

Healthwatch Cheshire West Enter and View Report

Enter and View Visit to	Wealstone Care Home, Wealstone Lane, Upton, Chester CH2 1HB
Date	14th September 2015
Authorised Representatives	Richard Berry, Caroline Jones
Staff Present	Claire Sherwin, Home Service Manager and Gill Diggery - Senior Care Team Leader.
Background	Wealstone Residential Care Home is a single storey residential care home, providing long term, day care and respite services. It features a specialist dementia household - which provides advanced support. The service is owned and managed by CLS Care Service and caters for 55+ individuals who are elderly, disabled or who have both a physical and mental disability.
Overall Impression	The environment throughout the home was clean, bright and comfortable. No odours were evident and staff were friendly. The residents appeared comfortable.
Any ideas or suggestions for improving service?	<ul style="list-style-type: none"> • It would enhance the activities programme if a matrix of residents' interests were developed - this information appears to be gathered as part of the home/preadmission visit, but not used as a basis for activities on offer. • Resident attendance should be monitored and an evaluation process undertaken to enable a refresh of the activities programme. • Residents should be offered the activities noted on Wealstone's web pages. • Temperature gauges (with appropriate training) to be provided in all bathing facilities. • Colour coded DNR form (authorised) clearly displayed as first item in Care Plan. • System regarding menu choice should be re-visited. • Weekly menu should be clearly displayed. • Area behind shed in Bluebell garden should be tidied up.

Environment

External environment and entrance to Wealstone neat and tidy.

Wealstone is a single storey home, laid out around a courtyard area. It features a specialist eleven bed household providing advanced support for older people with dementia (*Bluebell*). In total up to 42 residents can be catered for and on the day of our visit 40 were being cared for with two residents currently in hospital.

Nine of the rooms have en suite facilities and all rooms have TV points. A number of bedrooms benefit from a door providing access to a secure garden/patio area or the courtyard.

There are three lounges around the building, an activities room (which was not being used during our visit) and pleasant gardens to relax in. On the day of our visit no residents were using this facility.

There is a large dining room but if residents prefer, they can choose to eat in their own room. Representative noted the following:

- No weekly menu clearly displayed
- Daily menu option that had been circulated to residents - appeared to omit two residents' option choices entirely.

The laundry service operated by the home was well organised with systems in place (Residents initials and/or room number) to avoid clothing going astray.

Furnishings are pleasant and visiting opportunities are open and residents free to move around and socialise at will.

Health and Wellbeing

Representatives were pleased to see clear signage to all exits.

In reception area statutory/non-statutory notices such as public liability, complaints procedure, Local Authority Hygiene Rating (5 Star - 15 Sep 2014), CQC Registration and CQC Recent Rating clearly displayed.

All complaints catalogued in ring binder file with a flow diagram showing the complaints process clearly displayed at the front of the file and all complaints with resolutions clearly displayed on file and catalogued - complaint detailed; who reported to; action taken; resolution.

A fire alarm practice is undertaken on a weekly basis (Monday). All doors were fitted with automatic closing devices in the event of a fire.

New staff undertake a two day general induction course. One to one discussions take place each quarter and staff are encouraged to undertake additional non-mandatory training via e-learning/Cheshire West College. We evidenced records relating to mandatory training in Automated External Defibrillator, Fire, First Aid, Food Hygiene, Infection Control, Moving and Handling and Safeguarding Vulnerable Adults.

A traffic light system is in place to ensure that each member of staff receives the necessary mandatory training and receives refresher courses as required.

We talked to three staff who confirmed they enjoyed their workplace and felt supported by Senior Management.

Each resident has an individual care plan - we evidenced.

- DNR choice - shown on front of folder. Suggest a colour coded DNR form (authorised) clearly displayed as first item in Care Plan.
- Health/ GP Contact Incidence Reports
- Weight/Malnutrition/Hydration/Continence assessment available and filled in as per schedule.

At the time of our visit 18 residents had been issued with a DOLS and all paperwork was satisfactorily in place. Staff were satisfied with turnaround response by Local Authority.

We were informed typical staffing levels were:

Day time - Dementia unit (Bluebell) one Care Team Leader + one care assistant.

Residential Care unit - One Care Team Leader + two care assistants.

Night time - Bluebell - One Senior Care Assistant.

Care unit - one Care Team Leader and one care assistant.

Additional staff were employed in the laundry, kitchen and housekeeping.

Representatives understand that a GP visits on a weekly basis and nursing staff as and when necessary. On the day of our visit one resident was being visited by a nurse to monitor/change dressings on a leg injury which she had sustained following a fall.

Kitchen and Menu web pages say residents are offered menus on a seasonal, five weekly cycles and always an alternative if the options available are not suitable.

We talked to eight residents, who shared with us that they enjoyed the food and that staff were respectful and caring.

Bathrooms - of the three bathrooms visited all were clean. Representatives thought, however, two could benefit from modernisation.

Representative asked member of care staff (dementia unit) where bathroom thermometer was. Member of staff stated that they had never had one and that temperature of water was tested with elbow!

Activities and Community Links

A hairdresser visits twice a week and newspapers and magazine deliveries are arranged through a local newsagent.

An Activities Co-ordinator is employed for four days x five hours each week and splits her time between Bluebell and other residents.

The activities room was not in use on the day of our visit. The activities planner was clearly visible in reception. This included: bingo, birthdays, Sunday roast, grandparents day, etc.

Staff shared that some residents were not keen on taking part in any activities and preferred to stay in their own room. We questioned the policy if this were the case and the staff view was that it was the residents' choice.

Currently there is no evaluation of residents participating or the “*appeal factor*” of the programme.

We spoke to ten residents regarding this, most of whom shared the view that the activities programme was not inspiring and that they, “*Didn’t want to do things they did as a child e.g. ludo, bingo.*”

When asked what they might like, residents shared ideas such as visits to garden centres, the library (next door) and those activities mentioned on the web pages of CLS. One resident shared, “*You feel so much better if you can leave the premises, it really cheers you up.*”

Another resident commented, “*It gets boring doing the same old thing day in, day out.*”

Other comments noted include, “*It’s a take it or leave it situation!*” and, “*I would really like to get out more, whilst I have my mobility.*”

Representatives noted that Wealstone web pages currently note activities to include musical instrument players, professional speakers on a range of topics, mobile library, clothes shows, visits to local shows and fetes as well as trips on a canal boat, the zoo and walking.

Representatives learned that these activities were rarely on offer, that the mobile library visits had ceased and that no-one had been on a trip out at all this calendar year.

We also learned that Wealstone does not have a mini-bus facility.

We did not enquire what the activities budget was, however, it was apparent from our visit that very little appears spent on this area of care - essential to the health and wellbeing of all residents.

We were told that a trial period of “Oomph” was going to be undertaken very soon - this is an award winning social enterprise which plans and delivers activity, through fun, inclusive health and wellness programmes built around exercise and meaningful action. An employee from Belong Warrington (also owned by CLS) had agreed to train some of the staff.

In terms of community links, Representatives understand that the King School visited some Fridays.

Feedback from Provider of Service

We were happy with the arrangements prior to the visit.

Representatives were very polite to both staff and residents.

We thought there were no negative aspects of the visit.

- Joy White Home Manager