

Healthwatch Cheshire West Enter and View Report	
Enter and View Visit to	Curzon Park Residential Home 13, Curzon Park South Chester CH4 8AA
Date	21st March 2017
Authorised Representatives	Joanna Brookes, Jenny Young, Val Pasley
Staff Present	Victoria Dando, Manager
Background	Curzon Park is privately owned by Curzon Professional Service and is located in an established residential area with good public transport access. The home provides dementia care with a capacity 25 people in 23 single and one shared room. Eight of the rooms have en-suite facilities. At the time of our visit there were only 15 residents. The Manager has only been in post since December 2016. Representatives understand that there have been a number of changes in management over the last year. Following a recent inspection by CQC (December 2016) the home was rated as inadequate overall - failing quality checks in four areas.
Overall Impression	Curzon Park is an old building which needs considerable investment to bring it up to being fit for purpose. The manager is working through a very long list of required improvements and has to be commended for the many changes she has made but a lot still needs to be done. The staff have had to work in difficult conditions but we were impressed by the kind and respectful support we observed them giving to residents.
Any ideas or suggestions for improving service?	<ul style="list-style-type: none"> • Relocate the laundry into the main building. • Update the upstairs bathroom and add a shower. • Change the flooring in the shower room to make it safe. • Up-grade the kitchen and make it fit for purpose. • Continue to replace all the windows. • Make the outdoor space safe by repaving. • Decorate the entire building internally and externally. • Investigate the damp in a bedroom and if necessary repair the roof. • Arrange training in first aid and fire safety.

Environment

Exterior - Set in pleasant established gardens the building itself shows external signs of wood rot and Representatives feel that a leak in the roof is the likely cause of damp in one of the bedrooms. In certain areas of the property Representatives sensed a musty smell and felt that this odour could also be an indication of damp and that this could pose a health risk. Representatives noted that a number of windows had been replaced; particularly those which

were cracked and those which needed to be changed to meet fire regulations; but felt others urgently need to be replaced.

Representatives noted that an appropriate "stable" style door has been made and fitted to replace the 'child gate' which was criticized in a recent CQC report (December 2016). All stairs and steps have now been clearly marked.

Representatives feel that the only bathroom upstairs needs upgrading with a shower as well as a bath. The shower room downstairs has been renovated but the floor tiles are slippery and are not suitable or safe.

A window blind has recently been fitted to ensure privacy.

The door to the attic, (which was a cause for concern in the recent CQC inspection) has been repaired and was securely locked.

Some outside paintwork has been completed but Representatives do feel that the whole building needs decorating internally and externally.

There are two pleasant lounges at the front of the building which were clean and reasonably well furnished. Some bedrooms in the newer extension are en-suite and one bedroom was light and well furnished but other rooms are small and dark.

The courtyard at the rear could be a nice outdoor space but the paving is very uneven and isn't safe.

A Representative had visited the home two years ago and was told at the time that there were plans for the patio. These have obviously not been implemented.

Representatives feel that the kitchen needs improvement/upgrading and a deep clean. The laundry is in what used to be a garage and is quite unsuitable. It urgently needs to be relocated in the main building. A new washing machine was being delivered during our visit.

Health and Wellbeing

We observed staff being kind and attentive to residents' needs. A member of staff noticed a resident asleep in a chair and rested her head on a cushion and gave her a blanket. Staff told us that they all do whatever jobs need doing, including activities.

A resident told us, "***The girls are great.***"

The morning shift is covered by one senior carer, three carers, one cleaner, one laundry person and one cook. The only change in the afternoon shift is a reduction to two carers and at night there is one senior on duty and two carers. We were informed that the activity co-ordinator is currently off sick but all staff are getting involved in activities.

There is a part-time maintenance person and a second cleaner is in the process of being recruited.

Food - There was a menu on the wall in the dining room showing the choice for the day and we were shown a book for recording residents' choices with pictures as well as descriptions of the menu. A resident confirmed that they have a choice and commented that, "***The food is good.***" We were told that meals are fortified with powdered milk or cream. The main meal is at lunchtime with snacks available at any time.

Training - A training record showed that all mandatory training was up-to-date except first aid and fire training. The manager told us she is urgently looking for a provider to deliver this training. Training is also planned for Control of substances Hazardous to Health (COSH) and Boots are going to provide further training in infection control. A senior carer told us she has recently had training in medication. A carer told us she has completed the Care Certificate and NVQ level two and is going on to do level three.

The manager told us that applications have gone in for DoLs but that there is, "A delay in some

coming through due to a backlog." We were told that all residents living in rooms upstairs are mobile and have risk assessments in place. The manager told us she has been working closely with the fire service to meet requirements. She has also received support from the local authority. The manager showed us a file of policies and an audit file which she is in the process of bringing up-to-date.

We observed a number of staff speaking kindly and respectfully to residents.

We did not observe any hand gel.

We did not see a certificate on display to indicate that the home is registered for residents with dementia.

Staff are required to use a hoist with some clients. This equipment appears to be stored down a very narrow corridor and to access this, staff have to manoeuvre it around a tight corner, across a small area and through a door. Representatives were concerned that in terms of moving and handling, this poses a risk to staff.

A Representative spoke to a relative of a resident, who commented, ***"I am happy with the care my mother is currently receiving."*** He said, ***"Her appetite is good and the food is adequate."*** He did comment that his mother was losing weight; however, he put that down to her current condition.

Activities and Community Links

When we arrived a member of staff was preparing cakes for baking with a resident. There was a board displaying some of the activities and the manager showed us a programme for the previous week which included exercises, ball games, hairdressing, pampering and Holy Communion on Sunday.

We were told about outings for pub meals and shopping, reminiscing, gardening, an owl visit and Representatives understand that they are on the waiting list for PAT dog visits and music. A carer told us that she enjoys one to one time with residents to chat, go for short walks and whatever the resident would like to do. Special occasions are celebrated.

A chiropodist visits and a GP visits on request.

Additional Comments

The manager has to be commended for the improvements she has carried out in a very short time.

We were impressed with the care and dedication of the staff, who we feel have to work in a difficult environment.

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

No feedback received at time of publication.