

Healthwatch Cheshire West Enter and View Report	
Enter and View Visit to	Plessington Court Residential Care Home Puddington Lane , Puddington
Date	18 th October 2016
Authorised Representatives	Jenny Young, Joanna Brookes
Staff Present	Manager and Care Staff on duty
Background	<p>Located in the rural setting of Puddington, three miles east of Ellesmere Port and near to the welsh border, Plessington Court is a care home with dual registration for residential clients with a mental health and residents with general nursing problems. The home caters for those 65 years plus in age.</p> <p>At the time of our visit the home had 19 residents (20 maximum). The home has no double rooms; however, they have made a suite/studio flat for a couple who wished to remain together. The couple are no longer resident but the home has kept the adaptation.</p> <p>The home also has some day care residents.</p> <p>Build within the last 15 years the home is quite modern. From the outside the structure has quite an imposing look from the exterior, however, interior appears light airy, 'homely' and welcoming.</p>
Overall Impression	Representatives felt that this service is a very clean comfortable home clients are cared for to a high standard. Representatives felt that they would feel happy if members of their own family were resident at the home.
Any ideas or suggestions for improving service?	<p>From a personal point of view after we had introduced ourselves we would have liked a 'hello my name is.....' from the manager.</p> <p>The no name badge worn by staff due to care issues - This must be confusing for relatives and clients perhaps embroidered names on the uniform top would be less intrusive but visible.</p>

Environment	
<p>We were met by the Manager after we had requested admission. Representatives noted that introductions on his side were lacking with us having to ask for his name. He told us that he was Kevin and that he had been in post for 6/7 years. He told us that he had an NVQ management qualification combined with extensive experience in residential settings locally. He told us that His wife is manager of the sister nursing home on the same site and that many of his immediate family and extended family work between the homes in one capacity or another.</p> <p>The home is situated in a very rural setting entry is by intercom a fenced garden around the home is a secure area for residents to access. There are also CCTV cameras around the communal areas and outside the property.</p> <p>Fire Safety - The home is divided into zones each door is a fire door. They have an identified</p>	

Fire Marshall on each shift, however, we were informed that all staff are practised in fire safety. In the case of a fire assistance can be sought from the neighbouring home and vice versa. The rural aspect makes attendance by fire crews within a few minutes difficult and as a result the home feels that they have to be well practised. We were told that the home has a fire drill at least once a month. Various fire extinguishers were in evidence around the building.

Health and Wellbeing

Staffing - We were informed that this is four care staff during the day and three evening staff and that should a crisis occur then they can call on staff from Chapel House next door. We were told that two housekeeping staff are employed and that laundry services and facilities are shared with Chapel House.

The staff wear a uniform - floral blouse /tunic with dark trousers but have no identification badge as we were told that it was felt it interfered with care tasks. There was no visible information board of the staff and their names.

At the time of our visit the staff on duty were involved in the care of the residents supporting them and directing them.

Client/ staff safety Hand gel is available at various points around the home.

Health - The manager told us that he was in the process of arranging for the seasonal flu campaign obtaining the various permissions. The home has medical input from two local GP surgeries that are located within a four mile radius. Representatives were informed that one GP visits the home regularly to discuss routine problems and monitor health of the residents and that also the local integrated care team for Neston/Willaston cover any nursing issues.

Medication is administered by the senior care and the local Neston Chemist supplies the Medication in a blister pack patient own medication. They supply emergency medication - e.g. antibiotics- by the end of the day.

A Chiropody service is offered to clients six weekly.

Representatives were further informed that Deprivation of Liberty assessments were done on clients. Urgent assessments receive replies within seven days-verbally and followed with written reports. Routine assessments take a little longer. This is in keeping with other homes experience.

Representatives' impression of the home was one of good organization. The gentleman who was carrying out the cleaning of the bedrooms knocked on the doors before entering-observing privacy and dignity of each client's space.

One Representative was shown around the home by a resident who appeared at the office and wished to be useful. We had a gentle stroll round showing me the communal space and dining area with 'retro' cereal tins for the breakfast cereal for the residents to access.

There was a large bunch of bananas. She explained the bananas were for her as she liked them on toast every day for breakfast. This resident commented that she liked the meals.

Representatives were told that the catering is now via Appetito who supply a varied 28 day menu a large freezer and large microwave and hot trolley.

The manager commented on the client's enjoyment of the food and how residents' weight scores had improved over time. He further commented on there being less food wastage.

Representatives understand that some fresh food is brought in for clients to cater for various tastes. The kitchen is a small functional area. More a food preparation area. He said that similar feedback had also been received at Chapel House.

The client who was my guide was able to take me up in the lift and showed me her room and her view over the garden area where she could see some of her favoured garden objects from her old

home. She was settled and content her own words.

During our visit whilst we were looking at a client's room with a small glazed sitting area a lady walked in partial undressed-it wasn't her room. The manager very gently took her out to her room and asked a female carer to assist her to redress Representatives were impressed with the calm and considered way in which this incident was dealt with.

Activities and Community Links

We were informed that activities generally take place between the hours of 9 am - 4 pm. At the time of our visit a member of the care staff was reading the Daily paper to residents in the communal lounge at the time of the visit. Photographs around the walls indicate a varied range of activities have taken place including quizzes, musical items etc. Representatives understand that the home has its own transport and outings are arranged for residents who wish to go. A hairdresser visits weekly.

We were told that there are regular residents and family meetings held and that open visiting is encouraged. One resident goes for regular walks with her visitor and picks flowers for the care home.

Additional Comments

The spiritual side of care is catered for Monthly Roman Catholic Service and photographs indicating who the local ministers are and how to contact them.

Care plans are kept up to date with DNR on records clearly visible and updated. End of Life details are also included.

They did comment they do get their fair share of night time discharges of their clients from local Hospitals with no warning or discharge summaries. These follow later hopefully the following day or sometime later. The 2 hospitals which serve this home vary in discharge information-one doesn't supply any one will supply minimum information.

Visitors are requested to sign in and out of the building as a security measure.

A very well run 'happy' home staff and clients. A very modern and progressive care setting keeping up with modern theories in dementia care.

Feedback from Provider of Service

At time of publication no feedback received.