

Healthwatch Cheshire West Enter and View Report

Enter and View Visit to	Gleavewood Farm Road Weaverham CW8 3NT
Date	3 rd November 2015
Authorised Representatives	Chris Banfi, Neil Garbett
Staff Present	Julie Gerrard (Home Manager)
Background	Situated in the heart of the Weaverham community and located in an area of mixed housing Gleavewood is a 30 bedded residential home. Owned and operated by CLS this two storey home provides residential care, day care, respite care and convalescent care and at the time of our visit had 25 full time residents. Both manager and staff appear committed and caring to residents who appeared happy, content and well cared for. The location of the home gives easy access to local services including shops, GP surgery, community centre, a number of churches and public transport links. Gleavewood has 30 single rooms, including two with en suite bathroom facilities. All rooms have television points. A small car park is adjacent to the home. Gleavewood benefits from two tidy gardens; one open at the front of the building and a rear enclosed garden space with seating areas provided for residents.
Overall Impression	Gleavewood has a very homely feel. Environments were very clean and with no odours. All residents seemed to receive excellent care and those residents that we spoke to praised the staff for their commitment and caring. Residents spoke well in particular about the food at the home and how everything seemed to be well organized for them. The manager of the home appeared dedicated with a willingness towards improvement. Staff spoken to were full of praise for their employer CLS.
Any ideas or suggestions for improving service?	<ul style="list-style-type: none"> • Improvement in rooms to have more en-suite facilities. • Continued development of the activities programme.

Environment

Representatives were welcomed into the establishment which immediately presented itself as being an environment that had a very 'homely' feel.

The home was clean with no unpleasant smells. There were photos of activities in both lounges. The corridors were wide and well decorated and the carpets looked clean and well cared for. Notices in the entrance hall provided information including activities. The main exit/entrance door being key-code protected is located in this area, with a signing in system used for visitors. Adjacent to the main entrance Representatives noted a quiet room of reasonable size; well kept with comfortable chairs and access to the rear garden. We thought this formed a useful asset for meetings particularly when confidentiality was required.

Prior to our visit the dining room/activity area had been used for a topical Halloween themed activity. Two armchair seats were occupied by 'scary' looking almost full sized papier-mâché residents; surrounded by orange and black balloons it looked as though fun had been had!

The bedrooms also seemed clean and pleasant and had been personalised by the residents. Representatives were invited into a number of rooms by residents - two who commented that they appreciated being able to bring some of their own things into their room that included furniture.

One resident commented that [she], "***Enjoyed being able to watch her own big telly!***" In a room festooned with family photographs and memorabilia, she further commented, "***It's OK here the staff are nice; although they could do with a few more; I can't live on my own anymore so this is good.***"

Residents' names were on the doors to their rooms. Each door also has a knocker fitted so it looks like a house front door.

Bathrooms looked spotless and pleasant with coloured towels to brighten things up.

All areas of the home appeared clean with no unpleasant odours present.

The laundry room was clean and well organised. The member of staff there said she worked in the laundry as well as cleaning and working in the kitchen. She commented that she, "***Liked the variety and was very happy at the home.***" She further added, "***They hand washed when necessary and didn't think any clothes had been spoiled while she had been there.***"

Downstairs there is a large lounge/dining room with access to a pleasant garden. Outside there is a agreeable seating area with what appear to be mainly wooden well maintained benches and seats, accessed via a robust tarmac pathways and overlooking well planted neat borders.

Representatives noted that this pleasant area is overlooked by many of the resident's bedrooms. Representatives did not view the kitchen on this visit but several residents commented on the quality of food being excellent with one commenting that the food here was better than most hotels she had stayed in.

Having been inspected on 17th August 2015 the home has a Food hygiene rating of 5 (Excellent)

There is a separate staff room.

Signage outside of the property was clear and all exits and entrances appeared appropriately marked.

Health and Wellbeing

Staff commented that a few residents have developed dementia while in the home and that the staff have been trained to understand the needs of these residents. One Representative witnessed staff speaking to residents in a caring and respectful way. It is obvious that staff know the residents very well.

Although Julie has completed all the necessary DoLs documentation she has not yet had any returned. She understood possible delays and emphasised that this was, "Probably because of the number of forms that authorities had received." She did comment that, "***The time spent on these had led to greater demands in terms of administration.***"

She understood that residents' safety was paramount but also felt that time spent interacting with residents was also vital.

Representatives were informed that a number of residents were at the home for respite or rehabilitation. In regard to residents discharged from a hospital setting to the home, Julie said that she wouldn't accept a resident who she didn't think was ready and further commented that, [she], ***"I like to be involved in the assessment of a new resident myself."***

A representative spoke to a couple of care workers. One enjoyed her work greatly. Having previously worked doing other things, she told the Representative that, ***"I wish that I had done this years ago. I love it interacting with the residents just talking to them."***

She had done dementia training recently and found it enlightening. She said, ***"The home has a lovely atmosphere!"*** and that she was, ***"Happy to work longer hours if an emergency occurs."*** She told a Representative about a resident who prefers to wear pyjamas and sometimes is up in the night when he likes to eat. She said that this was fine and that they, [staff], ***"Get used to their little ways,"*** and that she looks after the residents, ***"The way I'd expect my mum to be looked after!"***

Another member of the care staff who has been at the home for just a couple of months is very pleased with the training she has had. She was pleased that after a probationary period she would have the opportunity to train for her NVQ which she was very happy about. She said, ***"Staff always have time to have a chat with residents and to help them."***

The manager told representatives that staff training includes e-learning, safeguarding, dementia awareness, locality training and refresher training as well as corporate induction. She commented that training usually takes place at another CLS home as Gleavewood does not have a dedicated training room. The manager reported that all staff training was recorded on a matrix.

Maintenance - There is a maintenance man who works 15 hours a week. There is also a gardener. Julie told us that all jobs were completed in a timely fashion. If there were any maintenance issues needed doing quickly, CLS provided it.

Staffing - We were told that in total the home employs 31 members of staff who generally work on a three shift basis. Shift patterns are 8am - 3pm, 3pm - 10pm and 10pm - 8am

Activities and Community Links

A Representative spoke with the activity coordinator. She told us that the company was ***"Really, really nice. Very friendly and good with training."*** She said they, [CLS], ***"Had been very supportive over the news of her pregnancy."*** Representatives understand that she is due to take maternity leave at the end of the month and hopes to return in nine months. When asked about the range of activities she commented on a PAT dog that visits, a fish tank and staff bringing in their young children - something the residents love. Regarding her planned absence we were informed that a member of the care staff will step in during the interim.

We learned that there are residents' meetings every three months. Relatives have been encouraged to attend these but few take the time to. Although only a couple of relatives attended the last one, Julie said this was probably due to the fact that they can approach her with ideas or problems at any time.

Representatives witnessed one resident returning to the home via wheelchair taxi from an appointment. She had been accompanied by a member of staff.

Representatives understand that local groups including schools are involved in activities that include fundraising.

Feedback

The home manager, Julie Gerrard, also said CLS was a good company to work for.

"They are very supportive of staff and training and residents benefit from company profit being reinvested into the business."

Feedback from Provider of Service

*Community Representatives were very friendly and interested in residents and staff views on their experience of living and working at Gleavewood.
Overall a positive report which is reflective of the staff teams commitment to providing a good quality service one which puts the residents at the forefront of all we do.*

JULIE GERRARD, MANAGER 12/11/25