

Healthwatch Cheshire West Enter and View Report	
Enter and View Visit to	Sable Cottage Nursing Home Chester Road Kelsall CW6 0RZ
Date	17 <sup>th</sup> May 2016
Authorised Representatives	Chris Banfi, Joanna Brookes and Geraldine Waite
Staff Present	Beth Cole - Deputy Manager
Background	Sable Cottage is a purpose built home set in the centre of Kelsall. It is owned by a father and son, who visit the home regularly and are very supportive of redecoration and refurbishment. Many of the staff employed at the home and the residents themselves are from the immediate area which has created a lot of local support. Sable Cottage has 39 bedrooms of which 37 are en-suite.
Overall Impression	The home appears well run and well cared for. To Representatives it appeared homely and bright and looked clean and tidy. We were warmly welcomed by a carer on our arrival and offered drinks. The manager, Joanna Houghton, was on annual leave at the time of our visit. Beth Cole, the deputy manager, was happy to discuss everything with us and proved knowledgeable and helpful.
Any ideas or suggestions for improving service?	Beth told us that the home has struggled to recruit nursing staff - partially because of the home's rural situation and the competition from agencies. The management needs to address this although it might be difficult to compete financially.

Environment
<p>The home overlooks the local park, so those rooms at the front of the property have lovely views. The entrance area was bright and welcoming. Notices on the walls gave the necessary information. There was a visitors' book and hand gel available. There is a display of photographs of the staff which is useful and welcoming. It was encouraging to read excerpts from the 2014 CQC report - which reported 'good' in all areas - and had been enlarged up, and put on the wall on the main floor. Also on display there were photographs from activity sessions and an activity planner.</p> <p>The home is on three floors. The ground floor is actually the lower floor where the kitchen and launderette are situated, as well as those residents who require nursing care. This corridor is necessarily more utilitarian looking than the others, but the residents on this floor are mainly in their rooms.</p> <p>The first floor is carpeted.</p> <p>As with other homes of this age, storage can be difficult. In order to keep the corridors clutter free, wheelchairs and other equipment are sometimes stored in bathrooms. Beth told us they had recently invested in a number of special beds which were very expensive. She said if there was a choice between spending on equipment for clients versus decoration, equipment was purchased. As a result some pipes were exposed in places due to loose boxing-in. However, Beth did assure us</p>

that the owner is happy to respond to requests for refurbishment when funds allowed. The top floor is a coded unit for those residents in early stage dementia. Janine runs this floor together with Debbie - both senior carers with extensive knowledge of dementia. There are two lounges, one large one smaller, both cheerful in appearance. A representative spoke to three residents who were responsive and communicative. They interacted well - one lady sang a song. All appeared happy, content and well groomed.

The corridors and rooms we saw were bright and welcoming. Beth told us that management feel much supported by Mr Sunil Patel, the owner. **"He is very good at responding."** Representatives understand that he will support requests for redecoration, and is in the process of creating a wet room with a much needed second shower on the 1st floor. The only other shower is on the top floor. He has also agreed to a quiet room to be built which will facilitate meetings etc. as the office where we chatted with Beth is rather small.

Throughout the home was clean. Representatives understand that two cleaners are currently employed - we were told they are recruiting for another one. There are two examples of workers at the home who are mother and daughter.

The laundry looked clean and well organised. Carers are involved with distributing clean clothes so they don't get mixed up. This system seems to work well.

## Health and Wellbeing

A second shower/wet room is currently being finished - there is just one shower at the moment which is on the top floor. However there are baths for those who prefer them.

Light nursing is provided at the home, with no EMI nursing. Those on the top floor have the early stages of "confusion/dementia." They are able to access nursing care on the lower floor if required. Medicines are pre-dispensed into sealed pots by Crooks Pharmacy on Deeside. This is called 'Bio dose' and the home has used this system since 2013. Beth told us they are very happy with the system.

District nurses hand over to the senior carers on duty and are also involved in updating residents' care plans.

The staff use a traffic light system with a red, amber or green spot that can be easily seen and understood next to a resident's name on their door. There is also an indication of how many staff are required to assist each resident.

Staff employed tend to stay on the same floors so that they know each resident well and residents are reassured by familiar faces. There is computer system called "Find my shift" which enables staff to check rotas online and which is linked to the online payroll. Beth told us that this creates a secure and reassuring atmosphere for the staff and management.

Representatives were told by residents that they were happy and felt they had a good relationship with the staff. A male resident told us that he was, **"Relatively new and quite happy!"** Another visitor had brought a small dog with them for the well being of a resident. We were told that in the main they try and give priority to local families - which assists with maintaining family and friends network.

The deputy manager told us that Joanna uses a "total care chart" on which everything is logged from 8 a.m. until 8pm. The senior carers ensure that everything is completed and filled in appropriately. We were informed that have a minimum of two carers working at night this increases to 3 or 4 depending on need. Hourly checks are carried out and are logged on the computer system. Any alarms are also logged onto the system.

There are six "champions" who are senior carers who have chosen to specialise in particular areas. They then feed back to the rest of the staff either as a presentation or on a 1:1 basis. The areas include continence, skin condition, end of life, and dementia.

Beth told us that they often have to wait for weeks at a time to receive vital supplies of continence pads from Cheshire and Wirral Partnership. The staff member dealing with this area often comes into the home on her days off to help with the allocation of pads after a delivery.

The nurses on the staff are key workers allocated to certain residents. They communicate with all the agencies involved in their residents' needs. Beth told us that she felt very supported by both the home manager Joanna Houghton and by the owner, Mr Sunil Patel. She said, "***Sunil has been fantastic and also Joanna.***" Beth added that she has now achieved level five management qualifications with their support.

We were told that there have been 30 applications for DoLs but they have had only one response from CWAC. Each application takes 30 - 45 minutes to complete and is done within three days of admittance. It would be appropriate for these to have responses within a timely manner.

**Food/Menus** - The home uses the Apetito system of dining, which is run by kitchen staff, Sharon and Jodie. Beth said, "***They know everything about people's choices.***"

The kitchen has been fitted out with the special blast ovens that are necessary to reheat the frozen food which is delivered to the home from Apetito. We were told this system has been very successful. Food is presented in a pleasant way - pureed food is fashioned into various food forms to promote dignity and well being for the diners. Meals; other than the main one of the day; are prepared by the kitchen staff who also provide snacks as required.

One resident told us that she had been at the home for three years and didn't really like the Apetito food. "***I prefer 'homely' food.***" She further commented, "***Sharon in the kitchen is very good...***" and "***... I would love a boiled egg for tea!***"

When Beth joined us and the Representative repeated this, Beth said that it would be fine for her to have a boiled egg.

Staff were observed being kind and respectful towards residents, and seemed to know their needs and preferences.

Representatives understand that the local G.P. visits regularly.

### Activities and Community Links

Many of the staff and residents are from the local area, and this helps with community volunteer groups coming in. For instance, there is a local choir called the sunshine singers who come in about four times a year.

A hairdresser visits the home weekly, and a carer; who works at the home on Friday and Saturday nights and is trained as a beauty therapist; comes in voluntarily to do nails.

Trips out can prove difficult as there is no designated mini bus. Local taxis are used, but Beth told us that despite all suitable health and safety arrangements having been put in place and extra staff and volunteers recruited, sometimes residents can change their minds about attending and trips have had to be cancelled.

When activities or entertainments are arranged in house, they take place on the top floor which is for EMI residents. This is advantageous for those residents who might find it more difficult to be moved to a different floor.

A new activities co ordinator is in the process of completing her induction training. She will be present 3 - 4 times per week. A recent activity included bringing two owls into the home. A resident told us that she, "***Enjoys sitting in the garden area.***"

On the top floor, Debbie, senior carer, is very proactive in encouraging residents to interact, especially through music, which has a very positive effect. There are also quiet areas for residents to sit and a table with jigsaw puzzles and word search books close to the entrance of a small lounge.

There are 14 residents with dementia at the moment. Debbie and Janine who run the unit, are both well trained in dementia and have level three qualifications. They hope to provide pop up displays for residents which they have seen on a recent course. For instance a beach scene with sand, sounds of the sea, chairs to sit in etc.

### Feedback

Questionnaires are sent to everyone involved with the care of the residents on a regular basis. This includes GP, district nurses and relatives. Staff are currently researching feedback from the 2015 questionnaire. There are also regular meetings with residents and relatives (held about every three months) and a Facebook page organised by Beth. Beth also told us that Joanna has an open door policy and relatives think they are very approachable.

Those residents we saw seemed happy and supported, and were happy to share their thoughts with us where possible. One resident with dementia sang a song for a Representative and another kissed her hand. Staff told us that Debbie, ***“Is very proactive in encouraging and including all residents to take part in activities especially music.”***

### Additional Comments

It would aid in the safe running of the home if continence pads were delivered on a more regular basis. Also DoLs applications should be responded to within a shorter time frame.

### Feedback from Provider of Service

*It was lovely to read that residents told representatives that they were happy and felt they had a good relationship with staff.*

*I was also encouraged that Beth felt supported by myself and the owner of the home.*

- *We welcome feedback from Healthwatch, all three representatives were extremely respectful and friendly and we would like to thank them for their kind comments regarding our home.*
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#### **COMMENTS REGARDING THE REPORT**

- *The problems we experience with the continence service are only related to new admissions to the home. We feel that the length of time that it takes for a resident to receive their products can often cause distress and compromise dignity.*
- *Although we are very happy with our supplier ‘Apetito’ we are aware that there are some foods that can be missed when using their service. We have regular Residents’ Meetings and serving eggs and salad options were two things that were discussed and resolved at the last meeting.*
- *In regards to our recent DoLs applications, we are aware that CWAC have recently had an increase in workload in this area and we have been informed that they have recruited more staff to help speed up this process. If a DoLs application is urgent it is always dealt with immediately.*
- *Activities and entertainment take place in both of our lounges and during the summer in the garden under our gazebo.*

*Johanna Houghton Registered Manager 31.05.2016*