

Healthwatch Cheshire East

Enter and View Report

Enter and View
Visit to

Lyme Green Hall Care Home
Lyme Green Park
London Road
Macclesfield SK11 0LD



Date and Time

July 5th 2017

Authorised
Representatives

Susan Moore and Hilary Tidey

Staff Present

Manager, Jenny Bigger

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

- The Care Home is situated on the outskirts of Macclesfield which is an advantage for visitors (ease of parking) and in a most pleasant setting.
- It is a grade II listed building with an attractive exterior providing views across open green and wooded areas.
- Seeing so many residents with their visitors in the large lounge and the general atmosphere of relaxation and support.
- Throughout our visit Staff were observed as being very pleasant with all the residents.
- We were able to interact so easily with residents while the staff were able to give us all the information we required

General Information

Located on the southern edge of Macclesfield town, Lyme Green Hall is a grade II listed building dating back to 1845. Now owned and managed by Pendelbury Care Homes Ltd. the home provides residential, respite and daycare for up to 56 residents. Over the last few years the home has been through a period of extensive renovation adding separate purpose built wings and providing en-suite bathrooms in rooms (50).

When inspected last by CQC ([October 2016](#)) the home was rated as Good in three areas (Effective, Caring and Responsive) and Requiring Improvement in two areas (Safety and Leadership).

Environment

The home is divided into three distinct areas i.e. The Manor, The Lymes and The Villa. The units are kept secure with key pads and door locks. Being an old and impressive building with large main living areas and Georgian windows, the environment generally was homely and pleasant.

The grounds immediately surrounding the building provide access through French windows/double doors to a small paved sitting area with small tables and seating. Low level wrought iron fencing has been put around the sitting area, with a gate to a larger outdoor area. On the sunny day of our visit a sun umbrella was placed in one sitting area providing shade for residents.

The porch entrance to the care home was unlocked. The main entrance area and Manager's office are small, appearing cluttered, but there was a good display of information:

- Notice board naming staff on duty
- Record book for requesting maintenance and recording actions taken
- General notice board (i.e. details of Signposting of events and Healthwatch)
- Names of staff on leave or study leave
- General information about local events

We were able to meet residents, staff and visiting relatives in two suites; The Lymes and The Villa. We did not have the opportunity to see the bedrooms, but were informed that some had en suite facilities and some had washbasins only. On the first floor there are walk in showers, and assisted baths. The homes website literature states that, "EACH

RESIDENT HAS THEIR OWN BEDROOM THAT CAN BE ADAPTED TO MEET THEIR NEEDS AND DECORATED HOW THEY LIKE. THERE ARE A NUMBER OF EN-SUITE ROOMS AND BATHROOMS.”

Representatives feel that the number of bedrooms that actually have en-suite facilities, needs clarification. We were informed there was access to upstairs via stairs and a lift.

We understand that Lyme Green Hall has undergone a refurbishment programme and this was reflected in the lounge and dining areas. We observed a variety of flooring, some carpeted and some wooden floor areas. The main lounge area was large with tall windows overlooking the garden. Furniture was comfortable with a variety of high backed chairs available for residents. There were two smaller lounge areas. One was a small quiet lounge - newly refurbished with a relaxing settee and chairs. We saw one resident in this room.

The walls were generally uncluttered and some pleasant pictures were observed although Representatives were unable to spot any clocks or a calendar to aid reality orientation.

The decor was fresh and clean and all was pleasant smelling. On the first villa we visited were memory boxes in the entrance.

Health and Wellbeing

We were welcomed by the new manager, Jenny Bigger. She told us that she had only been in post a few weeks and was just becoming familiar with everything. She was very welcoming and took us around into one of the units and introduced us to a senior nurse.

We found the staff very friendly and willing to spend time with us. Staff introduced us to a number of the residents. Conversations with staff suggested that they understand clearly the needs of all the residents. Residents spoke to us and some comments are recorded later in this report.

Residents are encouraged to stay up all day. We observed a number of staff interacting with residents caring and supporting. They appeared to understand the needs of the residents very well demonstrating kindness, patience, help and support in their actions. Many of the staff we spoke to had worked at Lyme Green Hall for a number of years.

There were a number of pieces of mobility equipment observed or being used, including wheelchairs, walking frames, standing aids.

We were informed that lunch on the day we visited was either a bacon and salad barmcake or a chip butty. The main meal of the day is at 4.30 and the choice that day was either fish pie or beef pie. We did not see any menus on display but following our visit have been informed they are in the process of reviewing menus, choices and display of daily menus.

Activities and Community Links

There was no Activities Co-ordinator when we visited, but we have been informed that a new Activities Co-ordinator has just been recruited.

We were told by staff that the home hires a mini-bus for outings. We did not see any evidence of recent or future outings or visits from local groups e.g. schools/church on a regular basis

We understand a hairdresser is available once a week but were unable to confirm this as another person reported there was no hairdresser. No evidence of nail care/manicures.

Feedback

When meeting with residents and relatives in the large main lounge we were able to obtain the following quotations:-

- *“There used to be keep fit/exercise classes but these no longer take place.”*
- *“There are not enough activities - more music and movement would be nice.”*
- *“Few relatives visit.”*
- *“Visiting pets are allowed.”*
- *“At Christmas we had a visit from school.”*
- *“When my daughter comes it is OK to go out for a meal.”*
- *“Staff are wonderful - make you welcome.”*
- *“A bit more entertainment would be good.”*
- *“I like dominoes and cards.”*
- *“We once did a canal trip and that was great!”*
- *“Could do with more staff - they work very hard.”*
- *“Keep fit needed.”*

Residents and relatives provided the following information about the staff:

- *“Staff are wonderful - really good.”*
- *“Staff always want to help - very patient.”*
- *“Staff make you welcome.”*
- *“Can talk to staff.”*

Suggestions for improvement

- The new Manager has been having a series of meetings with staff and this should continue
- Develop more wide ranging activities with the new Activities Coordinator when in post
- Plan and make provision for more group and/or individual outings
- Establish a relatives committee to encourage greater involvement in improvements and changes from visiting family members.
- Create a more dementia friendly environment with signs, pictures/ reminiscence sessions etc.

Feedback from Provider of Service

No feedback received from provider.