

Healthwatch Cheshire West

Enter and View Report

Enter and View
Visit to

Prospect House, High Street, Malpas, Cheshire SY14 8NR



Date and Time

6th July 2017

Authorised
Representatives

Rhiannon Wilson, Val Pasley

Staff Present

RGN Manager Caroline Rowland, Helen Dodd Administrator

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 its work plan agenda 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 Council 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

- Welcoming atmosphere
- Evidence of varied activity programme and strong community links evidenced by contact with the parish church and 'Forget-me-not' café.

General Information

Prospect house provides care for up to 56 residents all in en-suite bedrooms. The home is registered to provide care in a number of categories including dementia, detention under the mental health act, old age, physical disability, younger adults and specialist categories including cancer care.

Prospect House was given a Beacon Standard in 2015 for Their End of Life Care in the [Gold Standards Framework](#) and will reapply in 2018.

Following a CQC inspection ([6th January 2016](#)) the home was rated as **Good**.

The NHS Choices website marks them with 5 stars.

Representatives were welcomed by Caroline Rowland, the manager who discussed the new ownership of Prospect House - Mysing Care Ltd. who are based in Harrogate and consist of a Board of five Directors.

We were introduced to Helen Dodd, the home's administrator who supported our visit and answered questions with regard to staffing/training and other aspects of daily living at Prospect House. She also informed us with regard to a planned investment programme. We would like to thank them both for our well informed and interactive visit.

Environment

On entering Prospect House Representatives acknowledged the reception area which is very welcoming and of a good standard of furnishings and the décor supports this view not only in the reception area but throughout the building generally.

There is plenty of information and literature for visitors to read. The Prospect House Guide and The Statement of Purpose is excellent and very informative - It includes answers to frequently asked questions, facilities and services provided, a sample contract for Prospect House services and cost, staffing structure, fee's for rooms, admissions availability and activities offered etc.

There is a weekly newsletter which highlights the events for the week, dates for resident's diaries for special events and the menus for the week are on the reverse of the newsletter all of which is laminated.

The lounge, dining and other areas have been identified for a programme of extension and improvement which will further enhance the life and wellbeing of the residents.

The bedrooms are all en-suite and well decorated. They are of good size and residents are encouraged to bring items of furniture and personal effects from home to support their needs. Some of the rooms have access directly onto the courtyard which was furnished with good quality garden furniture. The bathrooms were well equipped with specialist 'Parker Baths'. There was also an area for residents and relatives to make drinks. The

gardens were very well tended and offered good seating areas for residents and family members.

Health and Wellbeing

We were informed that most staff are recruited locally. Recently, the manager informed us, there has been an increase in nurses applying for jobs. The Home has its own bank staff so these staff are known to residents which we acknowledged as good practice. We were told that to support the residents needs there are first level nurses (RGNs or RMNs), they are supported by care assistants most of whom have gained qualifications and Credit Framework Diplomas at Prospect House.

The manager told us that she is keen to support people training for nursing careers and offers placements/secondments from the local schools of nursing. Also there are strong links with The Bishop Heber School in Malpas and the local community. Other staff include ancillary staff, three activity co-ordinators and 3 maintenance workers and we were informed that all staff have a personal training plan with some "e" learning provided on line by ACC. We were told that feedback and outcomes from the individual member of staff's on line training is provided to the manager and an appropriate certificate provided. Staff are also trained to provide moving and Handling and Fire Safety in house. Staff member told us he is, "**Very well supported**," and has had lots of training and development opportunities.

Residents are registered with a very good local GP practice, Laurel Bank Surgery, Old Hall St, Malpas, which is situated further down the high street.

Food - menu showing a very good choice, copies available throughout the home. We were told by several residents that the food is "excellent".

Residents Personal Care needs plans are recorded using an e-system called ABYLSS which we were informed is used at Clatterbridge Hospital. This shows two hour checks of each individual and includes drinks, showers/baths and is an excellent system for recording and monitoring all aspects of care. Copies are available for families.

Representatives saw evidence of very good activities and community links. These are set up and run by staff from Prospect House in the 'Forget Me Not café' in the Church situated next to the home which we observed and was well attended by residents and the local people. We were shown an activity's programme with a good range of activities which was printed and widely circulated. Namaste is provided - This is a method of relaxation, which eases agitation and has contributed to a drop in accidental falls. There is a Cameo club meeting of residents and relatives. In the reception was a poster for the cinema club. Two gentlemen residents told us they particularly enjoy the films.

- Residents attend services in the local churches, and the home is visited by the Vicar and a Catholic priest.
- There are students on work experience, pupils from the High school completing The Duke of Edinburgh Award and local volunteers all providing support to improve the health and wellbeing of the residents at Prospect House.
- Hairdressing is provided in the 'Parlour Rooms' with a visiting hairdresser.

Feedback

Healthwatch representatives spoke to a number of residents who praised the staff support and their endeavours to create a home environment. We also spoke to family members who were pleased with the support and provision of services at Prospect House.

The resident's are involved in the local Methodist Church Café across from the establishment. This was a 'Hub' for meeting other local friends and family members and had such a good atmosphere which representatives experienced and were able to acknowledge.

Representatives spoke to staff who spoke highly of their training programmes, the provision of services and activities provided for residents which we were able to see during our visit.

Suggestions for improvement

There were none on this visit due to the huge investment programme planned - which we were informed of - to improve general areas such as dining and lounging etc.

Feedback from Provider of Service

At time of publication no feedback received.