

Healthwatch Cheshire West Enter and View Report

Enter and View Visit to	Crawfords Walk, Lightfoot Street, Hoole, Chester CH2 3AD
Date	10 th November 2015
Authorised Representatives	Val Pasley, Deanna Mithen, Neil Garbett
Staff Present	George Rowland - Manager
Background	<p>Owned and managed by Bupa, Crawfords Walk is a 137 bedded modern purpose built home located in an area of mixed housing and commercial activity outside of the city centre of Chester with good public transport access. The home offers nursing, specialist nursing, residential and dementia care options. Currently the largest home of its type in the Cheshire West and Chester Borough, Crawfords walk is split into four units, each providing specific care for residents with each unit named after the main streets of Chester.</p> <ul style="list-style-type: none"> • Watergate - 30 beds - Dementia Care and Nursing • Eastgate - 37 beds - Dementia Care and Nursing • Bridgegate - 30 beds - Elderly frail unit • Northgate - 40 beds - Enduring mental health problems. <p>Other areas include a kitchen and a suite of offices, connected by open air covered walk-ways, set amongst lawns and gardens. All rooms are private. At the time of our visit all but three beds were occupied. Few of the bedrooms are en-suite units. Although a fairly modern building (2000) the manager commented that some refurbishment to the property had been agreed for the whole site.</p>
Overall Impression	<p>The initial part of our visit was spent chatting with the home manager in his office. As it is quite a large site; we then split up, with two Representatives visiting Eastgate, followed by a shorter visit to Bridgegate, while one Representative viewed Northgate and then spent some time talking to kitchen staff. Overall Representatives felt that the facility did show some wear and tear in places with carpets, furniture, rails and floors being worn and in need of refurbishment. Representatives understand this has been approved and will begin in 2016.</p>
Any ideas or suggestions for improving service?	<ul style="list-style-type: none"> • Actively promote recruitment of volunteers to help with activities - particularly on MH unit.* • Contact to be made with Age UK (charity Shop) re possible audio-books loan. • Carry out the planned total refurbishment as soon as possible. Replace carpets with plain dementia friendly flooring. • Consider increasing the pay of nurses to aid recruitment and retention in a very competitive market. • Reduce the size or sub-divide the 37 bed dementia unit to make it quieter, calmer and less busy for both residents and staff. • Give residents more say on the menu. • More use of visual prompts on doors to aid identification and wider use of memory boxes.

Environment

Approach/Grounds/Exterior - The facility is set back from the road in a relatively quiet location that has good access to local services and public transport.

It was signposted and easy to find. There was plenty of parking available in front of the facility for staff and visitors alike, though some of the spaces on the periphery were covered in a thick seasonal layer of leaves. The exterior of the property appeared to be relatively well maintained and gardens and grounds tidy and well kept with benches, tables and chairs available.

Interior - Each unit is secured through a key code entry system. First impressions suggest that the home is orderly, uncluttered and appears quite clean. All areas visited were calm and well lit. Indeed a great deal of the facility benefits from natural light. Due to size of units, corridors are long and contain several rooms all with similar décor. Representatives thought that this might be confusing for dementia patients and any planned redecoration should consider this aspect. The corridors have motion control lighting and appear to be all fitted with assistance rails.

Representatives noted that the carpets seemed a little old in places and also felt tacky in places.

Rooms/Communal Areas - Day rooms visited were large and bright and furnished with a variety of seating for different uses. Each had a large TV and sizeable windows and doors offering lots of natural light and each unit is equipped with a small kitchenette area with coffee and tea making facilities.

All rooms are private and each have a large window at wheel chair or bed level, so all residents have a view of the outdoor/gardens and access to natural light. All rooms seen by Representatives had single beds, a sink and some storage facilities for personal items. We understand that residents are encouraged to decorate rooms with personal effects and some have done so.

Some rooms are en-suite (toilet and washbasin) but most are not. We observed a clean bathroom with hoist. A picture of a toilet was on the door to aid identification. This was the only visual image we observed. Toilets all had assistive rails and alarms.

Residents have access to and are encouraged to visit the gardens.

Health and Wellbeing

Cleanliness - All the areas we viewed appeared clean and a Representative witnessed cleaning in the day room and dementia unit kitchen. Hand sanitising stations were noted and staff were observed using gloves.

Representatives understand that the Manager has instigated a trial using ultra violet technology to sanitise rooms, which appeared to be effective and; which when used after cleaning; effectively sanitizes surfaces and minimizes odours.

Food - Meals are cooked/prepared on the premises and the home has a food hygiene rating of five. Residents have options from which to choose but these are limited. A Representative spoke to the chef at the home who seemed extremely dedicated and was keen to show the range of foods available. It was good to note that pictures of plated meal examples accompanied the menu - something that would help residents make their choice. We observed an attractive menu with pictures on a dining table but were told by a resident, *"It doesn't look like that when it is served here!"* Another resident complained that there wasn't enough variety and said, *"The choice is limited."*

In a separate conversation on another unit a Representative spoke about food to a resident who was not particularly happy with the food and felt it, *"Boring and repetitive,"* Representatives were advised that the resident had been given access to speak with the chef to try to find a resolution.

Representatives' understanding is that menu choices and recipes are mostly designed by Bupa on corporate basis and the reasons for this are not solely based on costs (purchasing and planning) but also dietary requirements such as calorific value and vitamin content. We understand that individual tweaks/changes are allowed, but must be approved centrally.

Food is prepared on site and there is some flexibility for individual requests for instance if a patient can't or doesn't want to eat what is on the menu.

The manager appears supportive of and open to, giving residents more of a say in menu planning. We observed attractively laid out tables for mealtime - with flowers, menu and a bottle of port!

Staffing - Manager was welcoming, open and receptive to our visit and appeared to support our aim and purpose. The Manager really seemed to care about the facility and about providing good care and interested in the welfare of the residents. All staff were friendly and made eye contact and supported our visit. Representatives understand that 150 staff are employed in total over the entire site and that each unit has two nurses employed on daytime shift and one at nighttimes. All units have a hostess to check on patients and bring drinks, etc.

During our visit staff were all actively engaged with, helping and communicating with residents and appeared to be genuinely interested in the welfare of and cared about the residents. Our observations suggested staff were attentive to residents and we observed residents being assisted to drink in a gentle and patient way.

Manager advised us they had a lot of very dedicated long tenured staff, but that recruiting new was very difficult because the organisation tends to pay at the bottom of the scale for nursing staff.

Training - Representatives understand that staff training is coordinated and arranged by Bupa corporate. Training is done regionally, so not always on site. All staff have a five day induction and mandatory training on dementia awareness, infection control, etc. and regular refreshers. Manager advised they are at 94% compliance with mandatory training.

The company appears to support on-going professional development and we have been advised the company is paying for a staff member's Masters qualification.

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Activities and Community Links

Representatives understand that each unit has an activity person. One spoken to by a Representative; working in the general nursing unit; works five days a week for six hours each day. (This system appeared to be replicated in other units.)

There were activity schedules posted in each unit, but on the dementia unit at the time of our visit (mid afternoon) we did not witness any one engaging in activities or games. Most residents were watching TV or sitting at the tables drinking tea; on questioning were advised that the activity person was off that day as she worked extra the previous week/days.

We were informed that the home has no bus or van for transportation of residents but that local bus and taxi companies are used for trips out.

Bridgegate - At the time of our visit the activity person was on duty here and was working with a resident on Christmas cards that would be sold - with proceeds going to fund other activities. This seemed to inspire and motivate some of the residents and there was evidence of other activities having taken place there earlier in the day.

A Representative spoke with a newly appointed coordinator here who advised that they had been spending time engaging in small, independent projects and chatting with residents to get a better idea of the types of activities they wanted to do.

As he was new, we were not able to get a feel for the support, encouragement or budget.

We observed an activities notice board for the week listing activities such as crafts, pampering and Zumba exercises, which we were told is very popular.

We met a resident who was making Christmas cards with the activity co-ordinator, to sell to raise funds. She told us she used to fundraise and was now involved in running raffles as well as making cards.

Northgate - A Representative spoke to a member of staff involved in activities. They outlined the

programme. Two residents commented that they enjoyed taking part in craft activities and art. In particular one resident said that he liked colouring and was keen to show off some of his work from an adult colouring book. The Representative was able to see some of the craft work that was ongoing; this included stitching, plasterwork and painting as well as some detailed card making using craft kits. Some photographs were on display showing some of the activities and visits that had been undertaken; these included trips out to the zoo and theatre. Additional conversations with the manager indicate that a number of entertainers visit the home on a regular basis and other visitors included pets including a PAT dog, chair Zumba as well as grooming, make-up and manicure days and haircuts and that these activities were replicated across the units as appropriate.

On Northgate one gentleman told a Representative that he enjoyed placing a bet and said that he was allowed to go to the bookies now and then. Another gentleman who had been a resident for quite a few years commented that he had enjoyed riding his bike but this had been stolen.

Most of the activities seemed to take place in the central social area that was also used for dining. When asked about reading the activities co-ordinator indicated that cuts to the mobile library service meant that the library van no longer came to the home and that a lot of residents missed this service. She commented that, ***“Before the service ended, residents enjoyed being able to exchange audio books in particular. This service is no longer available to them!”***

A number of residents commented that they enjoyed using the gardens when the weather was better. We were informed that visitors are welcome in the units all day but they try to keep visitors at meal times to a minimum and within rooms.

Feedback

We spoke with a resident and a visiting relative who advised us that [they] ***“Felt the staff were great,”*** and that, ***“This was a safe and caring environment.”***

The relative advised that, ***“Communication is very good. We are always kept in the loop and receive regular updates.”***

She said the staff are excellent and she has no worries about her mum.

We spoke to another resident who said she felt safe and well looked after. ***“The staff are good and always respectful.”***

Additional Comments

Representatives feel that the sheer size of this facility clearly provides challenges.

The manager is clearly committed to moving forward and would like to see nurses get a pay rise with some concern about losing and recruiting good quality nurses due to lack of competitive pay.

A senior nurse in the dementia unit said if she could change one thing it would be the number of patients in her 37 bed unit (which is always full), she feels that many patients and staff in one place at same time can sometimes be overwhelming and unsettling for residents. She also advised there is a lot of paperwork. She would reduce ideally by half, but 30 residents would be more manageable.

Complaints - Representatives understand that there is a corporate complaints procedure; all complaints logged and there is a Service Level Agreement for resolution. The manager commented that he also operated an open door policy and encourages people to highlight issues.

Representatives were advised the smoking area which was an issue previously highlighted from a CQC inspection has now been resolved.

Feedback from Provider of Service

At time of publication - no feedback received.

****Healthwatch has liaised with Royal Voluntary Service who have agreed to extend their library service and volunteer support service to the home.***