

Healthwatch Cheshire West Enter and View Report	
Enter and View Visit to	Sandiway Manor 1, Norley Road Sandiway, Northwich CW8 2JW
Date	8 th November 2016
Authorised Representatives	Margaret McDermott. Rhiannon Wilson.
Staff Present	Lisa Pearson - Manager
Background	<p>Sandiway Manor was opened as a residential home in 1952 and is owned by the Cheshire Residential Homes Trust; an organization that runs two other care homes for older people located in Macclesfield and Wirral. Representatives were told that each home is independently run by a committee.</p> <p>The Sandiway Manor building is partly built of Cheshire sandstone and stands in impressive mature gardens.</p> <p>There are 28 en-suite bedrooms situated on two floors.</p> <p>The home provides residential care and respite care but does not offer nursing or dementia care.</p>
Overall Impression	<p>The manager, Lisa, commented that since she had been in post she had been working hard to update features of the home. She made representatives very welcome. She told us that she is currently updating the brochure and website of the home with the trust administrator and had just published the first newsletter for residents and relatives.</p> <p>Representatives' impression was that the home had a comfortable feel and the residents appeared to be well looked after, however, many areas are in need of updating. There were fresh flowers in the hall, a signing in and out book and all the required information displayed.</p> <p>The residents we spoke to appear happy living at Sandiway Manor and said staff were caring.</p>
Any ideas or suggestions for improving service?	<ul style="list-style-type: none"> • There needs to be more investment in decoration and furnishings in the lounge, some of the seating was stained, looked old and needed replacing; the manager agreed with us. • Further investment is also needed in the dining room (new seating), laundry and reception area. • Lighting is very poor and dingy, Lisa told us that there were plans to improve this. • A bathroom on the first floor needs to be upgraded. • Provision of a small hairdressing salon would be advantageous • There appears no pay incentive or increment for staff advancing their NVQ status, therefore, it is possible to lose well-qualified staff. • The home needs a dedicated activities co-ordinator to be appointed as soon as possible. • Pipe insulation needs replacing in upstairs corridor.

Environment

The outside of the building is well-maintained and set in landscaped gardens. Bedrooms are on two levels and Lisa is in the process of fitting ramps where possible to make the building safer for residents.

There are 28 en-suite rooms on two floors and a large lounge with leaded windows and a piano; some of the seating in this area was stained, looked old and needed replacing which the manager acknowledged. Also, arm chairs were placed around the large room and did not appear to support interaction or conversation between the residents. The TV was on in the lounge but no one appeared to be watching. Adjoining the lounge is a small sunroom, which is presently used as an art room for residents on a Monday and their art work was displayed on the wall.

Residents are able to bring some items of furniture when they move in and are able to keep their own GP (if local) although encouraged to use the resident GP service that visits on a regular basis.

There are three bathrooms one of which clearly needs upgrading and is very small. There were stairs on some corridors to bedrooms which have now been altered to provide ramps for residents' safety.

Representatives feel that the residents' laundry was small and was in need of re-decoration and investment.

We were informed the health and safety staff member completes regular checks on equipment and alarms etc.

The lighting levels throughout some of the ground floor and the upper floor was poor and not favourable for older residents. The manager acknowledged this and said the lighting was to be changed. There is some decorating being completed on the first floor corridor. There is a lift to the first floor.

Main meals are taken in the dining room where the Manager has requested new tables and chairs, which certainly look in need of a change. New flooring has been completed in this area. It was noted there were no menus on the tables and on questioning the manager she informed us that the residents made their choices for meals the night before and that they were able to have a choice if they did not want the main meal. When we asked to see a menu there were no choices listed but we were assured there was a choice.

The main meal is served at lunchtime, evening meal was soup /other. Representatives were told that the menu rotated every four weeks.

Health and Wellbeing

Staffing Structure consisted of 36 staff in total of which 21 staff members employed in care delivery and others to include kitchen, domestic staff and a handyman. We were told that the Manager completed senior staff supervision each month. The Deputy and Senior Care Staff completed the Care Staff supervision.

During the day there are three care staff and one senior and at night two care staff. Agency support staff are used occasionally but generally staff are flexible and cover sickness and annual leave.

The kitchen and domestic Staff supervision was completed by a facilities manager who covered other establishments.

We were informed that there is currently a vacancy for an Activities member of staff, which is for ten hours but the manager told us she would like the hours to be increased and has requested this of the owners.

Staff training was evident and was recorded in the staff members file. We were told training is done via eLearning and by outside agencies. Staff are able to access NVQ levels two and three. End of life training is being given to staff. The Manager would like to see some financial

incentive for training but at the moment this does not happen.

There is a Key Worker system in place and Residents Personal Care needs and Care Plan are written by the Manager and Deputy and reviewed monthly with any changes needed on-going completed by Senior Care Staff in the interim.

Activities and Community Links

In the absence of an activities coordinator care staff were providing cover. Lisa told us that there was an active art club every Monday held in the conservatory where there were examples of their work on the walls. Lisa also said residents play quizzes and listen to music and the home has links with a school at Hartford. A member of the Friends of Sandiway Manor who is a former physiotherapist is coming weekly to do chair aerobics.

Lisa said that they hold residents meetings but at the present moment relatives are not included. A newsletter is sometimes published.

Hairdresser attends the home weekly. Residents are encouraged to use the local GP who is very responsive and rings the home weekly.

There is presently no hairdressing room but there is a visiting hairdresser, the manager hopes to use her office as a treatment/hairdressing room and she will be based in a different area of the establishment.

Feedback

The residents we spoke to appear happy living at Sandiway Manor and said staff were caring.

Additional Comments

Generally we noticed a caring, calm and peaceful attitude throughout the home and good interaction between all staff and staff and residents. It was also noted that there were no unpleasant smells in the building. Lisa pointed out to us that one bedroom was noisy being above the kitchen fan and she had requested that it could have a change of use as it was not possible to delegate this room to a resident.

Representatives would like to thank the manager Lisa Pearson for her time and answering our questions openly and transparently.

Feedback from Provider of Service

In regard to the comments recorded in the report:

- *The brochures and website will be discussed at the next Governance meeting in the New Year, with a view to being updated then.*
- *Activities are now being managed by a senior staff member. Pipe insulation replaced.*
- *Increased hours for an activity coordinator - this is now being now being done in a different way.*
- *Our first newsletter has been published.*
- *The bedroom that is above the kitchen canopy will be discussed by the management Committee.*

LISA PEARSON - MANAGER