other residents and staff. None of the residents appeared anxious or upset. They were happy knowing that help was always quickly available from the care home staff. We also observed residents taking part in the scheduled bingo session and members of the 'Mens Club' were watching a documentary video on Trains.

We spoke to 4 residents during our visit. All of them were very happy with the care and services supplied by the care home.

The following reasons were given for choosing the care home:

- Moved from previous care home due to being too expensive.
- Daughter chose for her mother who transferred from hospital.
- Recommendations from the daughter of a close friend.
- Husband chose the care home for his wife who has dementia.

All the residents we spoke to were aware of the current and future activities and entertainment. The information is displayed on noticeboards and is also communicated by the staff and activities co-ordinator.

Standards evidenced:
Compassion: Competence: Communication: Commitment:
Culture

Relatives/Friends:

We spoke to 3 relatives on our visit.

The daughter and son-in-law were both very happy with her mother being in the care home. They were especially pleased with the efficiency of the staff.

The husband we spoke to comes in twice a day to see his wife who has been there for 4 years. He is very happy with the way the care home looks after his wife. He himself contributes by making fantastic garden sculptures out of recyclable materials.

Standards evidenced-

Courage

Meals and Drinks:

There are 3 residents' dining rooms- one on each floor. Also there is an additional dining room available for residents and relatives to use together. It is also used for special events such as birthday celebrations etc.

A variety of drinks were available at meal times and throughout

the day. We were offered drinks whilst chatting to the residents. A menu is displayed on the noticeboards and the residents are asked for their choice the day before. Alternative arrangements are available should a resident change their mind. A real favourite with the residents is 'Chippy Friday' when they enjoy fish & chips.

Alcoholic drinks are available for the residents and relatives should they choose to have with their meals. Also alcoholic drinks are available in the 'Ladies Club' and 'Gentlemen's Club'

The comments from both the residents and relatives we spoke to said that the food was very good.

Standards evidenced:

Competence: Communication: Commitment:

Communication and Social activity:

The care home manager has an Open Door Policy for residents, relatives and staff.

There are a wide range of interests, activities and entertainment available for the residents.

Michelle the Activity Co-ordinator and Lance the care home manager are involved with various projects to benefit the residents:

Gardening Challenge - where residents, staff and relatives are working with Food For Macc to grow flowers and vegetables in the garden. Michelle said that approx 70% of the residents are taking part in this.

Fine Dining Challenge - The catering staff are gaining experience with chefs from Oliver's in Bollington and creating fine dining experiences with the residents.

Come to Tea - Residents relatives give tea parties in the home.

Cafe Corner - Michelle is currently setting this up for the residents to socialise more.

Recently Adam Henson from Country file came in and gave an informative talk on Farm Life and Television with a Q &A session for residents, staff and guests.

The manager is in the process of introducing Spirituality to the residents.

Relatives of residents bring in pets for them to see and animal experts come in to give talks and introduce various animals to the residents.

Various singers and entertainers appear on a regular basis.

Local visitors to the care home include; Macclesfield Town Football Club, Macclesfield Fire Brigade, Kids Allowed and members from local churches.

Some of the residents go out to the local shops either on their own or with a member of staff. Others go out with their relatives. One gentleman goes out to the local pub.

Michelle informed us that there are lots of relatives who get involved and interact with both the residents and the care home.

Staff members were recently given talks on Dementia during 'Dementia Awareness Week'.

Standards evidenced:

Compassion: Competence: Communication: Commitment: Culture

Environment, furnishings and building:

All areas visited were maintained to a very high standard. They were very clean and tidy with no odours. It is a modern building with contemporary décor which gives a light and airy feel. The colour scheme co-ordinates well with the fixtures and furnishings, giving a comfortable and relaxed environment.

Externally the garden area was very well kept. It has been designed for the residents who like to sit outside and those that enjoy the sun. There are lawn areas with lots of plantings of flowers, shrubs and vegetables. Members from 'Food For Macc' have installed raised beds made from railway sleepers. The 'Garden Challenge Project' has brought in great interest from residents, relatives and staff. The sculptures made by a resident's relative add great fun to the garden.

Conclusions

It is clear from today's visit that the residents and relatives are very happy with Prestbury House care home. The building, residential care, meals, social interaction and activity are all run to a very high standard. The friendly staff are very professional and fully focussed on giving their best to ensure the residents' individual needs are met.