

**Healthwatch Cheshire East
Enter and View Report**

**Enter and View
Visit to**

**Thornton Manor
Thornton Green Lane,
Thornton-le-Moors, Chester CH2 4JQ**



Date and Time

23rd October 2017 arriving at 1.30 p.m.

**Authorised
Representatives**

Sue Masterman, Jackie Lewis and Val Pasley

Staff Present

**Jane Green - Manager, Ros Sullivan - Senior Nurse,
Joan Duggan - Activity Co-ordinator**

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

- There has been considerable investment in the home since our last visit in March 2015. All the windows have now been replaced with double glazing, reducing the sound from the nearby motorway.
- The home has been redecorated throughout and new dementia-friendly plain carpets installed.
- We were told that all the requirements from the previous CQC report have now been implemented.
- There was a feeling of homeliness about the building.

General Information

One of four homes owned by the company in the north of England, Thornton Manor is managed by Casicare Ltd. The home provides residential care and support for people with dementia and nursing needs. It has 45 bedrooms of which 21 are en-suite.

The home is located in a rural area close to the motorway.

In its latest inspection ([January 2017](#)) CQC judged the home as overall Requiring Improvement with areas of Safety, Effectiveness and Caring assessed as Good but Requiring Improvement in Responsiveness and Leadership.

Environment

Thornton Manor is an old property and as such, it isn't easy to adapt and upgrade, however, there has been considerable investment to improve the home.

All the windows have been replaced with double glazing - making the building quieter. Most areas have been redecorated and the home throughout, appears lighter and brighter than on previous visits. There is a large, secure garden which is very well kept and has a play area for visiting children and we were told of plans for further developments and for raised beds to be established - to allow residents to get involved in gardening.

Doors have been painted in different bright colours to aid memory and recognition. Memory boxes have been placed next to the doors and residents and their families can choose to use these and place personal items in them.

Representatives were particularly impressed with the very attractive textured and interactive wall decorations throughout the home. There are new plain carpets throughout which are more dementia-friendly.

There were no unpleasant smells and there was an overall impression of cleanliness although we noticed the floor in the lift and some of the carpet on the upper floor was sticky in places.

We were shown an assisted shower room and a wet room and were told that a resident can have a shower everyday if they choose.

Health and Wellbeing

During the day the home is staffed with ten carers and two nurses and at night there are six carers plus a nurse. These numbers do vary to meet the needs of residents. The home is an accredited training centre with staff qualified to deliver training and there are development opportunities for all staff.

Ros told us that she has received training in dementia and end of life care and is currently undertaking a level five qualification in leadership.

A member of staff has been trained to take blood - saving residents the trauma of attending an outside clinic for tests.

Staff told us they feel well supported and that, *"It's a nice place to work."*

A relative told us, *"The staff are excellent."*

We observed the staff being caring and understanding of individual residents. An example of this was a lady we met who talked about her soft toy; which she clearly believed was her pet dog; and staff respected this and responded appropriately.

We chatted with some residents who, although they were unable to respond to questions we observed that they seemed happy and at ease. We were told that agency staff are only used to cover holidays and that the home generally only uses one agency - so that staff are more likely to be familiar with the home and the residents.

Food is prepared on site and we were shown menus with the available choices. The home has a 5 star rating ([June 2017](#)) for food hygiene. We were told that the chef is in the process of putting together menus showing pictures of meals to help residents choose. We were further informed that if a resident doesn't want anything on the menu they can always have something else. A relative told us that the food is good, *"I enjoy the food here."*

We were shown a fluid intake chart used to prevent dehydration; this has been designed by a member of the staff and has been designed and implemented in response to one of CQC recommendations.

We saw a pain assessment chart which uses pictures to help residents show where they are experiencing pain.

A local GP visits every Friday.

There are a lot of long term employees which suggests that retention is good

Activities and Community Links

We met and were able to spend some time with the Activity Co-ordinator, Joan, who has been in this role for a few months and prior to this had worked as a housekeeper in the home.

Joan told us about all the plans for Christmas including a visit by reindeers and by a choir.

A hairdresser visits and the staff offer manicures. There are visits weekly by someone who does keep fit and by an art therapist. The Zoo laboratory has brought in animals and there are plans in place to develop a 'Petting Zoo' that other homes can make use of - starting with lambs in the neighbouring field!

The manager's dog is regularly in the home.

They have use of a vehicle and there have been trips out for shopping and to visit Chester.

A relative told us, ***"It would be good if there could be more trips out!"*** Representatives understand that singers visit and residents enjoy singing and dancing. There are plans to have raised beds to assist residents who want to garden. Joan records activities that the residents take part in.

We didn't see an activity programme and didn't observe any activities taking place during our visit. Joan told us that she has started doing one to ones with residents who don't come out of their room for some reason.

We were told that activities happen as and when residents show an interest rather than having a fixed programme. We were told that no activities were taking place at the time of our visit as the co-ordinator was spending time with us. This implies that activities only happen when she is present and instigates them and it would have been nice to see other staff involved in some activity with residents.

Joan comes across as being very passionate about her job, and she is still new in post and still learning on the job. She told us that she found it difficult at times to get residents to be interested in what she was offering but she always tries to involve everyone. She was unaware of residents' previous interests and hobbies as she has not had the time as yet to go through everybody's care plans and so inadvertently may not be offering something which they have enjoyed doing in the past. She told us she, ***"Does what she thinks."***

Representatives suggested that she needs to have time to learn about residents' past lives and this could help her to plan activities which would spark interest. This was re-enforced by a chance meeting with a couple - when we were told that the wife had been a concert pianist and could also play the guitar. The staff were apparently unaware of this and although the husband said she had lost interest in playing, she might enjoy listening or seeing someone else play. This could bring back happy memories for her.

It was suggested that the home look into joining NAPA, the organisation for Activity Co-ordinators which would give Joan some support and assistance as well as giving her a source of ideas and a development opportunity.

We were told that the home doesn't have any volunteers. It was suggested that some relatives might be interested in volunteering, such as gardening and other activities.

Feedback

We had some very positive comments from staff and visitors. Staff we spoke to feel supported and are happy working in the home. ***"It's a nice place to work."***

We were told by more than one resident that the staff are, ***"Excellent."***
We were told that the food is good and enjoyed by the residents.

One member of staff commented, ***"The home looks a lot brighter and lighter with new windows, decorating and in particular, the wall decorations."***

Additional Comments

The manager told us the owner visits very regularly and she only has to ask and he provides what is needed.

We were told that families can visit at any time, stay as long as they like and have drinks and meals at the home.

The manager told us about difficulties and delays in getting funding for residents through the NHS/CCG 'ADAM' system - particularly when a resident's needs or circumstances change and leaving the home with a shortfall of funding for many months. Jane explained that she and her staff have to spend increasing amounts of time on administration which relates to time taken away from direct care. She also expressed concern over the system which requires homes to "bid" for residents! They have to show how they can meet a person's needs and requirements when they are probably all ready doing this- hence the request in the first instance.

Suggestions for improvement

- Encourage volunteering in the home. Representatives described how relatives in other homes enjoy coming in to support activities such as gardening and reading to residents.
- Use information on residents' past interests to plan activities. Rather than the Activity Co-ordinator planning activities around her own ideas or what has taken place in the past, she needs time to research and gain this information so that she can, with the support of the team, provide activities which reflect the interests of current residents.
- A suggestion from a relative was to have more trips out for residents.
- Complete the process of providing menus in a picture format.

Feedback from Provider of Service

At time of publication - No feedback received.