

Healthwatch Cheshire West Enter and View Report	
Enter and View Visit to	Upton Dene Caldecott Close, Chester, CH2 1BF
Date	14 th June 2016
Authorised Representatives	Rhiannon Wilson, Val Pasley
Staff Present	Hilary Price - Manager
Background	<p>We were made very welcome by the manager Hilary Price who explained all aspects of the home and the care provided. She showed us around and introduced us to staff and residents.</p> <p>Upton Dene is a large, recently opened, purpose built home three miles from Chester and a short drive from shops, cafes and pubs. It is part of the Sanctuary group which is a not-for-profit organisation. There are 74 en-suite rooms, 24 nursing, 25 residential and 25 dementia care spread over three floors. Respite care is available for those needing residential and dementia care but not nursing and there is an end of life programme in place. The home also has a contract with the hospital for patients requiring support to prepare them for going home. At the time of our visit there were 37 residents, all self funding with some who require nursing care receiving Continuing Health Care funding with top ups. The home is starting a 2nd wave of recruitment to prepare for an increase in numbers of residents.</p>
Overall Impression	<p>The home is a very attractive building with wide corridors, spacious rooms and attractive, well kept gardens. It is immaculately clean with large windows and French doors on the ground floor giving access to the garden and letting in a lot of natural light. All furnishings are in pristine condition and well designed, colourful chairs with matching foot rests, attractive dining furniture and beds which can be raised and lowered. We were shown dementia friendly furniture which is designed to enable the person to see what is in the drawers and wardrobes.</p> <p>The landscaped garden has accessible and safe non-slip pathways. Raised beds enable residents to do some gardening.</p> <p>Amongst information clearly displayed are policies on whistle-blowing and complaints as well as a residents' newsletter and information on a residents' survey. We saw notice boards on all floors.</p>
Any ideas or suggestions for improving service?	<p>We asked two residents if there was anything which would improve their experience of living at Upton Dene and they couldn't make any suggestions. Certainly Hilary and Sanctuary have thought of everything. Our only suggestion is to reconsider the use of a pressure system which alerts night staff if a resident doesn't return to bed after a reasonable period of time. These can be adapted to individual residents and timed accordingly. This avoids two hourly checks through the night which can disturb residents' sleep and also ensures a more prompt response if someone falls.</p>

Environment

Each floor has two assisted bathrooms which are large and well equipped with grab rails and hoists, in addition to the en-suite facilities in each room. The bathrooms have a privacy curtain in case the door has to be opened by a member of staff. Toilet seats are due to be replaced with colour seats to assist those with dementia.

Each floor has two dining areas with service facilities (basic kitchen appliances) for making drinks and serving the food which comes from the main kitchen. There is also a dining room for special events such as family birthdays.

The laundry is well equipped with machines on a floating floor to prevent vibration and noise pollution in the neighbouring areas. Walls and ceilings are washable and dirty laundry has an entry separate from the exit for clean items. There is also a sluice on every floor.

Residents are able to have their own furniture and a resident told us, ***"We can do what we like with our rooms."***

Memory boxes outside the rooms contain personal items of the residents' choice. There are rummage chests of drawers in some corridors containing objects to support the needs of those residents with dementia. Pictures on doors help with recognition. There is a comfortable cinema room and a library which residents have decided will also be a hobby room. There is a therapy room but plans are in place to convert this to a shop.

Dining areas are attractively laid out with the day's menu on each table.

Hearing loops cover many areas.

Health and Wellbeing

The manager and deputy are both qualified nurses and there are two qualified nurses who work on the nursing floor, all NMC registered. Senior care staff - qualified to level two and three NVQ or equivalent - work on the residential and dementia floors and care staff work across all floors so that they gain experience of the full range of care provided. Five staff who are new to care are completing the new Care Certificate and the home has two staff who are qualified to assess this. There are three staff who have completed trainer training which enables them to deliver face to face training and the company also uses e learning. Boots 'e' learning is used for training in the administering of medication and awareness of side effects. Hilary told us that she has attended a six day dementia training programme linked to Worcester University and there are 'Dementia Champions' in the home. The home employs a full time maintenance person.

Pre admission - Assessment is carried out with attention given to residents' personal needs and wishes and noted on the person-centred care plan. We were told that care plans are written up daily and reviewed monthly. The manager and deputy are responsible for safeguarding and the clinical lead person, a registered mental health nurse, is responsible for DOLS and compliance with the Mental Capacity Act. Training in this is part of the staff mandatory training programme.

Residents can be registered with a local GP practice but at the moment no single practice covers all the residents in the home. Hilary has tried to address this but at the moment no practice will take this on.

One to one supervision is carried out bi-monthly and appraisals annually. The company has a Kindness Award Scheme for staff and residents.

There is an attractive hairdressing and manicure room and the hairdresser is there three days a week. Food is freshly prepared on site offering a good range of choice. We met the chef who is very involved with residents' choice and he considered that "local favourites" are important to offer. There is a company set menu but the chef told us he has some flexibility. There is a plan to have a residents' committee to support menu choice. Residents with dementia are shown two small plates of the food on offer which helps them to choose.

Residents and relatives meetings take place.

Activities and Community Links

There is an activities leader who has recently started in post and is in the process of asking residents for their choice of activities. Clear activity plans were displayed on each floor. Activities such as exercise sessions, sewing club, poetry, board games, crosswords and puzzles were on the plan for the

week of our visit.

We were told that the home hires a minibus for trips out and we were told by residents about a trip to the Cheshire Oaks Marks and Spencer and to Gordale Garden Centre.

There are raised flower beds and a resident told us she had helped with planting. Relatives have also contributed plants and helped with the gardening. There are plans for a swing and either crazy golf or other outdoor activities.

Every afternoon there is home-made baking and we were told that residents can take part. We observed a resident colouring an adult colouring book with the support of a staff member. Hilary wants to set up an activity committee of residents so that activities planned are those which residents want. She stressed the importance of activities being age appropriate.

We were shown some chicks which had been hatched in the home and will be kept as chickens in the garden at the request of the residents. Pets are encouraged to visit but not to stay in the home. We were shown a cinema room where residents can watch films and have the full cinema experience courtesy of a popcorn machine. The home has a volunteer whose experience is being used to assist and support the new activity leader.

Feedback

The home has a very calm, quiet and relaxing atmosphere. Staff members told us they enjoy working there as they are very well supported and there are good career opportunities. They also told us that residents, ***"Have more choice with food and activities."***

Residents told us, ***"The staff are lovely - you can have cups of tea through the night."*** They described one member of staff as, ***"An absolute poppet!"***

Additional Comments

An excellent home where everything has been thought of to support the residents and ensure they have a good quality of life. This level of care should be the standard for all older people but sadly it is only available to those who have sufficient resources to meet the fees.

Feedback from Provider of Service

Upton Dene is a stunning new flagship care home positioned in a residential area alongside the Countess of Chester Hospital in Cheshire. Three-miles outside the centre of Chester, our new care home is a short drive from all the shops, cafés, pubs, library and other attractions the city has to offer.

Our dedicated team provides a range of care and support for residents, including residential care, residential dementia care, nursing care, palliative care and respite care.

Upton Dene has been designed to have all the luxuries you'd expect, with light and airy lounge and dining areas, which are beautifully decorated and furnished, a cinema room complete with a projector and cinema-style seating and spacious bedrooms with en-suite wet rooms, which provides a warm place for residents to rest and relax.

The care home also has tranquil sensory gardens and a hairdressing salon where residents can enjoy being pampered with beauty treatments.

The home is striving to provide the best quality of life for its residents' with kindness at the heart of everything that the home and organisation do. Rebekah Newton - Manager 24/07/16