

Healthwatch Cheshire West Enter and View Report

Enter and View Visit to	Essendene Care Home, 199 Runcorn Road, Barnton, Northwich, CW8 4HR
Date	13 November 2015
Authorised Representatives	Denise Pritchard and Margaret McDermott
Staff Present	Mrs Carol Brocklehurst was not available and we thank Freda, Senior Carer, for her time and help with the visit and for answering all our questions fully.
Background	<p>This is a small care home in a detached house which has been converted for this use and a ten bed purpose built extension added in 1990 by the proprietors Mr and Mrs P Brocklehurst, who are very much involved with the day to day running and administration and live next door to the premises.</p> <p>There are nine single rooms and two twin rooms, all with wash basins and call pulls. The twin rooms are used for husband and wife occupancy if required. The rooms are located on ground and first floor and the owners occupy separate accommodation on the top floor. There are two bathrooms both on the first floor equipped with suitable moving and handling equipment. One bathroom has a separate shower with seat and grab rails.</p> <p>Residents are frail elderly, some with mild dementia. Nursing care is not provided and residents requiring this are transferred accordingly.</p> <p>Currently there are six residents but a new resident was expected the following day.</p>
Overall Impression	<p>The premises have a very homely feeling and the standard of cleanliness was high. The entrance is secure to ensure that exit to the road is controlled. In the small hall the appropriate notices are displayed with a book for signing in and out.</p> <p>All the furnishings were in good condition and there were no unpleasant odours throughout the home.</p>
Any ideas or suggestions for improving service?	<p>Although the two staff members were coping admirably during our visit we were aware of the fact that the home had only six residents at that time.</p> <p>In our opinion we felt that to expect the two care assistants to do cleaning, cooking and activities as well as caring is unreasonable and that additional domestic staff are required.</p> <p>The lift required attention although it was still working. Freda told us that this was in hand.</p> <p>The undercover sitting area outside needs attention (cluttered with indoor chairs!).</p>

Environment

The atmosphere on our visit was relaxed and comfortable. The two staff on duty were kind and caring and responsive to the needs of the residents.

No relatives were present on our visit, however, we spoke to all residents who said they were very happy and well looked after and they appreciated the care given by the staff. Interaction between staff and residents was friendly and attentive. Freda told us that any problems were dealt with rapidly. The residents sitting area was light and airy. A small dining area adjoins the lounge.

There are well maintained gardens with a ramp giving access to the lawn. A covered sitting area is provided on the terrace. However, at the time of our visit, access to use of this area was obstructed by an excess number of lounge chairs.

Information on Infection Control and Fire procedures were displayed. Freda told us that if a resident had an infection they were restricted to their own room or, if necessary one of the double rooms could be used for isolation.

Medication - Residents are encouraged to register with the local medical practice because a doctor from that practice visits regularly on Mondays. Medication is delivered from the local pharmacy. Tablets and capsules are in blister packs. The medicine trolley is kept locked in a small room off the kitchen.

Medication records are well kept and appear to be checked regularly. Individual items for local application such as creams and lotions are kept in residents' own rooms together with a record sheet. We observed the administration of lunch time medicines to individual residents.

There is a book labelled "Homely Remedies Record Book" and these items such as Paracetamol are well recorded with name, reason, amount, stock remaining and signature. A monthly audit of all medicines is recorded.

Laundry - A small well equipped room housed laundry equipment. Clothes appeared to be well cared for and were returned to the individual residents.

Health and Wellbeing

Staffing Levels -

- 8am till 2pm - 1 senior carer and one carer
- 2pm till 8pm - 1 senior carer and one carer
- 8pm to 8am 1 senior carer.

The proprietor is on hand, sleeping on premises. Freda told us that most staff have their NVQ Level 2.

Training - All training is done in house and we viewed up to date records of this.

These staff also do all the cleaning, washing, ironing, cooking and residents' activities!

Mr Brocklehurst attends to all the maintenance of house and garden.

Freda told us that Bank staff and agency staff are never used. Mrs Brocklehurst organizes staff rotas and administration.

Care - At the time of our visit we saw the dignity and privacy of residents well respected.

We observed residents to be comfortable, well dressed and cared for and content with their surroundings.

We viewed the accident book. Complaints procedure was visible and individual rooms had a folder informing residents and their relatives of procedures to follow if they were not happy with the response from the provider about a complaint.

Fire Drill - Evacuation is practised twice yearly and we saw records confirming this. The system is checked weekly.

Food and Menus - The menu was displayed in the dining area. Freda showed us the record book which

recorded residents' daily food and fluid intake. There was no menu choice but individual preferences were catered for. We observed residents having lunch and the food appeared to be very acceptable. Staff were very attentive, giving help where needed and tables were well laid. If residents refused food or drink they were carefully monitored. Residents were encouraged to take meals in the dining area.

Activities and Community Links

There was no activities co-ordinator for the home. We observed the residents doing jigsaw puzzles and were told that local groups visited frequently to provide a variety of entertainment. A minibus is used to take residents on visits to local places of interest to them. A weekly activity plan was displayed in the dining area but this was for a previous week. Provision is made for hairdressing, manicure and podiatry in a separate area. Service user meetings are held twice a year. We were told that relatives are invited but rarely come.

Feedback

We spoke to all the residents who told us that they felt safe and well cared for.

Additional Comments

We felt that Essendene is a small, comfortable care home with a homely atmosphere and that it should not be judged in the same context as the larger more commercial enterprises.

Feedback from Provider of Service

After having several other visits / inspections this year from CWAC and the CQC we were taken back at first at the thought of having yet another unannounced visit. These unannounced visits use up a considerable amount of valuable staff time away from their normal duties, part of which is spending time with the Residents. On an announced visit we can arrange for additional Staff to assist. The visit was to be undertaken during September and October, according to the letter, but was actually on Friday 13th Nov 2015.

Carol and Peter were not available to attend but from the feedback given to us we were reassured to find that the 'Enter and View' visit was conducted in a positive and constructive manner and that the Staff on duty appeared to have handled the situation well in our absence.

The additional comments at the end of the report recognise that 'Essendene' is a small, comfortable home with a homely atmosphere and that is exactly what we set out to achieve some 25 years ago. Our motto 'Home from Home'.

Comments on the report:

Ideas for improvement -

- There is an additional domestic staff member on in a morning who carries out bedroom cleaning duties etc. when the home has more residents in occupancy.
- The lift serves the first floor and at the time of the visit the automatic doors were not working and had to be used manually. The problem has been fixed and the doors are now automatic again.
- The undercover sitting area outside has indoor chairs for the Residents to sit out on during the nice weather. The overhead cover is to keep them dry. These are more comfortable than the plastic patio chairs / benches which are also available on the patio/garden area.

Health and Wellbeing -

- Training - A lot of the training is in house, external courses are also arranged, such as safeguarding, palliative care and end of life, first aid, handling etc

Suggestions -

- Announce the visits to enable us to plan Staff time for this, if you had any concerns, then you could always drop in at any time as with any of our visitors.

Thank you for your support. (Peter Brocklehurst 30th November 2015)