

Healthwatch Cheshire West Enter and View Report

Enter and View Visit to	Crossways Station Road, Lostock Gralam Northwich CW9 7PN
Date	13 th April 2016
Authorised Representatives	Denise Pritchard Margaret McDermott
Staff Present	Paul Bowman - Home Manager and Patricia Welch - Home Services Manager.
Background	“Crossways” is a residential home catering for residents with physical disabilities and the frail elderly; it also offers respite care. It is part of the CLS Care Services Group. There are 39 bedrooms and currently 31 residents although two more are expected next week.
Overall Impression	We met Paul, the manager, briefly but as he had another meeting we spent the morning with Patricia who gave us comprehensive information about the operation of the home. Our overall impression of the home was very pleasant, the entrance outside had seating and fresh flower baskets. The entrance hall was well appointed with a signing in book and all other necessary information displayed.
Any ideas or suggestions for improving service?	<ul style="list-style-type: none"> • Resident’s rooms could be marked more professionally with nameplates and photographs. • Approaching a community organization, e.g. Rotary or Roundtable to pick up fresh flowers on a Saturday morning from a local supermarket. • Improve residents outside seating.

Environment

On entering the home from reception you are in a large dining area with a high roof and balcony where there were well-tended plants. Representatives felt that this gave an immediate, spacious relaxed feel to the environment.

All residents we spoke with said they were happy and well cared for. We noted good interaction between all staff with residents.

Maintenance was excellent throughout the home and all bathrooms and toilets were well equipped and spotlessly clean as was the rest of the home.

Bedrooms were situated on ground and first floor and there were very pleasant sitting areas on both floors also facilities are available for residents to make their own drinks.

All bedrooms were light and airy, well decorated and furnished with pleasant colour schemes. Residents may bring their own furniture as required. Pressure mats are available if required and bed rails are fitted if needed.

Infection control - Information was available and a thorough check is carried out every two months

We visited the laundry, which was also light and airy, clean, and tidy and appeared to be run extremely efficiently.

Outside there is a very pleasant garden that is well maintained with pleasant seating areas.

There is also another pleasant garden area which residents do not have access to at the moment.

Staffing - A shift system is used of two daytime shifts and one at night.

During the day there is one care team leader (who is trained to give medication) and three care assistants, on the night shift there is one care team leader and one care assistant.

There is a Domestic supervisor with nine domestic staff who take turns helping in the kitchen, two cooks and a handy man who works 15 hrs a week.

NVQ training is available and staff appear to progress their position as they develop their training. This gave the impression to Representatives that staff are happy to stay with the organisation.

Staff meetings are held quarterly.

Patricia told us that all mandatory training was now up to date.

Medication - is stored in a locked trolley, it is supplied by Boots in blister packs for each resident. Administration is well recorded and the system appeared to be good with records well maintained.

Health and Wellbeing

The atmosphere in the home was relaxed and welcoming with the staff and residents all smartly dressed. Patricia told us that the ethos of the home was that residents should feel that it was just a change of address not a change of life style.

Complaints procedure is displayed and we observed the accident book.

Food / Menus - All Mealtimes are protected and residents weighed monthly.

There is a twice yearly rolling menu in place and all food is freshly cooked using fresh fruit and vegetables. There is a choice of dishes each day and residents eat in the dining room where we saw tables well laid and fresh flowers on each table.

- Daily menu is displayed on a menu board in the dining room.
- Residents may choose to eat in their rooms but are encouraged to socialise.
- Special diets are accommodated.
- Representatives viewed the kitchen which appeared clean and well organised.
- Patricia thought that approximately £3.27 was spent daily on food for each resident. Cost was kept down by using fresh ingredients.

Additional Health needs - Representatives were informed that Chiropody, for residents, is available every six weeks. Residents are encouraged to use local doctor's surgeries.

Activities and Community Links

The activities coordinator works a flexible 25hour week, unfortunately she was not in on the day of our visit so we were unable to talk to her.

- Residents have a variety of activities to participate in including beauty days, quizzes, bingo, entertainers, cheese and wine evenings etc. Patricia told us that days and mornings out are also arranged.
- A notice board lists the events to take place each day.
- A church service is held at the home monthly.
- The home is animal friendly and dogs are often brought in to see residents, Patricia said.
- Residents meetings are held every three months, relatives are invited to join these

meetings.

- Some relatives like to help in the garden and laying the tables.
- Scouts visit at Christmas.
- Beauty day is on a Wednesday and the hairdresser was in on the morning we were there, she has a well-equipped salon and we saw three ladies in there all smiling broadly!!
Ladies can also have their nails painted.

Feedback

All residents with whom we spoke said that they were happy and well cared for.
We spoke to no family members on this visit.

Additional Comments

We would like to thank Paul Bowman (Home Manager) and Patricia Welch (Home Services Manager) for a warm welcome and answering our questions openly and transparently.
CLS have a first impression representative who visits every two months to check on the home and facilities.

Feedback from Provider of Service

Thank you for the kind comments. Staff on Duty where happy to assist in your inspection. In regards to the door name plates. We are looking to replace the current ones and are currently sourcing a supplier to do so.

In regards to the residents seating area. I am sure there is a little confusion surrounding this. We do have a large garden area with benches, three tables and seats with a parasol. Residents frequently use this area and have plenty of room to walk around or just simply relax.

Paul Bowman - Manager 11/05/16