

Healthwatch Cheshire West Enter and View Report

Enter and View Visit to	Mount Pleasant Finger Post Lane Norley WA6 8LE
Date	21 st July 2016
Authorised Representatives	Chris Banfi Geraldine Waite
Staff Present	Jane Cockburn
Background	Mount Pleasant is a family run residential care home on the edge of Norley village. It caters for 21 residents aged between the ages of 80 and 98 - two of whom are respite clients. Full capacity is 24 residents. The owners, John and Tina Padden live in a bungalow sited within the grounds. A Care Quality Commission inspection in May 2016 rated the service as requiring some improvement in areas of Safety, effectiveness responsiveness and leadership.
Overall Impression	Mount Pleasant seemed welcoming and homely. The atmosphere was open and friendly. The decoration was clean and pleasant. The home is set in beautifully maintained grounds allowing pleasing views from most of the bedrooms. The residents that Representatives spoke to were happy to be there and had few complaints. The new manager appears to have settled in well and also seems to have accomplished a lot in the short time she has been there. We were satisfied that she has put plans in place to continue to improve in the future.
Any ideas or suggestions for improving service?	It might be useful to approach local organisations to encourage more interaction with the community. Maybe scout members might like to visit to read to the residents? Also the local school could become more involved? One resident mentioned that a table with an umbrella is planned in the patio area which she is looking forward to. Hopefully this can be done this summer and whilst the weather is good.

Environment

We were invited into the entrance hall to wait for the manager, Jane Cockburn. It was a busy area as the hairdresser, Sandra, was visiting and residents were being taken to the designated room and then back to the lounge. The atmosphere was pleasant and relaxed. Sandra told us she had worked at the home for 30 years and loved being there. Her grandmother and mother had both been residents there and she was very happy with it. She said that there is, *"A lovely family atmosphere here."*

We noticed the usual health and safety notices in the hallway. There was hand cleanser and a signing in book.

The decor throughout the home is homely but pleasant. Many of the areas are carpeted; some of the bedrooms have been refurbished and have new carpet as well as new vanity units and fresh paint.

The residents that we spoke to all commented that they were happy with the environment. The home is on two floors, and consists of the original house which accommodates twelve

residents and the annexe which has eleven. There is one double room which is occupied by a married couple. Floors are connected by stairs and a working lift. One of the rooms is en suite; all others have vanity units. The bedrooms we saw were spacious and well decorated. Everywhere appeared clean and well maintained. The bathrooms have new flooring and we were told that the hallway is to have new non-slip flooring fitted in the near future. The dining room was set for tea and looked very pleasant. The kitchen is visible from here - staff were preparing tea and cake. Most of the residents eat in the dining room, but those that wish to can be served in their rooms. There are two lounges - residents have their favourite places to sit. In one of the lounges the T.V. was on. A resident told a representative that residents tended to agree about what programmes they watched and that everyone got on. There are lovely views of the grounds from most of the rooms. There are poems displayed on the walls promoting the understanding and positive care and respect of older people.

Health and Wellbeing

The residents we saw were all well dressed and seemed happy to be at Mount Pleasant. Most of the ladies had had their hair done. They all looked well cared for and told us they had no complaints. The new manager, Jane Cockburn, told us that she is working towards improving all the care plans and quality assurance system so that all the residents are safe. There is no question that the care of residents has been of and remains of a high quality. However, management and owners are striving to ensure that written documentation of such is kept up to date. We saw staff in the dining room, completing records and enjoying a break. Residents told us that they have a call bell in the lounge and that if there is anything they need the staff respond in a timely manner. **Staffing** - There are four staff on the floor one of whom is a senior. At night there are two carers who are on permanent nights. We were told that if a member of staff has to be absent, usually they manage to organise cover between themselves. We were told that the manager is very 'hands on' and the owner, Christine Padden, also helps when necessary. Jane told us many of the staff are "**Long standing employees,**" and enjoy working at the home. During the afternoon we observed staff administering care and treating the residents with dignity and respect. One lady who was walking along the hallway to her room was asked in a friendly manner where her stick was. She replied that it was in her room but she was alright because she was using the hand rail to make sure she was safe. Representatives felt that her health and safety requirements had been addressed in a respectful manner. Medicines, food/fluid intake, mental capacity assessments, tissue viability have all been reassessed and new staff guidelines have been implemented. Jane told us that she, "**Leads by example,**" and works long hours, often including the twilight shift so that she can support staff regarding any changes that have been introduced. She has submitted an action plan to CQC and is making every effort to implement their requirements (areas include safety, leadership, effectiveness and responsiveness). She makes 'spot checks' of charts, including those of the night staff. Jane told us that she feels very much supported by the owners who live next door to the home. She told us that, "**Christine Padden is often at the home supporting and helping her.**" Although there is now no deputy manager, Jane told us they would rather have a senior care staff member. She thinks they are adequately staffed and feels the staff to be supportive and a dedicated team. However, she did say that, "**As a rural care home, it can be difficult to recruit new staff.**"

Jane has introduced checks to ensure residents' safety, such as a file regarding those who are at risk of pressure sores or ulcers. This file has to be signed by staff and Senior staff members check procedures are being followed.

Mount Pleasant deals with Cheshire West and East providers of service and so has to deal with each regarding supplies such as continence pads. Jane told us that she has no problems regarding supplies.

Staff training is now more rigorously underway, including e-learning, although Jane pointed out the difficulties in arranging training, such as manual handling, when the home and staff are small and shift cover can be a problem. Staff supervisions are being done by the manager.

Representatives were told that meetings with residents and relatives are being arranged. Jane has sent questionnaires relating to Quality Assurance to residents and their family members. She has had some response and is awaiting completion by others.

Activities and Community Links

There is no activities coordinator at Mount Pleasant, but staff do interact with the residents by doing their nails, taking part in sing songs etc. The residents play dominoes and cards regularly, and residents told us they play bingo for small bags of sweets and have quizzes. On the last Friday of the month they have someone who comes and plays the keyboard for about one and a half hours so they can have a proper sing song. Residents told us they enjoy this, although "they could do a little more." Some of the residents like to sit outside and often have tea outside in the summer. The door is not locked so residents can come and go as they please. Some residents told us that their relatives lived close by and often came to see them and to take them out.

The local scouts sometimes visit at Christmas, and the local churches visit regularly and give Eucharist to those that request it.

Feedback

We spoke to four residents who were happy to share their experiences. One lady told a Representative that she liked living at the home. "***The people are nice!***" She said that she was "***Happy to be here.***" and that she "***enjoyed the food.***" She said her daughter was, "***Only down the road and visited her regularly.***" She was glad that she could stay within the area where she had previously lived."

Another resident said he liked to be in the lounge and that they all got on. Everybody had their favourite places to sit and that was no problem. He was able to call staff if anybody needed anything as he had the call bell to hand. "***Staff always come quickly.***"

A lady, who liked to sit by the door, enjoyed chatting to visitors and was happy to watch what was going on. She was content to do so and had no complaints. Many of the ladies who'd had their hair done were pleased with their appearance. Many wore jewellery and looked well presented.

Another resident, who has lived at Mount Pleasant for about 10 months, explained he had just returned from hospital due to his low blood pressure. He said, "***It's my own fault. I don't drink enough water.***" The manager confirmed this resident has been encouraged to drink more. The resident said that he has plenty of drinks available in his room and in the lounge and that his daughter also brings in flavoured water and visits every other day. He said he was very happy with the care he received at the home and that he enjoyed the food.

Additional Comments

Jane Cockburn has been acting manager of Mount Pleasant only since 16th May 2016. She has implemented many changes and hopes to improve the standard of care even more to improve the current CQC rating which resulted from their inspection in May of this year. The owners of the home have given their support to her and together they will surely achieve this end. Residents at

the home seem very happy with their care and feel safe and secure. Representatives think the management now needs some time to address the remaining areas of concern and to allow the new system to be taken on board. They and all staff are committed to working as a team for the benefit of the residents.

Feedback from Provider of Service

I was advised by letter that there would be an unannounced visit. No further arrangements or requests were received.

In response to the comments in Activities and Community Links, I have approached the local Wednesday group in the village for two residents to attend as they did prior to their admission to Mount Pleasant. I understand it is currently closed due to holidays but will reopen again in September. - Jane Cockburn, Acting Manager - 04.08.16