

**Healthwatch Cheshire West Enter and View Report**

<b>Enter and View Visit to</b>	Oak Grange, Mollington, Chester CH1 6NP
<b>Date</b>	14 <sup>th</sup> March 2017
<b>Authorised Representatives</b>	Joanna Brookes, Andrew Firman
<b>Staff Present</b>	Alison Clarke (Deputy Manager/Clinical Lead), Alison Jones (Activities Co-ordinator)
<b>Background</b>	Healthwatch Cheshire West has published a report following a previous visit to this home in February 2015. This report will build on but seek not to repeat what has already been written. This purpose-built care home on two floors, owned and managed by Barchester Healthcare Homes Ltd caters for up to 70 people requiring nursing or personal care, some of whom are living with dementia. The home's manager was not on site on the day of our visit. The deputy manager and administrator did not have any knowledge of receiving the Healthwatch letter about the intended visit, nor did we see any evidence of its being displayed in the home.
<b>Overall Impression</b>	This is a very well-funded purpose-built care home which is part of a national network of homes. The parent organisation provides excellent support and training for staff. The home is well-maintained and provides a good level of service and care for its residents and families, who appreciate the quality of provision. There is outstanding provision of activities for residents which is well-matched to care plans.
<b>Any ideas or suggestions for improving service?</b>	<ul style="list-style-type: none"> <li>• The addition of names and roles to the 'Meet the Team' wall display would make it more informative</li> <li>• The home's web site needs some updating particularly in relation to names and roles of staff</li> <li>• As no doubt with all care homes, a small increase in staffing levels would give even greater opportunity for individual contact between staff and residents</li> <li>• The home's outstanding provision of activities merits publishing as a case study to raise the aspirations of other care providers</li> <li>• Beyond this care home we would like to suggest that Healthwatch enquires further about the process and impact of the CCG allocation of GPs to care homes in the area.</li> </ul>

## Environment

The entrance to Oak Grange is very welcoming with a small hospitality area for visitors to use with their relatives to make drinks and chat without being in the lounges or rooms.

A 'Meet the Team' wall display contained photographs of staff, without any names or roles.

Authorised Representatives again found the home to be very well-maintained, clean and largely odour free. The 20-bed ground floor residential and respite care unit was not fully occupied at the time of the visit. Unsurprisingly most of the residents with complex needs in the 15-bed general nursing unit were in their rooms. The two first floor units referred to as 'Memory Lane', are for residents living with dementia. The corridors are bright and wide and walls are decorated with pictures. The units are themed cinema, seaside and gardens with pictures accordingly to stimulate memories.

The bathrooms and en-suites have contrasting floors to enable residents to access them more easily. The doors can be opened from both sides.

There are safely enclosed outside garden areas on both floors, maintained by a gardener. These provide pleasant outside areas for residents. One resident's family has offered to re-design the first-floor terrace garden area.

## Health and Wellbeing

Staff were friendly and welcoming. The Assistant Manager gave us a full briefing about the home and answered all our questions.

Authorised Representatives can endorse the positive comments in our last report including the good relationship between staff and residents. Staff turnover seems to have improved. We were told that there had just been one full week during which no agency staff had been needed. This contrasted with a previous pattern of up to 50 hours of agency staff time a week. The Barchester Homes organisation appears to provide a good support network for managers. We were told of the positive impact of a recent national Barchester conference with over 200 homes being represented. The organisation is trying innovative approaches to nurse recruitment including assistance with funding training for overseas nurses seeking qualifications in the UK.

The home employs two care practitioners trained to NVQ level 3 as well as qualified nurses and care assistants.

The home celebrates good practice by choosing an 'employee of the month' to highlight.

The 'You Said - We Did' chart evidences the home's responsiveness to suggestions from residents and family members.

A nurse practitioner visits the home twice a week and provides what we were told was a good service.

Residential clients in the Memory Lane unit were able to wander freely around the floor which is secured by a digitally-locked door. We enquired about fire safety issues and were shown fire doors and where the Fire Marshall would muster to ensure she could see all wings and where identified staff would stand until evacuation was required. Evacuation from the first floor would be achieved using body slides.

The Fire Assembly point is the car park at the front of the building.

## Activities and Community Links

Alison Jones works with her three activities colleagues to lead and manage an extensive programme for residents, which also draws on opportunities in the local community to enrich the lives of all those cared for in this home.

This is well-resourced with a monthly budget of £740 and a dedicated minibus and operates on a weekly and monthly programme, seven days a week including three evenings.

The plan is shared with relatives who can and do also join in on some occasions. The programme is care plan driven and draws on the home's extensive knowledge of their residents, their backgrounds, needs and interests.

The programme includes regular morning 'wake and shake' sessions involving gentle exercise to

music; a 'weekly sparkle' session triggered by ideas cards and magazines and including the use of music and familiar sounds; regular quiz evenings; quarterly prize bingo and quizzes which also include families and staff members; the Oak Grange choir which has performances, including performing for less mobile residents in their own rooms; trips to the library for book exchange; visiting performers and local church ministers. We were also told of a visit by local primary school children during which all were involved in children's games such as 'hopscotch', some of which were led by residents; games including playing snooker; a resident wearing his medals for the children. The home even hosted a vintage car rally.

The programme also includes some individual attention to residents unable to join in activities outside their rooms. This ranges from a staff member reading from newspapers, dressing-up using clothes baskets in the bedroom and creating memory books shared with relatives. For residents, whose relatives live away from the area or even abroad, email is used to send pictures and for some, Skype contact is also possible and encouraged.

The co-ordinator, who says her aim is, "***To bring joy to people!***" is full of ideas and enthusiasm for her work. She creates a six monthly record book to show the range of activities undertaken, illustrated with photographs taken at the time. She is involved with the National Activities Providers Association, NAPA, to which the home subscribes. This organisation publishes regular stimulus material for activities and provides training for co-ordinators.

It seemed to Authorised Representatives that what is described here represents outstanding practice, well-worthy of wider dissemination.

#### Feedback

Residents and relatives who we met on our visit all spoke warmly of the provision at Oak Grange

#### Additional Comments

None at this time.

Please note that this report only relates to findings we observe on the specific date of our visit. Our report is not a representative portrayal of the experiences of all residents and staff, only an account of what was observed and contributed at the time.

#### Feedback from Provider of Service

*At time of publication no feedback recieved.*