



## **Croftwood Care Home**

Runcorn

29<sup>th</sup> September 2017



**Enter & View report**

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## ACKNOWLEDGEMENTS

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Healthwatch Halton would like to thank the management, staff and residents of Croftwood for their time and consideration during our visit.

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## WHAT IS ENTER & VIEW

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People who use health and social care services, their carers and the public generally, have expectations about the experience they want to have of those services and want the opportunity to express their view as to whether their expectations were met.

To enable the Healthwatch Halton to carry out its activities effectively there will be times when it is helpful for authorised representatives to observe the delivery of services and for them to collect the views of people whilst they are directly using those services.

Healthwatch Halton may, in certain circumstances, enter health and social care premises to observe and assess the nature and quality of services and obtain the views of the people using those services. In carrying out visits, Healthwatch Halton may be able to validate the evidence that has already been collected from local service users, patients, their carers and families, which can subsequently inform recommendations that will go back to the relevant organisations. Properly conducted and co-ordinated visits, carried out as part of a constructive relationship between Healthwatch Halton and organisations commissioning and/or providing health and social care services, may enable ongoing service improvement. Healthwatch Halton's role is to consider the standard and provision of local care services and how they may be improved and to promote identified good practice to commissioners and other providers.

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## VISIT DETAILS

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Centre Details	
Name of care centre:	Croftwood Care Home
Address:	Whitchurch Way Runcorn Cheshire WA7 5YP
Telephone number:	01928 576049
Email address:	<a href="mailto:manager.croftwood@minstercaregroup.co.uk">manager.croftwood@minstercaregroup.co.uk</a>
Name of registered provider(s):	Minster Care Group
Name of registered manager (if applicable)	Cheryl Myers
Type of registration:	Residential Home
Number of places registered:	44

The Enter and View visit was conducted on 29<sup>th</sup> September 2017 from 10.30am to 12.00pm

The Healthwatch Halton Enter and View Team were:

Sue Parkinson, Matthew Roberts, Dave Wilson.

### Disclaimer

Our report relates to this specific visit to the service, at a particular point in time, and is not representative of all service users, only those who contributed.

This report is written by volunteer Enter and View authorised representatives who carried out the visit on behalf of Healthwatch Halton.

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## SUMMARY

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Croftwood Care Home is a residential care home providing accommodation for up to 44 residents. It is run by Minster Care Group and is located in a residential area of Runcorn.

It was clear during our visit that many areas of the home are much in need of redecoration and we were pleased to hear that a full refurbishment of the home is due to take place soon.

During our visit we heard many positive comments about the home from residents and visitors. We observed the staff were friendly and welcoming and interacted really well with residents.

The residents we observed were treated with dignity and respect at all times.

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## OBSERVATIONS

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### Initial Impressions

Croftwood Care Home is a two-storey building in a quiet residential area of Runcorn, close to shops, public transport and local amenities. At the time of our visit the home had a total of 43 residents

The entrance to the car park, which is shared with a community centre, is slightly hidden from the main road and may benefit from some improved signage. The actual sign for the home in the car park was fairly small and may be easily missed.

The exterior of the home was well maintained, with some pretty hanging baskets outside the home.

On entering the reception we noted that it was very brightly lit and warm. There was a variety of information on the walls which would be useful for the residents and their families. Healthwatch Halton posters were on display as was a copy of our previous Enter & View report on the home. In addition we noted information about the Advocacy service and a copy of the most recent CQC report.

As we arrived in the reception area there were two visitors who were sitting down enjoying a cup of tea and they spoke glowingly about the kindness of the staff at Croftwood.

The chairs in the reception were very comfortable!

There was a “Life Tree” on display which was covered in pretty trinkets. We understand that the tree represents former residents who have died. We thought this was a lovely idea.

## Internal Physical Environment

Two members of our team were shown around the home by Carol, a Care Team Leader, while one member of our team spoke with Cheryl Myers, Manager of Croftwood.

We were shown the downstairs lounge. This had around 10 residents in at the time. They were seated in arm chairs around the television which was turned on at an appropriate volume. There was a small kitchen area in the lounge, we noted that the sink was full of dishes. We also noted a large digital clock in the lounge which enables residents to know the exact month, date, time and day at a glance which can help to avoid confusion.

Close to the main lounge was a smaller lounge with a number of comfortable chairs and a lovely view of the outdoor garden area with ample tables and seating. It was empty at the time of our visit but we were told it was well used. It made a lovely spot for families to sit quietly with residents.

We were also shown an empty bedroom. It was of a very decent size and had an en-suite bathroom. Carol explained that a resident might pay £25 extra a week to have a room of that size. We were informed that it was due to be decorated soon. The room was in need of fresh carpets/flooring and wallpaper.

One bedroom we saw still had a commode that was full and the room had a strong odour, also the curtains were closed and bed unmade with clothes on the floor.

It was clear during our visit that many areas of the home are much in need of redecoration and we were pleased to hear that a full refurbishment of the home is due to take place soon. We were informed that staff and family members and residents have had some involvement in the planned refurbishment and everyone we talked to were excited about the refurbishment.

We were impressed with the photos of each resident which had been positioned on each door (We assume to help the residents identify the room as their own). The toilets had bright red doors to help residents identify them.

The toilets and bathrooms we saw seemed basic with old looking equipment. We were also shown a bathroom with an assisted bath inside which looked impressive. All of the toilets and bathrooms were clean.

We then looked around the second floor lounge. This was a very nice room with lots of natural light flooding in from a large skylight. Several residents were sat in arm chairs listening to music from the 1950's. It felt very comfortable and spacious. There was a dining area in the upstairs lounge.

We visited the kitchen area to see where meals were prepared and spoke to the chef. She pointed out that the steamer was faulty and that she needed a new one. The kitchen was very clean.

We were shown the hairdressing salon which was a nice size. We were informed that a hairdresser visits the home once a week. They can also arrange for hairdresser visits for special occasions such as birthdays.

### **Staff support skills and interaction**

We observed staff speaking to several residents as well as a resident being accompanied to the local shops. The interactions we witnessed were cheerful, upbeat, professional and polite. All staff were very keen, friendly and approachable on our visit.

Carol, who showed our team around the home, was kind and patient and took time to answer all our questions thoroughly.

Residents and family members we spoke with shared told us they thought the staff at Croftwood were 'brilliant', although we were also told that at times they felt there were not enough staff on duty.

Cheryl Myers, manager of Croftwood has been in the role since June 2017. Cheryl told us about the plans for putting new training and practice in place and also about the links she was building between the home and the local school and community. We also heard about the training the staff have undertaken. Cheryl said that staff knew about safeguarding people and were provided with the information they needed to do this. They knew what to do if they had a concern.

We were told that they do try to ensure that they have all shifts covered, and use agency staff as a last resort to ensure adequate cover.

Two part time activities co-ordinators are employed at the Home. Activities usually take place six days a week. We noticed two Activity Guides in the home (one in each of the main lounges). They had pictures to help residents understand them. There seemed to be a great deal of choice and included activities such as Zumba and singing. Cheryl informed us that they sometimes had entertainers visiting the Home, such as the local Ukulele group. During our visit we heard some residents singing along to light music that was on in the lounge. We noticed that there were also pictures of activities for the week on a board in the lounge.

We were told that most residents have their own chair in the lounge and for meal times. Residents have a choice of meals if there's something they don't like on the menu that day. We noted that there were pictures of the meals on a board in the dining area to aid residents. Drinks and snacks are available if residents want them.

Cheryl explained that the Home can cater for any special dietary needs that residents may have and that these are included in the individual care plans for each resident.

During our tour we saw staff distributing medication. It was good to note that the staff were wearing the "Do Not Disturb" bibs while doing this.

Cheryl informed us that there had been a few ongoing problems with the pharmacy service they used, such as the monthly medicines arriving late. This matter had been reported to NHS Halton CCG.

We asked whether the Home had encountered any issues around Hospital Discharge from our local Hospitals. We were told that sometimes residents were sent back to the Home from Warrington Hospital without any discharge notes.

Residents can access an optician, chiropodist and dentist service through the Home. The Dentist would be called if an issue was found on the oral hygiene assessment or if a resident needed any dental care. The Home was very happy with the dental service provided to residents by Upton Dental Practice

Spiritual needs of the residents are met by regular visits to the home from clergy each week.

We also asked about the Herbert Protocol<sup>1</sup> and whether the Home was signed up to it. Cheryl explained that they hadn't, but Cheshire Police had visited the recently to explain about it and the Home will be signing up to it.

### **Facilities for and involvement with family / friends**

Cheryl informed us that friends and family members are welcome to visit the home whenever they want, but the staff do request that they avoid meal times.

Both the main lounge and the quiet lounge are available for visitors to use.

Also visitors can also use the resident's room if they choose and if the room is clean and has a seat other than a commode to sit on.

Resident and family meetings with the home are not very well attended, it is mainly just residents who attend.

We heard that families are encouraged to contribute to the review of care plans, some are reluctant to do so, although most families are fairly positive. One family member did share with us that she was not aware of her mother's Care Plan, and hadn't seen it since she first came into Croftwood 12 months ago.

The Home doesn't have a dedicated overnight room for family members to stay but would accommodate them if the need arose.

At the end of our visit we thanked the manager for answering all our questions and showing us around the home.

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<sup>1</sup> The Herbert Protocol is a national scheme being introduced locally by Cheshire Constabulary and other agencies which encourages carers and family members to compile useful key information which could be used in the event of a vulnerable person going missing.



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## RECOMMENDATIONS

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1. Look at possible ways to improve signage to the home
2. Carry out the proposed refurbishment / redecoration of Croftwood Care Home. We would welcome an invitation to re-visit the home once the refurbishment has been completed.
3. To sign up to the Herbert Protocol

Healthwatch Halton has statutory powers and responsibilities under the Health and Social Care Act 2012, the Local Healthwatch Regulation 2012 and the Local Healthwatch Organisations Directions 2013 section 5.

Providers and commissioners of health and social care services are required to respond to our requests within 20 working days by:

- Acknowledgement of receipt of the report or recommendation in writing;
- Providing (in writing) an explanation of any action they intend to take in response, or if no action is to be taken, to provide an explanation of why they do not intend to take any action.

Healthwatch Halton are required to report if any providers/commissioners have not provided a response within the required timeframe; this information will be included in our Annual Report.

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## SERVICE PROVIDER RESPONSE

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The following response was received from Cheryl Myers, Manager of Croftwood.

- Thank you for the report. Some home improvements have started.
- All signs for the home have been replaced throughout the front entrance, car park and the rear of the entrance, so it's clear to see.
- Nurse call system, the electrics have been done and we are awaiting a date for it to now be installed.
- We are waiting on a start date for the decorating and all new furniture has been ordered but we are awaiting a delivery date.
- A new 42 inch smart TV has been placed in the upstairs lounge.

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