

Healthwatch Cheshire West

Enter and View Report

Enter and View  
Visit to

Daneside Mews  
Chester Way, Northwich  
CW9 5WA



Date and Time

20th July 2017 arriving at

Authorised  
Representatives

Ros Haynes  
Denise Pritchard

Staff Present

Becky Murphy - 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

- Representatives felt that staff attitude was good - all friendly, all willing to chat and talk about working at Daneside Mews. Staff appeared helpful and caring to residents.
- The property is very well decorated with a high standard and quality of fittings and furniture throughout.
- Each room has en-suite toilet.
- Medication room - excellent labelling of medication for each resident.

## General Information

Owned and managed by HC- One Ltd., Daneside Mews is registered to provide accommodation and personal care for up to 34 residents. The home is located a short walk from Northwich town centre.

The service is situated over two floors and people have access to a secure garden which is well maintained.

The home provides residential and dementia care (no nursing). At the time of our visit the home had 32 residents.

The home's latest CQC inspection, ([26<sup>th</sup> April 2017](#)) - judged the home overall as Requires Improvement -with some concerns over safety and leadership.

## Environment

**General** - Representatives felt that the property is well maintained. Décor of the home throughout was of high standard as were furniture and fittings. The property had been completely refurbished in October 2016, to include new high quality carpets and flooring.

**Notice boards** - clear displays with lots of information provided. For compliments and complaints there are cards in reception with a box, plus an electronic touch screen registration that collects feedback and views.

Clear evacuation procedures were displayed including information on the Fire alarm. Information on how to make a complaint was clearly visible.

Hand sanitizer dispensers were evident.

**Lounge areas** - The lounge areas on both the ground and first floor were well occupied. Being very clean and comfortable residents here appeared content. A television was on in the main room.

**Dining room** - the home has two dining room areas plus a break-out area on the first floor that is used by residents and relatives.

**Garden areas** - The home benefits from a pleasant garden area which is screened off from the road.

**Alarms** - All rooms and beds had alarms which mean staff were able to respond immediately when required. A sprinkler system was visible

## Health and Wellbeing

The staff were able to describe the needs of each of the residents. They knew what each resident liked or disliked. Staff welcomed visitors and recognised whose relatives they were.

Residents appeared to be treated nicely by staff. Residents were well dressed. Staff were observed speaking to residents kindly and residents responded likewise to this. The bedroom doors were kept open but if residents wanted time on their own, doors could be shut.

Staff were observed talking to each other but it was noted that they included the residents in their conversations.

We were shown the medication room which Representatives (one a retired pharmacist) thought was of a high standard of organization with clear labelling for each residents medication.

**Food** - The home has not got its own kitchen. Meals are supplied from kitchens located in the sister home - Daneside Court, across the road. We were told that vegetarian options were available if required and that residents could have breakfast in their own room if requested.

Water is provided for all meals as well as tea or coffee. The table setting was neatly set with flowers in a vase, which added a personal touch.

We asked residents what they thought of the food and comments were very favourable and that there was a good choice. The menu was visible on entry to the dining room.

**Staffing** - Staff were observed and spoken to by Representatives. Care staff seemed to know each resident well. The staff ratio looked good with staff interacting with residents regularly.

A Podiatrist was visiting on the day of our visit, and we were informed that this happened on a weekly basis.

## Activities and Community Links

We were told that an activities co-ordinator is employed Monday to Friday. Activities arranged include bingo, hand massage and manicures. We were informed that some residents are involved in activities outside of the home, they are taken to day centres or on walks with both the activity co-ordinator and other members of staff.

We were told that singing is a popular pastime at the home and that a gentleman entertainer comes in to sing as part of singing for dementia. At the time of our visit, no activities were happening. Some of the residents were reading the paper, whilst others were just sitting in the ground floor lounge.

## Feedback

We were only able to speak to one of the relatives, his wife has been living there since May and he was very happy with Daneside said, *"I am very pleased."*

## Suggestions for improvement

- Memory boxes outside rooms; (The Manager said these had been tried previously but were not successful as some residents tried to remove them.)
- Weekend activities - as activities co-ordinator - Mon-Fri only

- A board outlining what activities are happening/taking place

Feedback from Provider of Service
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<i>At time of publication no feedback received.</i>
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