

Healthwatch Cheshire West Enter and View Report	
Enter and View Visit to	Iddenshall Hall Care Home Rode Street, Clotton, Tarpорley, CW6 0EG
Date	7th November 2016
Authorised Representatives	Val Pasley, Alan Murphy
Staff Present	Suzanne Owen, Manager
Background	<p>Located in quite a rural setting, Iddenshall Hall is one of 200 homes owned and run by Barchester who also own and run the nearby Beeston View Memory Lane Community which specialises in dementia care for 48 residents.</p> <p>Iddenshall Hall provides care for 39 residents, mostly residential and some day care. No nursing care is provided.</p> <p>At the time of the visit by Representatives there were 31 residents in Iddenshall Hall. The manager told us the home is well supported and monitored by Barchester Regional Directors who carry out monthly visits.</p>
Overall Impression	<p>Iddenshall Hall appears typical of an older building that was converted some time ago to provide a care environment. Representatives feel that further investment is now required to provide some modern refurbishment - particularly in relation to bathrooms and toilets.</p> <p>Externally gardens and grounds are attractive and well maintained.</p> <p>Care provided appears to be appropriate and delivered by a well established and supported staff team.</p> <p>Representatives would like to see an improved activity programme at the home that is more supportive to individuals and provides both formal and informal encouragement and stimulation for residents (social and physical) including helping with everyday activities such as flower arranging, handicrafts, drawing, colouring, 'Daily Sparkle' activities newsletter and group games. In regard to this we feel that recruitment of the new additional Activity Co-ordinator should have a high priority.</p>
Any ideas or suggestions for improving service?	<p>Representatives feel that the home would benefit from some up-grading. We agree with the manager that priority should be given to bathrooms and storage.</p> <p>Representatives' feeling was that activities and extended community links should become an important focus for development. At the time of our visit the Activity Co-ordinator was on a day off having worked at the weekend. However, we feel activities should continue in her absence. We did not observe any activities taking place and did not see any resources such as games, puzzles or art materials visible for use.</p> <p>A staff member was arranging flowers. Perhaps she could have encouraged a resident to help? A resident commented she was bored.</p> <p>Clearer signage for visitors to the main reception at the rear of the site would be helpful.</p>

## Environment

Iddenshall Hall is in an old farm house which is a listed building, which puts some restraint on modernisation in terms of planning regulations. The home was clean and there were no unpleasant smells.

The reception area is located in a separate building and is attractively laid out with information on feedback, copies of reports, newsletters, thank you letters, a suggestion box and a photo of the employee of the month as well as other regulatory information.

Representatives particularly liked the "You said - We did," display which summarised key feedback comments from residents and the action which was taken.

The dining area was very nicely laid out with table cloths, napkins and menus listing the choice for the day.

There are three sitting room areas with chairs arranged around the outside, plus a conservatory. We observed a number of rooms which varied in size from small to large enough to serve as doubles. Many rooms are en-suite (wash basin and toilet).

We observed bathrooms and shower rooms, all of which Representatives felt would benefit from up-grading and modernising.

We did not observe the kitchen and laundry - these are located in Beeston View and serve both units.

There is an attractive courtyard in the centre of the building. There are extensive grounds and gardens which are exceptionally well maintained by a full time gardener.

We were told that the grounds are currently used by residents for organised walks.

## Health and Wellbeing

Staff are qualified RGNs, RMNs and carers are NVQ qualified or working towards these qualifications.

Representatives were told that there has been a recent re-structuring of the Learning and Development provision in the company and that the Iddenshall trainer has been moved to work across the region. We were told that some of the staff are qualified to deliver training.

In addition to care staff the home employs two full time maintenance personnel, a gardener and two activity coordinators (one post currently vacant) as well as catering, housekeeping and laundry staff.

We were told that the head of every department meets with the manager for ten minutes each morning, known as the 'Ten by Ten', to ensure all are kept up-to-date.

We were advised that the induction of staff takes place over three days followed by a period of working supernumerary hours. Dementia care is included in the induction. E-learning is available on site although we were told that the trainer had made paper copies of training materials available to suit the needs of some staff. A staff member told us she had attended training in safeguarding, infection control and other mandatory training and was working towards NVQ level two.

Representatives understand that supervision is carried out bi-monthly and appraisals annually. Residents told us, "**The staff are good.**" We observed a staff member chatting and laughing with a group of residents and staff appeared to be working well together.

Each month staff, residents and relatives vote for the employee of the month. The winner receives a prize as well as recognition. This is one of the incentives to retain staff and recognise the contribution they make.

We were told that agency use has reduced and is now very low.

All meals are prepared on site and residents are offered a choice. We were told that residents are encouraged to make suggestions for meals.

Residents that we spoke to told us that the food is good.

### Activities and Community Links

Representatives understand that there are usually two Activity Co-ordinators (AC) employed at Iddenshall, but at the time of our visit one of these positions was vacant. Representatives were informed that Barchester Company policy is to provide enough staff to allow for each resident to have individual contact with an AC for at least one hour per week. We observed an activity plan with pictures. We were told that activities which have proved to be popular are included as well as some which are specified by Barchester.

Residents are encouraged to introduce and lead on some activities; for example one lady resident has taken the lead on dominoes. A staff member told us about a recent Halloween party when she had come as a pumpkin.

The home has a minibus and staff recently organised a shopping trip to Marks and Spencer. We were told that they try to involve families in trips out.

Meetings are held with relatives every three months.

We were shown a book which the home has recently arranged for printing, recounting the life stories of residents.

A church service is held in the home once a month and the vicar had recently conducted a funeral, organised by the home, for a resident who didn't have any family.

We didn't observe any activities during our visit and didn't see any resources available for the use of residents. A resident told us she was, "**Bored.**"

Representatives' feeling was that Activities and extended community links should become an important focus for development.

### Feedback

We were impressed with the employee of the month scheme to recognise staff who make a special contribution.

The grounds and gardens are very attractive and well kept, particularly considering the time of year (November). Residents praised the staff and the food.

The lack of any sign of activities in the middle of an afternoon was disappointing.

### Additional Comments

None at this time.

### Feedback from Provider of Service

*At time of publication no feedback received.*