

Healthwatch Cheshire West Enter and View Report	
Enter and View Visit to	Florence Grogan House, Shelley Road, Blacon, Chester CH1 5XA
Date	February 23 <sup>rd</sup> 2016
Authorised Representatives	Sue Masterman, Rhiannon Wilson, Joanna Brookes
Staff Present	Wendy Hope - Manager, Alison Whooley - Home Service Manager, Molly - Activities Coordinator
Background	<p>Florence Grogan House is a purpose-built home providing residential care and a specialist household for dementia care. There are 30 single rooms in the Residential unit including five with en suite facilities. In the dementia unit there are ten single rooms, all with en suite facilities. The home is owned by CLS Care Services Group, a non profit organisation that won Care Employer of the Year 2014 in the Great North West Care Awards. The two-storey home is located in Blacon, a residential area in a suburb of Chester. The House Manager (and on call Manager) is Wendy Hope with Alison Whooley; a previous manager; now as Home Service Manager.</p> <p>Representatives were well received and shown round by Wendy Hope. They then met up again with cheerful Activities Coordinator Molly. As on our previous visit, other staff members were open and friendly and the general atmosphere, also among residents, was relaxed and cheerful.</p> <p>The most recent Care Quality Commission report, published October 23<sup>rd</sup> 2015 an (inspection on August 25<sup>th</sup> and 26<sup>th</sup>), rated the home as “<i>Requires Improvement.</i>” While scoring “<i>Good</i>” for caring, it was rated as ‘<i>requiring improvement</i>’ in all remaining four sectors. Wendy Hope gave Representatives a more detailed account of where the problems lay and how they were being tackled. They mostly appear to involve issues of administration which had slipped because of some lack of training and supervision.</p>
Overall Impression	<p>As on our last visit Representatives noted that there was a smell of urine on the ground floor - stronger in some areas than others. This had been pointed out on our previous report. Wendy Hope told us that they were arranging to have the hall carpets professionally cleaned. Representatives, however, doubted this would be sufficient and believe that a rethink of flooring in hallways and in the bathrooms and toilets is an urgent necessity. However, it must be said in fairness that the CQC team found that “<i>The premises were accessible, clean, safe and free from unpleasant odour.</i>”</p> <p>Broadly, the building seems to lack investment in its infrastructure and general condition while, in contrast, staff appear to be keeping up the high standard of caring we noted last time. This home certainly does not compare, in terms of structure and fittings, with other, more modern, CLS-run properties.</p> <p><b>The positive points made in our previous report (5<sup>th</sup> February 2015) regarding the contented and happy atmosphere and other details still apply.</b></p>
Any ideas or suggestions for improving service?	<ul style="list-style-type: none"> <li>• Our fresh visit confirms that this is a happy home with a caring staff. It also confirms that it is being let down by lack of investment, which in turn threatens to demoralise a solid team. CLS needs to take a good long look at its priorities and reward this team by giving them a much better environment in which to continue to provide an excellent care service, and thus further improve the life of residents.</li> <li>• Agree programme for relative’s meetings.</li> </ul>

## Environment

**Dementia Unit** - This area is securely separated from the rest of the home, and each room has a red front door with a brass knocker to give the impression of being at home. In a similar vein, outside each room was a frame in which residents or their families could display personal photographs - to aid memory in identifying the room.

In addition to en-suite facilities there were two bathrooms for the use of ten residents. Bathrooms appeared to be clean and suitably equipped. Rooms had television points although we were told that it was the residents' choice whether or not to bring in their own televisions/radios. Representatives saw one empty room awaiting a new resident, with basic furnishings and a functional en suite toilet and washbasin. Own furniture is allowed if safe and meets the fire safety regulations.

Rooms were equipped with sensor mats and pagers to alert staff to Residents being out of bed. The main lounge area also included a kitchenette with a breakfast bar, where a member of staff was preparing drinks, etc. This made the area seem busier, livelier and more welcoming.

Activities Co-ordinator Molly said, "***There were more one-to-one staff in Dementia,***" and that Residents preferred, "***Little and often***" activities in order to suit their attention span. She seemed well-informed and said that Residents enjoyed, "***cake and a cuppa and colouring.***" Activities appeared well organised in the Dementia Unit. The Dementia Unit also had a resident and very contented young tortoiseshell cat - an extra resource for Residents. The Residential Unit also has a more mature ginger cat which belongs to one of the residents but allows himself to be shared by all and provides a good source of anecdotes we heard. We were told that petting dogs also visit.

**Garden/Patio** - The patio/garden area appeared well maintained: flower beds and pots were freshly planted with pansies.

**The Residential Unit** - This unit had a series of lounges on both floors including 'quiet rooms' where residents could get away from televisions and other distractions if they wished. There were also chairs in some corridor niches which were occupied by those who wanted contact and were happy to chat. The communal lounges were well filled. Molly and Wendy told us that the residents chose themselves when they got up and when they went to bed.

**Dining Area** - The main dining room was large, light and airy. The main meal is now served at 4.30 pm instead of lunchtime - after a review of residents' needs throughout CLS homes. One Representative saw the dining room full at this time with staff circulating to note down menu choices. The room was abuzz with conversation and the atmosphere cheerful. Residents we spoke to said that they were generally happy with their food choices.

**The Laundry** - This appeared small for a home of this size. Small items are folded and put in named and numbered tubs identifying each resident. Larger items are hung on a rail. It looked cramped and dated. Relatives were asked to mark laundry but the home would do this if asked, we were told.

The few rooms we visited, were clean and cosy.

Representatives noted a cheerful, friendly and efficiently run home. Residents in both sections seemed content and happy. The cats certainly were, and their contentment seemed to reflect the atmosphere of the home in general. Florence Grogan House benefits from being on a large housing estate whose population identifies with it and provides plenty of links and volunteering.

## Health and Wellbeing

Representatives were informed that the Staff to Residents ratio was one to five in the Dementia Unit, and one to ten in the Residential Unit: there was only three staff to cover night-time.

Wendy Hope is an experienced home manager who is in her 27<sup>th</sup> year of employment with CLS Care Services. Wendy has overall responsibility for Florence Grogan House and is supported by Alison Whoolley as home services manager. Alison has responsibility for the domestic team and assists the home manager with the day to day financial affairs of the home.

Wendy reported that she had a team of 47 Staff: a mixture of part- and full-time, with some casuals. She said that all but one care team leader had achieved NVQ Level 3 and that all were First Aiders.

Wendy believed that she had good staff at the home - many of whom had been there for a long period. Accident and incident reports and complaints were kept up to date. Follow-up appeared to have a clear procedure and to be thorough, guided by head office if considered serious.

## Activities and Community Links

Florence Grogan has two activity co-ordinators Molly and Karen who work 12.5 hours each. Planned activities were displayed on a large board and also included in the menus on every table in the dining area. She said that she plans two to three months ahead and that activities included themed days, exercise for ladies, bingo, coach trips and entertainers when funds allowed. Molly mentioned that she had been involved with the Blacon Community Arts Project and that resulting work would be displayed on walls around the home. She further commented that she was engaged actively in raising money to fund many activities. Florence Grogan does not have its own mini bus but there is easy access to public transport routes, also a number of wheelchair accessible taxis services are only a telephone call away. The Plus Bus which is used by one of the residents.

**Displays** - There is a large framed collage situated in the dining room that was done by residents and the arts group this was then framed by the Blacon Community Art project team and presented to the home this now takes pride of place and is much talked about by the residents and visitors. On the day of the visit a resident had been colouring in the lounge upstairs the resident had left her work on the table ready to return to after lunch.

Local churches appear to play a considerable role in visiting through the week and in transporting residents to three local churches on Sundays and other church festivals. Religious services at the Home are also provided if residents require.

The Home has a small shop which currently consists of goods being taken round on a trolley, but we were told there are plans to give it a permanent location.

Molly Simms, one of the two activities co-ordinators, appears committed to the job heart and soul - even to the point of holding part of her Wedding Reception in the home. She had organised an entertainer for the day of our unannounced visit and one Representative who returned briefly after our main visit found the dining room full of residents joining in enthusiastically with the music and the accompanying exercises.

Church involvement, trips out, food choices, a trolley-shop and gardening in summer all still complement the range of activities and quality of care. Relative's meetings are not happening at the moment and need to be revived. The two cats we found previously continue to keep residents amused and happy.

## Feedback

We spoke to visiting church volunteers who spoke highly of the staff and of the atmosphere within the home. Another volunteer we met was a former employee at the Home and we were told that retired staff frequently came back as volunteers.

## Feedback from Provider of Service

*Over the last two years, CLS have spent over £150,000 on maintenance and capital investment in Florence Grogan. This equates to nearly £40 per resident per week and is 12% more than the £34.92 a week that CWAC allow for within their weekly fee.)*

- Home manager to discuss improvements with CLS property department to review their action plan for a number of planned upgrades to the home.*
- There are no current plans to upgrade the laundry however as a team we will look at how we can maximise the current space.*
- New flooring has been requested for one bedroom where there is an odour due to continence issues, this resident and another resident have been referred to the continence team.*
- Plans are in place to renew flooring in two toilets and a bathroom on the ground floor and the corridor carpets are waiting to be professionally cleaned.*
- At present staff and residents are actively involved in making small changes to the homes furnishings bringing some colour in to the home. Residents and visitors have commented on this saying that the home is looking lovely.*
- Home manager to arrange a programme for relatives meetings.*