

Healthwatch Cheshire East

Enter and View Report

Enter and View Visit to

**Redwalls Nursing Home
80 Weaverham Road,
Sandiway, Northwich
CW8 2ND**



Date and Time

10th October 2017 arriving at 10.30 am

Authorised Representatives

Janet Lomas, Denise Pritchard

Staff Present

Julie Ann Sheridan - Registered Manager

Background

Healthwatch Cheshire CIC 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 CIC 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 CIC continues 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 observing settings from a family perspective and gathering feedback from

service users, relatives and staff. This report is based on these observations and conversations.

Highlights from the Visit

- Welcoming staff with what appears to be a positive attitude
- Clean environment
- Positive comments about food quality and care
- Positive initiatives including dietary planning and activities

General Information

Redwalls Nursing Home is owned by Kingsley Health Care and is part of its group of 26 homes.

The home provides residential, nursing, respite, dementia and end of life care for up to 44 people. 36 of the rooms have en-suite facilities. At the time of our visit there were 41 residents. Healthwatch understands that four beds are classified as community intervention beds, described as "step up" from the community or "step down" from hospital and are funded by Vale Royal Clinical Commissioning Group.

The manager has been in post since April 2016. The home was last visited by CQC in [November 2016](#) who rated the service as Good in terms of Effectiveness and Responsiveness but Requiring Improvement in areas of Safety, Caring and Leadership.

First Impressions

On arrival we were welcomed by a member of staff in the main entrance and after signing in were shown through to the conservatory. We met with Julie Sheridan manager and one of her senior staff who spent some time with us telling us about the home's background, the CQC Visit in November 2016 and their ongoing actions to achieve compliance with CQC's recommendations. Representatives felt that the staff appeared very open and enthusiastic about what they had to do to achieve these aims. We were informed that there is a dignity champion on each floor every day to ensure this vital aspect of care. The dignity champion is tasked with monitoring care given to residents, highlighting where specific changes would improve the service and observing and commenting on individuals who may need improved support.

We were told that Julie, the manager, 'walks the floor' each day and spends time looking at the environment, talking to residents, meeting all staff on duty and being aware of everything that is going on. She is also available for advice and support out of hours. Julie and her staff member spoke with great passion and appeared very motivated to provide an excellent service across the home. She commented, ***"The walks help me keep hands on and also help me in getting to know each individual resident's needs."***

Environment

Redwalls Nursing Home is situated in a semi-rural village in the Cheshire countryside. Impressions on arrival at the home are of a well maintained period house sited in beautiful gardens and with adequate car parking. The gardens are established with trees and shrubs and the period features of the once private residence are in good condition. The manager informed us that the company does all it can in terms of maintenance to maintain these features.

There are two entrances to the home - one small and one quite large. The day to day entrance hall to the home is small and is situated near to the administration office so that all visitors to the home receive a personal welcome and can be shown where to sign in. A key pad entry system is used. In discussions Representatives agreed with the manager that

the entrance area could be improved and the display and layout of key information could be enhanced to give a better impression. Sited in one of the corridors it was noted that there were lots of lovely 'thank you' cards and pictures that we felt could be displayed with greater prominence.

We were informed that at Christmas time the larger 'main' entrance is used with festive decorations and a Christmas tree to welcome visitors.

We also noted that there is a staff photograph board located in the entrance with the names of all staff included on it, however, it was sited behind the sign-in desk which made it less a feature than it might have been if located in a more prominent position.

The main reception rooms are well presented with appropriate soft furnishings, comfortable chairs and an air of elegance. Throughout the building there were no unpleasant odours and we were told that every effort is made to keep it that way with a well organised regular cleaning regime

The accommodation is over two floors with a lift and stairs.

We were told that there are plans to improve some corridor lighting as currently it appears a little gloomy.

The main corridor that accesses all other areas has the activity planner displayed on the wall. Representatives felt that this was a good location for this information as it was an area of high footfall. It was noted that other useful information was well displayed in this area for staff and residents.

All resident's rooms are personalised with own furnishings and belongings. A deep clean of a resident's room is carried out when it is that resident's day for a thorough care plan records check - usually weekly.

Outside there is garden furniture and well maintained patio areas.

Representatives were told that there are plans to make a multifunction room upstairs for residents and staff to use. New flooring, lighting and bathroom/wet-rooms are all in the process of being provided.

Each of the resident's rooms has a brief profile of that person with their name and background picture of one of their likes. This gives the person entering some information to start a conversation. This could be expanded upon to include other topics that relate to that person.

Health and Wellbeing

Medication - There is a nurse who has main responsibility for medication although other staff are also fully trained and able to administer these. The system for this is now being fully computerised. Residents GP's can review and prescribe medication and this goes to a local pharmacy for dispensing. The computer system is used by the nurse for identifying the medication required for each patient. Tablets and capsules are supplied in blister packs and the administration of these is also recorded on the computer. This is a new system which appears to be very efficient since all records can be checked. The nurse explained the system thoroughly. We were told that the nurse is the responsible person and this promotes consistency and safety.

The medicine trolley and all medications are stored in a temperature controlled room. Residents may use their own General Practice if they wish.

Representatives understand that a chiropodist visits regularly and an assigned GP from Danebridge surgery visits every Thursday.

Catering - The menu for the day offered a number of choices and looked attractive. The main meal was scheduled to be served at midday in a very pleasant dining room which overlooked the garden with tables laid out and set for four diners at each. Residents are encouraged to socialise but can have their meal served elsewhere if they would like. There is a menu ideas sheet available for all to fill in. (*appendix i*)
Special dietary requests from residents can be met by the new chef and we were told that visitors and family are welcome to have a meal with their relatives at no cost.

Laundry - The laundry was small but the machines appeared to be in good order. All clothing was name tagged by the resident's relatives if possible but could be tagged if necessary by staff - e.g. a new clothing purchased or gift. Clothing was collected daily from resident's rooms using individual plastic baskets.

Activities and Community Links - There are two activities co-ordinators who have something planned for each day. The week's activities are posted on a notice board in one of the corridors and they appear to be varied and interesting with some of the activities led by external individuals.

- There is a spinning wheel in one sitting room which is used by residents with others encouraged to learn. This is one of a variety of activities available including skittles, keep fit and Arts and crafts. Planning for future activities is ongoing including those to be held around Christmas time.
- Residents are taken out individually if they wish but there is no mini bus for group outings.
- Representatives were informed of opportunities for one to one activity based on a person's individual needs and requirements. A lovely example of this very person centred activity that was arranged for a lady who liked motorbikes. Arrangements were made for one to be brought to the home. The lady spent time with the owner looking over and talking about the bike.
- There is a new hairdressing salon opening shortly.
- Memory books and albums are available for all to see. This allows residents to spend time recalling events and people that have been photographed at Redwalls. These seemed to be well received and are ongoing.
- All residents have a folder - "All About Me!" - and we were told that staff are encouraged to use this and add to it as required to get to know the person better.
- Representatives were given a copy of that week's activity planner that showed activities for mornings and afternoons. (*appendix ii*)
- We were informed that some residents prefer not to join in but support is available to encourage participation wherever possible. If a resident is not sure we were told that care staff are encouraged to take part to support the activity and the resident.
- A three month plan of 'event' type activities is also available including a visiting singer, clothing sales and coffee morning. (*appendix iii*)
- Residents have mobile phones, kindles and access to a computer in the home. It was felt that further development of access to I.T could enhance activities etc. An example of this was when one of the activity coordinators used a mobile phone to access a quiz when the opportunity presented itself - with a few of the residents sharing in a timely thoughtful and appropriate activity.
- A newsletter is available from the organization specifically for Redwalls and features articles, photographs and information on fundraising activities etc. (*appendix iv*)

Cleaning - On the back of each residents room door there is a cleaning schedule. The cleaners were observed servicing one room and appeared to be very thorough.

Fire drills - Fire drills are carried out at two monthly intervals. There are the fire mattresses based at the top of the stairs and a zoned system of evacuation is used in emergency situation.

Care plans - We were told that there are individual care plans but we did not observe these.

Management and Staffing - Julie spoke of engaging staff in regular supervision, training, reflection exercises - of their practice and championing the 6 C's in the home (Care, Compassion, Competence, Communication, Courage, Commitment). We were informed that care plans are in place for all residents and a person centred approach is aimed for. Julie told us that she recently became aware of some residents having low body weight - so dietary plans were put into action following a 'Care Docs' programme and improvements were made for those individuals - with positive outcomes. Another example of responsiveness was when staff identified the need for new pillows that were immediately ordered. Julie went on to comment that she has recently requested student placements and that these are to be allocated in the near future. We were informed that two members of staff have recently won Kingsley Healthcare awards within the 30 home organizations - Nurse of the Year and Senior Carer of the year. Everyone at the home is very proud of this achievement

Feedback

During the visit there was the opportunity to talk with some visitors who had come to the home to see relatives. They told us that they felt that the care at the home was, "**Very good and the food is lovely.**" They were all pleased that they are free to call at any time and are always made welcome by staff. They told us that if they have any concerns or comments they are able to see the manager pretty much at any time and get things sorted.

One relative said, "***The use of staff name badges at all times would help me as I don't know anyone.***"

During our visit we did see some staff wearing badges.

Some of the residents when asked did not want to talk but leaflets were left to read at a later date if they wished. Healthwatch feedback cards were also distributed and seen on display during the visit.

Suggestions for improvement

- Consider improving Main Entrance to the home to make it bright welcoming and the opportunity to display key information including the many thank you cards, up-and-coming events, awards and celebrations etc.
- Consider improving the display of key information in the corridor for residents, staff activities and visitors.
- Development of the garden with perhaps a greenhouse to enable garden projects and outdoor events.
- Development of the 'person centred' profile on each residents door - (photographs, pictures, 3D artwork)

Feedback from Provider of Service

At time of publication - no feedback received.

Appendix Items

Appendix i - Menu Ideas Sheet

Meal times and menus- Ideas please

Name-

- What would you like to see on the menu?

- What special foods would you like Sharon to prepare for you?

- Would you like a special meal where you can invite your family or friends and enjoy a bottle of wine?

- What improvements can we make to the dining room?

- Would you like a private room to be made available for you and your family to enjoy a meal?

- Would you like to experience different foods from other countries? If so which?

Appendix ii - Activity Schedule

THIS WEEKS ACTIVITIES AT REDWALLS

	MORNING 11 -12am	AFTERNOON 2-4pm
MONDAY	MEMORY LANE- Come and chat, reminisce and give your brain a gentle workout! This weeks theme -ANIMALS & PETS (Lounge)	GENTLE EXERCISES AND CARPET BOWLS Sitting down exercises to stretch and keep you supple (Lounge)
TUESDAY	COFFEE MORNING 10 -11am at local church hall Let Hayley know if you would like to come	CLOTHES SALE 2-4pm (Lounge/Conservatory)
WEDNESDAY	HAIRDRESSERS Jackie is here throughout the day (Upstairs Lounge)	ART & CRAFT We will be preparing crafts for the Christmas Fayre. (Conservatory)
THURSDAY	KEEP FIT Danny from Dare to be Fitter will be here to help us strengthen legs, arms and core strength (Lounge)	OWLS Local bird sanctuary are bringing in some owls for us to see and learn about (Lounge)
FRIDAY	MENTAL AEROBICS Just a gentle light hearted quiz to keep your brain busy! (Lounge)	CURRY TASTING Come and sample some tastes from India (Dining Room)
SATURDAY	SKITTLES Take on other residents for a fun game of skittles (Lounge)	COMEDY CLASSIC DVD Morecambe & Wise (Lounge)

- If there is a particular activity you would like to do either on your own or as a group please let Hayley know.

Appendix iii - Events planned over the next few months

Planned activities dates

29.9.17 Macmillan Coffee Morning –
Staff making cakes and residents will be judging them!!

4.10.17 Charlie Churchill show.
Singer for the residents with drinks and snacks

7.10.2017 Jeans for Jeans day.
We have printed off the history of denim and will be having a project prior to that looking at Levi and the history of the production of jeans.

10.9.17- Paul Seaburn sales day. He will bring in all manner of clothing to the home for residents to buy.

11.10.17 The Humphries pyjama day. On that day we will be having a staff pyjama day to raise money.

12.10.17 Owls and the handler
to visit the home.

20.10.17 Breast cancer awareness day.
Staff will be wearing pink and one SW will be doing a charity run to raise money (to be confirmed).

26.10.17 Sandra Curry.
She is a singer who has been provided by the Rotary club. Sherry and cakes also provided by the Rotary club. Free session and this is once a year.

30.10.17 Halloween part
Aim is to bring the generations together. Fancy dress and usual Halloween clothing.

1.11.17 Robert the singer.
He asks for a small donation for a children's charity.

9.11.17- Cheese and wine evening.
We will be asking Harry to play his Cello or the piano during this. We will be using the local wine store and they will be bringing a selection of wine to taste. Also cheese could be provided from a local supplier.

18.11.17- Children in need.
Fancy dress at work. Residents can judge us. Fun activities etc will be planned.

30.11.17- St Andrews day.
We will be looking for Scottish dancers.

2.12.17 Christmas markets.
Dates and times to be confirmed.
Plan is to have this outside with Gazebos, hot food, mulled wine and ginger bread cakes. Maybe themed.

9.12.17 Christmas Bingo.
Went down very well last year. Drinks included!!

12.12.17. The brownies -
will be coming in to sing Christmas carols. We will be having mince pies and mulled wine.

16.12.17- Christmas fair.
Money raised for St Luke's Hospice and the resident's funds.

19.12.17
Resident's party.
Singer, dancers and Karaoke.

Appendix iv - Newsletter

Redwalls Nursing Home

A good night to help special cause for babies!

Staff at Redwalls nursing home donated money to come to work in pyjamas to raise money for Zoe's Place hospice for babies and infants.

Their efforts were supported by a raffle which took the charity total to £150.

Activities coordinator Emma Edwards said: "The work the charity does means a lot to one of our colleagues and we were delighted to support it."

Zoe's Place now hospices in Liverpool, Middleborough and Coventry.



A message from your home manager Julie Sheridan

I hope you appreciate the latest edition of our newsletter

We welcome feedback from families about what we do in the home and any ideas you may have to improve our care and activities programme.

My door is always open and I would be delighted to welcome you for a cup of tea or coffee.

Redwalls, Northwich, Cheshire, CW9 2ND
Telephone 01606 889339
Email: redwalls.manager@kingsleyhealthcare.co.uk



It's time for seasonal crafts at Redwalls

Our residents showed their talents making autumn wreaths with activities coordinator Emma Edwards.



Home's springtime celebration.....

There is a lovely traditional feast for wedding anniversary at Redwalls nursing home with their favourite meal – fish and chips.

Resident Louis Jack Clark 88th James presented his wife Anne – 88 years old with a special gift and their sixth child was presented with his 10th birthday which had been used in Mrs Clark's wedding bouquet.

During their anniversary celebrations, the couple were visited by their daughter Annemore Conwell as well as their two grand-daughters, Lisa and Jill, and their three great-grandchildren. The couple both now 96, met at school in the year after their home town of Poynton in the North West.

Mr Jones progressed his career in local government, they left Wales in 1958 and spent 45 years in the Midlands at what was to become when he became owner clerk at Ashley Woodhouse council.

"They lived in retirement at Marlford near Northwich, Mrs Jones moved to Redwalls in August their year and their husband joining her in the month."

Mrs Conwell said: "My father was born on Christmas Day and had 11 sons."

"My eldest girl and now a member of Burton Golf Club when they were at the Midlands."

"She described her mother, who had been a piano teacher, as 'always very musical'."

"They are both Welsh speakers and still speak Welsh to each other," she said.

"My mother still lives in Llanelli, Wales, India, she thinks to Welsh and translates it into English."

Redwalls is making the news

Care café launched

Staff at Redwalls Nursing Home have issued a declaration of intent looking after loved ones at home – if you care we care

The home launched a new cafe on Tuesday September 28 from 10.30am to 12.30pm.

The cafe is the last Thursday of every month to provide carees with an opportunity to meet up with people in the same position and share their problems, swap ideas or perhaps simply enjoy a chat over coffee and cake.

Redwalls home manager Julie Sheridan said she was proud to be launching the new initiative which is being visited and by Manager HealthCare to its home across the county.

She said: "This is our way of saying 'If you care, we care'."

"You might work as a caree, care for a family member or just help out your neighbour by doing their shopping for them once a week."

"It's a nice, safe place to sit and chat and it's welcome to come along too."

Julie puts art at heart of home

Redwalls is appealing for local painters, crafters, poets and musicians to support its passion and art workshops.

Manager Julie Sheridan aims to transform the lives of her residents through exposure to art and participation in all types of art.

She said: "The magical power of art and music to improve people's sense of wellbeing was highlighted in a document entitled The Art of Being Outstanding published by the National Care Forum last year."

"It focuses on the role art has played in care homes achieving outstanding Care Quality Commission status."

"I have looked at the work that has been done in some of these homes and the key factor was making a difference to people's lives which I passionately want to here at Redwalls."

She is keen to invite local artists to come to the home to paint and draw and to allow residents to join in, supported where necessary by staff.

"It also wants to invite musicians to come and practice their art in our choir and the second and piano or at home. We already have a young man who will be coming to play his violin and our piano on part of the floor of Redwalls next March," she said.

Mrs Sheridan said the Kingsley HealthCare ran home had acquired a spinning wheel and they had some fibre from her mother's 'mooling' "I will try to get a local spinning group to visit here," she said.

Many Happy Returns

Congratulations from everyone at the home to Mary Dutton who celebrated her 91st birthday with a special tea party.



Julie at the spinning wheel which will be used in art workshops.