

Healthwatch Cheshire East

Enter and View Report

Enter and View
Visit to

Weston Park Care Home,
Moss Lane,
Macclesfield
SK11 7XE



Date and Time

August 24th 2017 2.00pm

Authorised
Representatives

Neil Garbett and Hillary Tidey

Staff Present

Julia McCoy - Head of Activities(Incorporating Training and Home Marketing).

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

- Welcoming attitude of staff.
- Clear evidence of planning in relation to activities.
- Evidence of staff caring for residents with consideration and patience.

General Information

Weston Park Care Home is a modern purpose built building providing care for up to 103 older people requiring nursing, respite care and dementia care. We were informed currently there are 96 residents living at the home. All rooms at Weston single occupancy with 90 having en-suite facilities.

Situated in a reasonably quiet area of the town and surrounded by modern housing in a pleasant urban setting the home is fairly accessible for visitors. There is good car parking at the front of the building as well as neat tended gardens with some seating.

The home is owned and managed by Capital Care Group who as a company have five other similar properties around the midlands.

In its last CQC inspection, ([9th June 2017](#)), the home was rated overall as Requiring Improvement. Assessments in Safety, Effectiveness, Caring and Leadership were judged as Requiring Improvement; however, Responsiveness was rated as Inadequate with specifics raised regarding activity provision and actions taken following complaints raised by relatives.

In a previous report ([August 2016](#)) the home had also been judged as Requiring Improvement in all areas, with the activities programme highlighted as needing to be more responsive.

On our visit Representatives were keen to see improvements that have been made recently in particular in relation to activity programmes and environment.

Environment

Initial impressions are of a modern, light airy building, spacious entrance area with reception desk and seating for visitors. Externally we observed a garden area adjacent to the car park furnished with some bench seating.

The main door porch area into the building was open - visitors book immediately available for signing - we were asked to sign the visitor's book by the staff at the main reception desk.

The bell to get into the main building was answered quickly. We had a very pleasant welcome from Julia McCoy, fairly newly appointed Head of Activities (incorporating

Training and Home Marketing). Julia accompanied throughout our visit - providing up to date information on progress and improvements planned.

All other members of staff we were introduced to were very friendly and made us feel welcome.

We were told that plans are in place to recruit a new Care Home Manager.

Julia informed us that care at the home is provided in four separate units - Weaver, Mulberry, Tatton, and Silk and that residents were placed in each according to the individual care needs of residents. Units were of mixed sex. We were told that there is a qualified nurse on each unit.

Access to the upper floor was via stairs and a lift.

We were informed there has been a programme of redecoration e.g. Tatton unit and that more refurbishment is planned.

Representatives toured the building accompanied by Julia. Most rooms were of a good size and have en suite toilet/washbasin facilities. We were told that residents are encouraged to customise their room and many bring a variety of personal possessions.

We noted that the height of many of the en suite toilets was low and felt that most would benefit from raised seating equipment. Some toilets were provided with grab rails, but not all. Each unit has main bathroom with adapted bathing facilities.

Bedrooms were clearly labelled with residents names on doors. The decor in the corridors was neutral in colour and the walls had some artwork (landscape and reminiscence pictures) hung on them. Overall impression was relaxed with adjustable lighting with dimmer switches. Overall impression was dementia friendly with contrasting surfaces and doors painted to stand out.

Unit corridors each had a display board with programme of daily activities, morning and afternoon sessions were listed. Details of any meetings and what is going on and details of staff on duty were also displayed. In some areas the display was enhanced with photographs of activities that had taken place.

The corridors were wide and free of storage units and equipment.

Each unit has its own kitchenette for making drinks and snacks if required.

In the lounge areas there were chairs and sofas of accessible height, providing supportive seating. One or two people in the lounge areas were sitting quietly.

Apart from one or two areas (in particular window frames in upstairs dining area). All indoor areas of the Care Home were clean, tidy and smelt fresh and clean. There were no smells evident, although it was noted by Representatives that nearly every window in the building was open at the time of our visit.

Outside there is a garden area mainly grassed but with some outdoor tables and chairs. There is opportunity to create a gardening area with raised beds - more seating and opportunity for a small gardening activity group.

At the time of our visit, Representatives did not observe many residents moving around and there were only a few individuals still in dining and lounge areas. A few residents could be seen resting in their own rooms and appeared content.

Health and Wellbeing

We were told that visiting health professionals included GP, Podiatrist, Dentist, Audiologist and an Optometrist.

In addition we were told that a Hairdresser visits the home three times a week.

For (we were told) safety reasons the home is equipped with a complex CCTV system with cameras set in all corridors on each unit. Cameras could be monitored in an office adjacent to the main entrance.

Food/Meals - A Daily menu is displayed. Representatives met with a group of four residents with a member of the home's staff. These residents were keen to talk about the food having a number of concerns with comments recorded below. In a separate conversation with a resident, later in the visit, the quality of food was also discussed. The comments made by this resident are also recorded.



Week2 - Thursday Menu

- ***“Only two choices at lunchtime.”***
- ***“Food is cold.”***
- ***Not cooked properly***
- ***Would like more variety e.g. one day it was pork chop or pork casserole***
- ***Can be hard to make a choice***
- ***Food hard to chew***
- ***Food hard to cut***
- ***Goulash/hot pot/ stew/ beef bourguignon - all taste the same***
- ***Rice pudding not good***
- ***Not very nice chicken - think they use birds older than us lot!***
- ***Some of the meals are very bland.***
- ***How can you wreck breakfast? ... But they do sometimes!***

All the residents spoken to told us that they would like to be consulted about what food they would prefer.

We were informed that there is a nurse lead assessment of nutritional needs and swallowing ability for each resident. Some residents have a pureed diet. When asked what meals they would like residents suggestions included Spaghetti Bolognese, and a greater variety of vegetables. On the whole comments suggested that breakfast was OK and because of this, residents felt more bacon and sausage could be served for lunch and tea.

Representatives feel that the food issue is an important area of concern that bothers residents and this should be addressed.

A call bells audit has recently been conducted. All medication is kept securely locked.

Whilst at the home Representatives viewed care staff helping residents, with movement (standing and walking) demonstrating understanding and patience. This was particularly evident in two instances where residents were demonstrating some challenging behaviours and staff adopted a calm re-assuring attitude to the residents involved.

Activities and Community Links - Julia supplied Representatives with a list of weekly activities:

- August newsletter
- Summary list of daily activities
- Morning and afternoon programme of activities on different units for week commencing August 21st.

She showed us some examples of changes she had made to the activities programme and the records kept showing these changes.

We were informed that there are also additional links being formed, examples include trips for some residents to games at Macclesfield Town Football Club (where the company is a sponsor), pet therapy sessions and a Chinese meal.

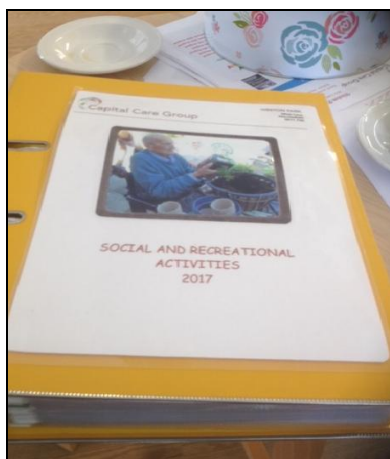
A minibus is hired for outings.

Julia said that she had a number of ideas for future activities that will include an outside gardening activity, a book club, Art group, Outside entertainers, and Visits from Guides, Brownies and a Choir.

We were informed there is no specific budget for activities. Currently there are two volunteer helpers who come in to help with activities but Julia commented that, **“More would be helpful.”**

A large file has been collated giving pictures of activities that have proved popular and provide a good resource for future planning and evaluation of the success of the work

Some extracts from the file



Residents from all units enjoyed the summer fair, raising funds for the residents comforts fund for which we raised a Total of £300.



We were entertained by Kontaani drumming and had lots of stalls and a barbecue manned by Pam and Doug.



Capital Care Group
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August 2017

The Marketing Team joined the Massingford Town Players and Spencers XI for a great afternoon of cricket! We are looking forward to attending home games this season, with residents and staff, using our sponsor tickets! Well wishes to the Spencers for the 2017/18 season from all at Capital Care Group.

Staff team member for the month of August

Our brilliant Team Member of the month for August is **Rick Fairbanks** from the Housekeeping Team. Rick was a great sport at the Summer Fair, raising funds for the residents by jitting in a paddling pool and having wet sponges thrown at him, resplendent in a curly wig and gown!

HAPPY BIRTHDAY
To our Residents:

Vera Goodwin 1st August
Doreen Young 1st August
Christine Tompkins 4th August
Maria Taylor 9th August
Dorothy Dingle 11th August
John Cunningham 20th August
Anthony Crawford 25th August

Beth, from Musical moments entertained the residents and visiting relatives, with her repertoire of songs and musical activity, which was enjoyed by everyone who attended.

Capital Care Group

ACTIVITIES WEEKLY SUMMARY
w/c commencing Monday 17th July 2017

On Monday morning - The team did some individual chats and visited all residents to encourage them to attend the church service and the outside activities. Residents in Silk started to do the art activity and they went back into the lounge where we had a discussion on the newspaper headlines.

Monday afternoon - Many residents enjoyed the church service including new residents from all units. Residents enjoyed word games and ice-creams out in the sunshine.

Tuesday afternoon - Residents enjoyed being out in the garden and we had a trivia afternoon "The King and" Silk residents enjoyed chatting outside in the patio garden.

Wednesday afternoon - Residents really enjoyed play your cards right and there was much laughter with thumbs up and down "higher" and "lower".

Thursday afternoon - Due to the rain we had our strawberry tea and quiz afternoon, made and residents from all units had fun in a competitive quiz and enjoyed the scones with cream and strawberries.

Friday morning - Residents enjoyed their usual Friday morning chat and discussions about the new garden project and planning for the Christmas evening meal. More residents are becoming more proactive and joining in the group. They enjoyed a movie afternoon showing "Mr Bean's holiday".

Saturday - At the request of a resident they enjoyed "Oklahama" in the morning and residents who enjoy the weekly Bingo, played in the lounge, joined by several competitive relatives.

Sunday - Residents watched the "state fair" and residents are requesting more musical films. All enjoyed choosing sweets and confetti from the bus trailer. Residents really enjoyed play your cards right and there was much laughter with thumbs up and down "higher" and "lower". Residents really enjoyed play your cards right and there was much laughter with thumbs up and down "higher" and "lower".

Please Note: all residents from all units are invited to attend all events

WESTON PARK ACTIVITIES w/c 21 August 2017	Mornings - All Residents from all units are invited to attend any activities	Afternoons - All Residents from all units are invited to attend any activities	Other Activities
Monday	Weaver Mulberry Totton Silk Individual chats with residents 10am Play your cards right 11am	Play your cards right 3.30pm	No Lynn
Tuesday	Weaver Mulberry Totton Silk 11am liberating cakes	2.30pm Art group Board Games 2.30pm	No Lynn
Wednesday	Weaver Mulberry Totton Silk Film morning Film morning Film morning	Escorted resident outing	No Lynn
Thursday	Weaver Mulberry Totton Silk Ball and hoop games 10.45am Ball and hoop games 11.30am	Ball and hoop games weaver lounge 2pm	No Lynn Lindsay helping today
Friday	Weaver Mulberry Totton Silk Friday chat 11am in the Bunko Lounge Individual chats with residents 10am	Interactive games 2.30pm	No Lynn
Saturday	Weaver Mulberry Totton Silk Games morning	2.30pm Bingo with Julia in Mulberry lounge 1	No Lynn
Sunday	Weaver Mulberry Totton Silk		No Lynn No Julia

Feedback

A gentleman resident commented that he was reasonably happy at the home. He felt that his ill health had forced his family to make a decision to move to the home and although he knew it to be the right decision he did miss living in his own home. He said that he missed having a decent conversation and enjoyed it when visitors came.

Suggestions for improvement

- The home should consider the feedback we received on food quality from the residents that we spoke to.
- Audit toilet facilities in terms of access e.g. height grab rails and door furniture.
- Improvements to security in the garden area (fencing) would allow this to be used more as a resource. (On the day we visited the weather was beautiful although no residents were seen outside).

Both Representatives on this visit are extremely experienced visitors to homes in the nursing and care sector. We felt that, even though our visit was only a small snapshot, this home currently lacks a vibrancy experienced at other homes locally. It is clear that

Weston Park provides care for some residents with very demanding conditions and that staff need some praise for dealing well with difficult and often challenging behaviour.

Visiting each of the four different units at the home gives one an impression that residents in each exist in isolation to the other parts of the home with no real evidence of integration or community. This was experienced when Representatives were introduced to an upstairs unit as being, ***“For our privately funded residents.”*** Do these residents not mix with others at the home? As all doors are key coded we wonder how easy that would be?

Representatives feel that the home in terms of location facilities and resident numbers Weston Park has potential to be a shining “care” light in the community, however, in order to achieve this there needs to be considerable investment, planning and the desire to carry plans through. Most importantly the home should place greater importance on listening carefully to residents and relatives who are its customers.

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