

Healthwatch Cheshire West Enter and View Report

Enter and View Visit to	Daneside Court Care Home, Chester Way, Northwich, CW9 5JA
Date	21 st May 2015
Authorised Representatives	Chris Banfi, Lynda Kenny, Richard Berry and Caroline Jones
Staff Present	Julie Fardon - Manager
Background	Operated by HC-One Limited, Daneside Court is a service that provides nursing and residential care with no age limits. The property has 64 single rooms with ensuite WC of which 61 were occupied at the time of our visit. We were told that usually two rooms are kept free to provide respite opportunities if required. Accommodation is spread over two floors with 28 categorized residential ground floor rooms and 36 categorized nursing on the first floor. Each floor has lounges, dining areas and bathing and toilet facilities. There is also a garden which has seating tables.
Overall Impression	A welcoming, calm, efficient, caring environment that was spotlessly clean and decorated to a reasonable standard in pleasant colours. No odours were evident. Representatives' feeling was that most things appeared to be done well - Everyone seems to be made very welcome into a contented atmosphere. The home appears to have an excellent centralised record keeping system, a diverse four weekly menu and was able to provide evidence indicating good staff training and detailed care planning. There were lots of fresh flowers in evidence throughout the building. Respect and dignity very obvious.
Any ideas or suggestions for improving service?	<ul style="list-style-type: none"> • Representatives discussed this with the General Manager who told us she would like to improve the patio area to accommodate specialised wheelchairs and seating/outdoor activities of residents. • Activities information could be displayed on a large whiteboard in the dining areas. • Visually stimulating corridors - possible with new activities co-ordinator activities. • Small maintenance issue - defective neon fluorescent tube on the upstairs bathroom requires attention. • Possibly revisit the lighting arrangement in the staff training area. • Staff requested a timelier turnaround of the DoLS by the Local Authority.

Environment

Indoor facilities - The home has pleasant, caring, comfortable surroundings and residents appeared contented. Whilst the rooms were personalised, the corridors appeared a little bland.

The reception area was well equipped and welcoming - information for visitors, visitors' book and complaints procedure all clearly visible. Communal areas displayed photographs of activities and visitors.

Information boards provided in reception and on both floors were well populated.

Each floor had a lounge and dining room (well laid out) and various themed small 'sitting areas.'

Each floor also had a kitchenette for residents' use and more private dining areas for those requiring privacy.

Bath/Shower - Both ground and first floors also had bathrooms/shower/wet rooms that were spotlessly clean and well equipped. Resident's dignity and respect was evidenced.

Laundry - A large, modern central laundry serving both Daneside Court and the adjacent Daneside Mews was both spotlessly clean and efficient and in operation seven days a week.

Cleanliness - Sanitised hand points available at all access points. A member of the housekeeping team explained that the mops are colour coded for specific areas and COSH manuals and infection control sheets were evidenced on the trolleys. One room per day is deep cleaned on a rota.

We were informed that a steam cleaner had just been purchased - awaiting COSH training that week.

Gardens and grounds - These were well maintained, spacious and very pleasant. Sitting in the garden, residents are able to feel part of the community by watching passersby. At the time of our visit we saw evidence of a rose garden in the process of being built/designed.

The garden has a dedicated bird feeding area and we noted that some residents had cameras trained on the area.

Health and Wellbeing

Staffing - Staff appeared welcoming and friendly. The Manager has been in post 2.5 years and we were told operates an open door policy.

Good team working was evidenced. We were informed that daily handovers are organised between day and night shifts and always attended by the Manager or deputy manager.

Staff told us that have access to the current Manager out of hours if necessary.

Drug rounds are undertaken four times daily and medications are reviewed six monthly by the GP.

Staffing ratios are:

- Residential Unit - (Daytime) - Unit Manager, two senior carers + two carers. (Night time) - one senior carer + two carers.
- Nursing Unit - (Daytime) - two Nurses, four to five carers. (Night time) - one nurse + two carers.

Representatives understand that both the manager and her deputy are senior qualified nurses.

The home employs a cleaning team made up of five with the addition of two members of staff working in the laundry and one individual responsible for maintenance.

Training - We were informed that all undergo a rigorous mandatory induction programme which culminates in the Care Certificate introduced in April this year. On the day of our visit 93% of mandatory training was completed within six weeks and we evidenced a computerised system in place to ensure 100% compliance.

We were further informed that staff are encouraged to undertake additional NVQ training and that further training is also given if required by residents' medical condition. Representatives noted that a dedicated computerised staff training area is available for all staff to access.

During the visit Representatives talked to members of staff including, those employed in care, nursing, laundry, kitchen, housekeeping - all reported that they were well treated, happy in their

work, and well trained and supported. They felt they had every opportunity to undertake additional training.

One nurse commented, *"I really enjoy my work and the residents are lovely."*

A housekeeper said, *"I would like to work more hours and eventually become a Care Assistant but I have family commitments currently."*

A Senior Care Assistant told us that she had found her induction very useful and was about to start her NVQ Level 3.

The Manager told us, *"I am passionate about end of life care."* This is supported by the six steps to success training introduced.

There appears to be very little turnover of staff.

Care Planning - We evidenced care plans of residents - these were up to date, well populated and personalised. They are updated at least once monthly on a planned system.

All residents are weighed monthly - more frequently if required via the personal care plans. If necessary their food and fluid intake are monitored. On the day of our visit two dieticians were visiting from Leighton Hospital.

The complaints procedure is clearly visible in reception and a full record of the complaint and action taken is available in the complaints file. We were told only one complaint had been received in the last twelve months.

The DOLS lead is the current Manager and Assistant Manager. In October 2014, five applications were lodged with the Local Authority. On the day of our visit no certificates had been received.

Colour coded sheets relating to individual health conditions (red amber green) are shared daily with all staff so all working staff can monitor changes in an individual's needs.

Food/Catering - The home has a 5 star hygiene rating - granted 5th May 2015. Two Chefs and two assistants are employed. Representatives were invited into the kitchen noting this was well equipped and spotlessly clean.

Menus are rotated seasonally and on a four weekly basis directed centrally from HC1 with local flexibility as required. Dietary requirements are catered for and are in the individual care plan. We were told that residents are able to request individual items of food not necessarily on the menu for that day.

85% of food is fresh and provided locally. All food is cooked fresh on site. Regular feedback is sought from residents and the Chefs must complete regular meal time experience forms.

Training has been introduced so that residents can receive textured food where appropriate and residents can eat in the dining room or their own room.

Staff encourage individuals on a one-to-one basis where necessary. The Manager keeps a close eye on residents' nutrition and hydration. Hydration champions are nominated daily for both floors. We evidenced a number of partly consumed glasses on tables. The Manager confirmed no residents had been admitted to hospital as a result of dehydration.

We were told that Tuesdays and Fridays are designated 'ice cream runs' in an effort to increase residents' hydration. We were told residents found this 'fun'.

Relatives can be accommodated on site where necessary.

Activities and Community Links

At the time of our visit a full time co-ordinator post had been vacant for three weeks and a replacement was due to start the following week. We were told that the person appointed had a BSc in art and also volunteers for Age UK. Four volunteers come in regularly (daily) to support. This facilitates for going to local events and activities (including mini-bus outings).

There is a comfort fund that supports some activities but residents do pay for external activities themselves.

On the day of our visit, we witnessed a quiz in the morning - as scheduled on the activities board.

We were told that Daneside Court has strong links with the hospice and MacMillan nursing. On the manager's initiative, Sainsbury's donate 'out of sell by date' flowers and some residents enjoy flower arranging activities.

Representatives were also informed that there are close links established with Kingsmead Primary school who, "***Spruce up the garden once a year with plants,***" and that regular baking takes place in the kitchenettes. A school pupil looking to improve her interpersonal skills visits regularly. She, "***Sits down in a room to talk to residents.***"

Regular weekly and monthly meetings are held with residents and relatives which gives confidence of good communication and consultation. Next meeting scheduled 9th June as evidenced by a poster on the notice board.

Chiropody, hairdressing, physiotherapy, visiting GP (and residents are able to stay with their own GP if possible); ecumenical services are held monthly.

Feedback

We spoke to five relatives - all of whom had positive comments in relation to the standards of care of their loved ones. One family felt staffing ratios may be a little stretched on the nursing floor at certain times of the day.

[We spoke to the Manager about this - she explained that on the day of our visit two dieticians from Leighton had visited unannounced, four Healthwatch visitors had arrived unannounced, thus taking up additional staff time. She, herself, works the upper floor at lunch time to provide an extra pair of hands - we had "tied her up" on this particular day].

One resident said, "***This is a wonderful place to be, near where I was practically brought up.***"

Another said, "***I'm very fussy about my food but if they have got alternatives, they will bring them.***"

Another resident commented that [he], "***Had problems keeping legs warm at night due to the duvet slipping off the cradle protection***" - This was mentioned by Representatives to the Manager and she gave assurance that this would be looked into.

Additional Comments

Authorised representatives would like to extend grateful thanks to Julie Fardon, Manager, and staff for their help and support throughout the visit.

Very happy with arrangements. A pleasure to host the visit

It was good to hear the feedback direct from residents and relatives on the service we offer, also to have an independent view.

Thank you for your report, comments made have been reviewed and where appropriate actioned.