

**Healthwatch Cheshire West**

**Enter and View Report**

**Enter and View Visit to**

**Lostock Lodge,  
Cheshire Business Park, Northwich, CW9 7UA  
Northwich**



**Date and Time**

**29<sup>th</sup> June 2017**

**Authorised Representatives**

**Susan More, Val Pasley, Georgina Hulme**

**Staff Present**

**Cheryl Wildman, Manager**

**Background**

Healthwatch Cheshire is the consumer champion for health and care services. It works as an umbrella organisation for both Healthwatch Cheshire East and Healthwatch Cheshire West and Chester. We gather the views of local people and look at information about how well local services are performing. We then use that information to assist residents and communities to be listened to by the organisations that provide, fund and monitor services.

**What is Enter & View?**

Enter and View is part of the local Healthwatch Cheshire programme. The Health and Social Care Act (2012) grants local Healthwatch representatives powers of entry, allowing them to observe service delivery and talk to service users, their families and carers on premises such as hospitals, care homes, dental surgeries and GP practices.

**Purpose of the visit**

As part of the work plan agenda for this year Healthwatch Cheshire continue to work in monitoring Nursing and Care provision across the area.

This work has the full support of health and local authority commissioners.

With this in mind, throughout the year, we visit a number of establishments with the intention of monitoring standards and continuity. This report is based on observations at the above service.

## Highlights from the Visit

Lostock Lodge is a very attractive home with beautifully appointed rooms, coordinated and matching decor and furniture, wide corridors and bright community areas. The building is exceptionally clean throughout. The gardens are very attractively laid out and well maintained.

## General Information

Lostock Lodge is a new (opened January 2017), purpose built home providing residential and dementia care. It is owned by Country Court Care. There are 66 en-suite rooms over three floors. At the time of the visit 23 rooms were occupied and the plan is to fill the home gradually over a period of time and to recruit and train staff to meet the needs of the residents.

## Environment

This is a very attractive and spacious building which has been fitted out to a very high standard. All the rooms are large and light with en-suite wet rooms. All furnishings and decoration are in excellent condition. The home is immaculately clean and there are no unpleasant smells.

The gardens are well laid out and accessible with pathways and flowerbeds, some of which have been planted by the residents. The dining room was laid out attractively with tables set with white tablecloths and very nice cutlery and china. There is a library, cinema room, spa room, hairdressing salon, a private dining room for special events and a family room with toys for visiting children to play with. It was nice to see chairs grouped in circles to encourage socialising and some rooms without TVs. There is plenty of storage available and a cupboard is provided specifically for charging hoists. There are several couples living together with adjoining rooms. There are some larger premium rooms with their own tea and coffee making facilities.

## Health and Wellbeing

We observed a number of staff providing care and support for residents in a kind and respectful way. In one instance we observed genuine care and concern being shown for a resident and this was clearly appreciated.

We were told that training is provided by an external company, Medex, and that all staff had an induction and that other training is provided by staff. We observed a training session on the prevention of issues relating to pressure sores and were told about fire training which was taking place.

Most residents are registered with Witton Street GP Surgery. Relatives commented that a GP will be called when needed. A chiropodist visits every six weeks.

We were told that there is always a choice of meals and that snacks are available at all times. A hostess explains to the residents the options for the day to get everyone's choice. There was a menu on display, in rather small print, showing roast chicken but no other choice. The manager explained that this is only on days when there is a roast dinner but on all days there are alternatives available.

Representatives observed a lunch service.

In the minutes of residents' meetings there is an agenda item on food so that residents can comment and make suggestions. Some relatives commented that as meals are brought plated to residents on the dementia care floor they were concerned that staff rather than

residents had decided on the choice. Representatives are not able to verify this but would recommend that management look into this to be able to reassure relatives.

A resident commented that the meals are, "**Excellent**," and she "**always has a choice.**"

We were told that the home is currently overstaffed and that future recruitment will be based on the needs of the residents, however, there were comments from relatives to us that they felt that at times there were not enough staff. Residents also commented to us that some of the young staff, who are still at college, do not show the same level of interest and commitment as experienced members of staff.

A relative expressed concern to us about the frequency that her relative's catheter bag was changed and that the resident had suffered from a number of bladder infections recently. Representatives feel that this may be a further area for management to look into.

We were told that the management is very approachable, listens to concerns and tries to resolve them whenever possible.

### Feedback

- A visitor commented that the home is "**Beautiful**" and "lovely" and it's the best he has visited.
- A resident told us, "**Nothing in this country is as good as this.**"
- A resident told us she was, "**Very happy living there.**"
- Some Relatives offered conflicting views over a number of issues i.e. meal choices and staffing levels. Some stated that they do not believe they currently get value for money.

### Suggestions for improvement

There are many aspects of Lostock Lodge which are excellent but some of the points made by relatives give cause for concern. We would encourage management to follow these up in order to find a resolution.

- **Look for some way of encouraging relative meetings as a means to resolve issues.**

### Feedback from Provider of Service

*Overall the feedback was extremely pleasing and we are happy you found the home attractive with beautifully appointed rooms.*

*I was pleasing to see the comments surrounding the staff at Lostock Lodge and how the Care and support shown was genuine in nature.*

*The feedback from visitors and residents is especially pleasing as this feedback is coming directly from the people we provide service to for example one resident commented the home is "beautiful" and the best he has seen. Another resident commented " nothing in the country is as good as this"*

*These comments are most welcoming and it's encouraging to see the service we provide is of such a high standard.*

*Regarding relative comments that at times there are not enough staff. The Home has*

*sufficient staff at present to deliver a high standard of care. Individual dependency index are completed on a monthly basis and calculated to meet resident's needs.*

*Regarding comments surrounding catheter care. The Home works closely with the district nurse team implementing catheter care. All staff have knowledge in this area and a very high percentage of staff have undertaken Diplomas. All Senior staff have a Diploma in place to a level 2 if not 3. The Home Manager will raise this issue with the district nurse team and action any issue without delay.*

*Regarding Choice of meals on the Dementia Household. All residents are offered a choice of meal for the day ahead, this is completed in the morning. On admission an in depth assessment is completed and this covers all dietary needs including likes/dislikes. The Home works in a person centred manner and this is reflected in our menu choices and individual needs.*

*The Home Manager plans to hold a regular family meeting to gain feedback from the service provided and address any concerns highlighted*

*The new Manager at Lostock Lodge welcomes further visits and looks forward to working Healthwatch*

*PAUL BOWMAN HOME MANAGER - LOSTOCK LODGE CARE HOME - 12/09/17*