

Healthwatch Cheshire West Enter and View Report

Enter and View Visit to	Mayfields, Naylor Crescent, Netherpool Road, Ellesmere Port, CH66 1TP
Date	9th September 2015
Authorised Representatives	Val Pasley, Alan Murphy
Staff Present	Ms Josie Bell, Housing and Care General Manager
Background	<p>Mayfields is a purpose-built home for those living with dementia. It is owned and operated by MHA (Methodist Homes for the Aged) and is almost 20 years old.</p> <p>Mayfield has a total of 46 beds in three wings which each have a dining room and quiet room/area. They share a central foyer which also houses the manager's office. A separate wing has the staff room, a training room, a music room, laundry, kitchen, admin and other office space.</p> <p>About 60 staff are employed including a Deputy Manager, three 'wing leaders', five senior care assistants, a Chaplain, a Volunteer co-ordinator, an Activities Co-ordinator, a music therapist as well as kitchen staff, laundry staff, admin staff and a maintenance man. Most care staff work an 8am to 8pm shift and night staff consists of one senior and four care assistants.</p> <p>This was an unannounced visit.</p>
Overall Impression	<p>One of a calm, welcoming, caring environment.</p> <ul style="list-style-type: none"> We observed staff supporting and responding to residents in a patient, gentle and respectful manner. The home was clean, there were no unpleasant smells and all furnishings looked in good condition.
Any ideas or suggestions for improving service?	<p>Perhaps change term 'wings' in relation to parts of the building. Representatives feel that this term is one usually applied in a hospital setting and could be adjusted to something more homely e.g., household or like an address "street, lane."</p>

Environment

The secure entry foyer is bright and airy with a notice board showing photos of the staff. Although sent out on 18th August, the Manager had not received the advisory letter about our visit but was willing for the visit to go ahead.

Her office overlooks the central foyer and she gave us the background to Mayfields and explained staffing and other arrangements. She showed us a comprehensive spreadsheet recording training undertaken by all staff colour-coded to indicate due or overdue refresher training. (Representatives noted that all staff receive the same basic training as laid down by MHA which includes a module on caring for people living with dementia - so that the Laundry lady was able to help the care staff deal with a resident in the week before our visit).

A further module is 'Living the Values' which concludes with each member of staff making an

individual 'value pledge' describing how they will deal with residents. These pledges are displayed on a notice board in the Training Room.

As our discussion continued we were joined by a resident 'P' who came into the office and asked "**What's going on?**" We explained and he said he was happy at Mayfields.

We visited each of the wings and noted that each room had a 'front door' with a letterbox. They were all painted a different colour and a photo of the resident and her/his key worker was displayed.

Residents are able to make use of extensive gardens although access doors are alarmed to alert staff that someone is outside. Residents can access all three wings and can eat in any of the dining rooms. A member of staff commented, "**This is their home, they can go where they want.**"

One wing held a 'Reminiscence Room' decorated in 1950s style. A list of activities for the month was displayed in the central foyer and in each dining area. There was something on for each day.

Representatives were informed that residents' families are involved with their care which is seen as a joint effort between staff and families. The Manager described this relationship as, "**Open and honest,**" and welcomes comments and suggestions. She feels that a new pair of eyes can help identify problems or issues that those more familiar with the Home might miss. She described the MHA Standards and Values visits that are conducted periodically and was pleased that on the last such visit, Mayfields achieved a 92% score.

All rooms are en-suite (toilet and wash basin) and each wing has a fully-kitted out shower/bathroom these are decorated in pastel shades and include some 'homely' ornaments.

Health and Wellbeing

Staffing - Staffing levels seem adequate and we were told that agency staff are never used. New residents are assessed during a day visit to Mayfields to ensure the home meets their needs; staff have the opportunity to decide which wing will suit them best.

All new staff must go through an induction process and all are encouraged to undertake NVQs to an appropriate level. The new twelve week Care Certificate qualification is being introduced.

The Manager and the Deputy Manager completed Dementia Care Mapping Training from Bradford University.

Care - The key worker identified for each resident prepares their care plan. A local GP practice visits twice each week but residents can stay with their own GP should they wish.

Residents families prepare a 'Getting to Know Me' document when the resident joins the home. This includes history and background and identifies wishes (including wishes in death) for the resident.

Medication is carefully controlled; each wing has a dedicated medicine trolley. Boots the Chemist carry out audits on the Medical Administration Records regularly.

Food and menus - All food is locally-sourced and fresh - a fish van was leaving as we arrived - and there is a four week revolving menu. Breakfasts are prepared by care staff

in the dining area and include a hot option from the kitchen. For lunch and the evening meal residents are shown the two plated options which are then ordered from the kitchen. There is a soup and sandwich option at lunch.

The kitchen keeps records of each resident's food preferences or dislikes and will prepare easily cooked meals should the resident not want the offered choice. There is also a 'goodies trolley' with a range of snacks, biscuits and crisps, etc. Each of the dining areas has a coffee machine and a bread maker as the smells stimulate appetites.

We saw plenty of drinks available to residents and a Hydration Champion has been appointed.

Activities and Community Links

The Volunteer Co-ordinator has recruited and trained 15 volunteers who undertake a variety of roles: they run an onsite shop; arrange coffee mornings; and do some fundraising. The home has recently invested in three internet linked tablets which a volunteer is helping residents to use so they can have 'Facetime' with their more distant family members.

There is a regular 'Pamper evening' and, as noted above, a full range of activities including trips out using the Home's minibus.

Feedback from Provider of Service

I did not receive a letter that was sent, but this wasn't an issue as we embrace visits from all inspectors. We do not ask people to keep to specific times they are welcome anytime.