



Details of visit	Review of Care Home provision in Trafford
Service address:	Claremont Care Home, 254-256 Washway Road, Sale, M33 4RZ
Service Provider:	Claremont Care Home Limited
Date and Time:	Tuesday 15 December 2015 - 9:30am - 12noon
Authorised Representatives:	Sandra Griesbach, Lisa Fletcher, Olive Dobbin and Bonnie Hadfield
Contact details:	Healthwatch Trafford, Sale Point, Sale, Trafford M33 6AG

Acknowledgements

Healthwatch Trafford would like to thank the Management, staff, residents and family visitors to Claremont Care Home for their contribution to the Enter & View programme.

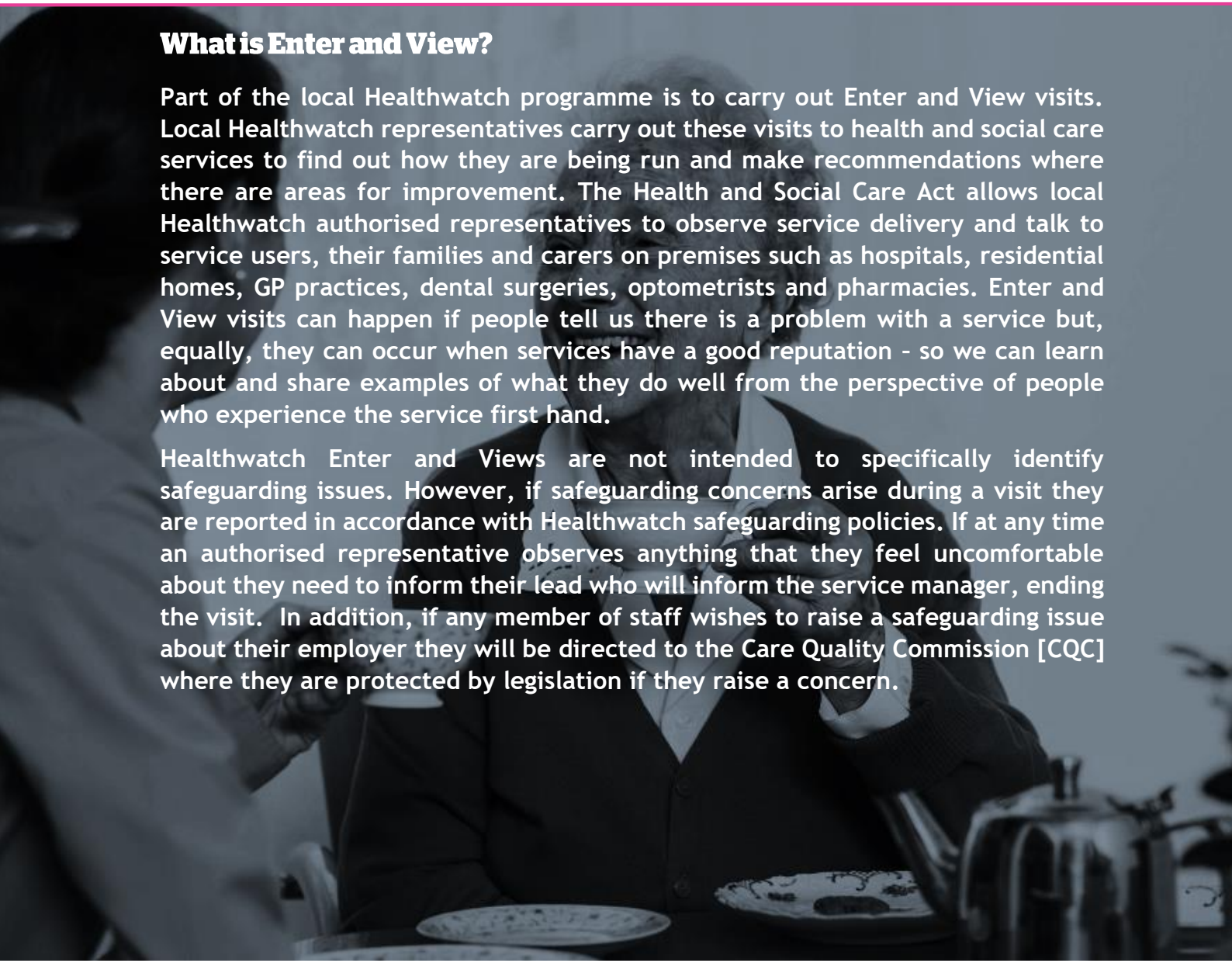
Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users, only an account of what was observed and contributed at the time.

What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit. In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the Care Quality Commission [CQC] where they are protected by legislation if they raise a concern.





Purpose of the Visit

The visit is part of an ongoing planned series of visits to care homes to discover what residents and their families think about the health and social services that are provided and examples of good working practice by:

- Observing & identifying best practice in the provision of Care homes ‘for vulnerable older people requiring social care or nursing care’
- Observing residents and relatives engaging with the staff and their surroundings
- Capturing the experience of residents and relatives

Strategic Drivers

- Ageing population in Trafford requiring care homes
- ‘Good practice’ policy Healthwatch Trafford
- Care Quality Commission & partners ‘dignity and wellbeing’ strategy [<http://www.cqc.org.uk/content/regulation-10-dignity-and-respect>]

Methodology

This was an announced Enter and View visit

Contact was made with the manager of Claremont Care Home explaining our reasons for the visit. Posters were supplied to alert our visit to staff, residents and family members.

Some predetermined questions were available to the Enter and Visit team carrying out the visit and these can be found on Appendix 1. It was agreed with the Service Provider and manager that the visit would last approximately two hours.

We were guided by staff on the residents we could approach to answer our questions. We had the discussions with the following:

- Talked to 9 residents and 2 family members

We observed the interaction between staff and residents and the communal areas of the home. Permission to speak to residents was received from residents prior to any conversation taking place.



Care, Dignity and Respect

The CQC 'dignity and wellbeing' strategy states that:

'People using services are treated with respect and dignity at all times while they are receiving care and treatment. To meet this regulation, providers must make sure that they provide care and treatment in a way that ensures people's dignity and treats them with respect at all times. This includes making sure that people have privacy when they need and want it, treating them as equals and providing any support they might need to be autonomous, independent and involved in their local community'. (<http://www.cqc.org.uk/content/regulation-10-dignity-and-respect>)

Summary of Findings

Claremont Care Home Limited is privately owned residential home for older people. The home accommodates up to 24 residents in 22 single and 1 shared rooms. It is situated on a main A56 road in Sale and has small car parks to the front and rear of the premises.

The residents are senior (mostly over 65 years) who all require support to manage their care needs. The length of time that people have been resident is varied and wide ranging. We were informed by management that outside services such as dentist, doctors, chiropodists are available and these providers regularly visit the home. The home has a Qualified Nurse; and has staff on-site 24 hours a day to provide care and support. The owners provide a family run organisation with a consistent ambience and management culture that is reflected in the responses from residents that have expressed that they felt safe, happy and well looked after at the home.

Overall, the outcome of this Enter and View is positive. The authorised representatives leading this visit felt that the standard of care at Claremont Care Home is good.

The Enter and View representatives' observations concluded that:

- That residents are willing to share their views.
- That residents appeared relax, comfortable and happy with their surroundings.
- Staff was observed responding to residents needs in a friendly, considerate and compassionate manner.
- Inclusion through the provision of a communal lounge and a garden area where residents can sit was observed.



- That there is a secure environment with qualified staff on-site twenty-four hours a day, 7 days per week.
- That resident's area able to see a doctor when required and can continue to see the GP they had prior to admission to the home if the GP is from the local area.

Whilst we were talking to residents we observed staff supporting residents calmly and sensitively. On the day of the visit the management of the home were extremely helpful in supplying information including staff rota duty over a 24 hours period, overnight there are 2 members of staff on at night and call in senior staff if an emergency arises.

Environment

The building is a converted house with the addition of the adjoining house as well as an extension to provide more space for daily living. There is a high step to main entrance with no handrail and on the day of the visit the door bell was not working. There is a disabled entrance to the side of the house. The home has a pleasant garden to the rear of the property with a good view of this from the main dining room area.

The structure of the home is over 2 floors with bedrooms on both the upper and ground floor. The bedrooms are all separate with ensuite toilet and washbasin facilities. There were 2 bathrooms, 1 with shower cubicle and 1 with a new specialist bath and hoist chair system. In addition there were toilet facilities throughout the building on both floors. We saw evidence of hand washing facilities available throughout the home, with liquid soaps in place, although on the day of the visit the ground floor lavatory soap dispenser was empty In addition sanitising hand gel was provided in wall-mounted dispensers in the entrance and throughout the home.

The décor of the building appeared faded but clean. All rooms of the home appeared clean, tidy and welcoming. There were handrails situated in various places throughout the home where needed, the home smelt fresh. We observed a number of different areas for residents to use which were accessible to residents with adequate seating for them and their visitors.

At the time and day of the visit the Enter & View representatives observed staff interacting with residents in a sensitive, friendly and considerate manner, we observed staff encouraging and supporting people in a calm and caring way. The Enter and View team observed staff using protective equipment such as aprons and gloves to minimise the risks of cross infection when doing different tasks such as personal care and serving meals.



The length of time that people had been living at the home was wide-ranging; some residents had lived at the home for number of years while others for a short time following a spell in hospital. It was not possible to interview some residents due to their mental capacity.

Residents and Families Views

Wellbeing and care

All the residents that we spoke to commented on how friendly and helpful the staff are. We received a range of comments from residents and relatives such as:

“Excellent, staff are wonderful and on hand all the time”

“All staff are caring, friendly and give me attention, I like them, I feel they know me and I know them”.

“Very homely, that staff are very kind and always explain things”.

Many residents were observed using walking frames to move around and can get support from staff when they need to go to the toilet. Most received help with mobility when required although there was a comment that staff were very busy and more carers were required. A resident with visual impairment commented that when support is needed residents can pull the help cord, unfortunately due to her visual impairment it was difficult for her to use the help cord.

Residents we talk to informed us that the start times to their day was by their choice and varied from resident to resident. We were told that all carers provided help to get dressed and support was always available if you required it

When we asked about meals all the residents told us that they like the food and were happy with the meals. We were informed by management that a relative or a friend can assist residents during meal times. Menus are discussed weekly between the cook and owner and that menus are updated regularly.

Safety

We were informed by management that fire doors are in place and procedures posted by the entrance. These were observed. The fire doors within the home are designed to withstand fire for 30 minutes. All bedroom doors are closed when residents are in



bed and regular checks on residents are carried out by staff during the night. Staff advised that routine safety drills take place periodically and informed us of the procedure to follow in case of emergency.

When staff were asked regarding what action is taken to reduce falls and pressure ulcers we were informed that doors and walkways are kept clear and that all residents are mobilized each day. Where residents are unable to get out of bed care is taken to ensure that the person is turned and the GP and community nursing professionals are utilized. At the time of our visit there was no residents that were bed bound. Staff informed the Enter & View team that all residents who were at risk of falls are accommodated close to the office during the day.

When asked how safe residents felt at the home the overall response from residents was positive. Comments made by residents on the day were:

“I feel safe and my family are relieved I live here, they worried about me at home I came here from hospital to live here. If I need help I get”.

“Highly recommended - wouldn’t change anything and very happy”.

One relative told us:

“My mum can’t move much but staff are wonderful and keep mum hydrated and safe”.

On the day of our visit we observed that medication was well organised with some residents organising their own whilst others received tablets from their main carer.

Fundamentals

Most residents told us that they were satisfied with the arrangement in place for bathing and showering. Most showered as frequently as they wished, however those residents preferring a bath had to request it. Residents told us that they were comfortable with staff who supported them showering and bathing.

We were informed by Claremont staff that a hairdresser comes to the home once a week and most of the residents use the service.

The comments we received regarding the laundering of clothes were mostly positive with residents stating that their clothes are washed and returned to them at the home with no problems. We receive one negative comment from a lady who said her clothes went missing.



There appeared to be no restriction on times for visiting and visitors could stay as long as they liked. Residents could leave the home with visitors as long as permission was sought from the Manager of the home. The number of visitors people had varied, some residents had frequent visitors, some hardly any.

Activities

On the day of the visit the Enter & View team observed few activities taking place, however, when speaking to residents the Enter & View the team were informed that many liked reading and that there was a small library of books for residents to use. A TV is provided in communal area and bingo is provided. Residents who had visual impairment found it difficult to participate in these types of activities. Several residents went out in the garden but others did not go out at all and wished they could. One comment revealed that there was no option of going outside the home and grounds unless accompanied by relatives, with one resident commenting:

“Feels closed in - would like to get out”

Recommendations:

- **Review and implement measures to ensure that visual impaired resident can safely access help cord.**
- **Clarification on procedure for ensuring laundry is returned to correct residents.**
- **Ensure that procedures are established and followed for appropriate staffing levels**
- **To provide appropriate leisure activities for visually impaired residents.**

Suggestions:

- **Could part of the garden be made safe for residents to use unaccompanied?**
- **Possibility of management exploring opportunities with local communities to obtain help with external outings and activities**



Appendix - 1

Predefined Questions Whilst on Visit

- **Wellbeing:** How would you describe your care home and the way you are looked after?
- **Safety** - How happy and safe do you feel?
- **Time structure** - How do you feel about your meals? Do you have medication and how is it distributed?
- **Care** - do you feel the staff are caring toward you and treat you with dignity
- **Fundamentals** - for example, are you able to bathe when you want, can you have visitors when you want them?
- **Inclusion** - how do you spend your day and what activities can you access?

