



Enter and View report

Cherwood House

May 2018

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1 Introduction

1.1 Details of visit

Details of visit:	
Service Address	Buckingham Road Caversfield Bicester Oxfordshire OX27 8RA
Service Provider	Ellenburn Holdings Limited
Date and Time	18 th May 11:00 – 14:30
Authorised Representatives	Jeanne Humber, Kanika Lang & Nicola Perrett
Contact details	01865 520520

1.2 Acknowledgements

Healthwatch Oxfordshire would like to thank the service provider, service users, visitors and staff for their contribution to the Enter and View programme.

1.3 Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time



2 What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC where they are protected by legislation if they raise a concern.

2.1 Purpose of Visit

- To observe how the facility operates and provides its services.
- To collect views from residents, staff and visitors on how services provided may affect the quality of life of residents.
- To identify 'Best Practice' and highlight any areas of concern.

2.2 Strategic drivers

In early 2018 Healthwatch Oxfordshire commenced a programme of planned visits to Care Homes in Oxfordshire to look at the quality of life of residents. The visit to Cherwood House was part of this programme.

2.3 Methodology

On the 28th March we wrote to Cherwood House informing them of our intention of carrying out an Enter and View visit. This was followed up with a phone call on 5th



April we arranged a mutually convenient visit date. Cherwood House stated they did not require a pre-visit meeting.

We visited the nursing wing of the building. We collected information by speaking with 3 residents, 5 staff and spoke with or heard from 7 relatives. We used questions for residents which acted more as an aide memoire to facilitate free flowing conversation.

- We checked with the provider who we could approach.
- We discussed our initial findings with the provider at the end of the visit and fed back on key points and observations.

2.4 Summary of findings

- Cherwood House is a bright, clean and airy building in good condition
- It engages well with the local community
- There are opportunities for lots of activities
- Relatives are very happy with the care their family members receive.

2.5 Results of visit

Cherwood House is a Care Centre consisting of a residential wing, a nursing wing and independent living cottages which houses 40 residents per unit.

We were not asked to sign in when we arrived and due to lack of signage it was not apparent where the office was. The main door was not locked so we were able to walk straight in.

Medical Support

A GP from Bicester Health Centre visits once a week and will also come out if receives an urgent call. Residents visit Bicester House Dentist who will occasionally come out to the Care Centre. A resident informed us that Specsavers came into the home and that a physio had been out to see her.

Medical Equipment

It was reported that it was quite difficult to obtain specialist equipment, although one resident had recently had a chair made for them. Residents tend to arrive with walking frames, but Cherwood House has to ask residents to buy their own wheelchairs. This is typically the privately funded residents, but some local authority ones are also asked to as there is limited provision otherwise. It is easier to obtain equipment for specific neurological conditions e.g. a resident had a chair made for them to provide the support they required due to Huntingdon's disease.



Mealtimes

There is a large kitchen on site where all food is prepared. Dietary sheets go to the kitchen who also have lists of residents likes and dislikes, this information is also kept in each person's individual file. There is always a choice provided with a main hot meal such as fish and chips for lunch, and homemade soup or jacket potatoes for supper. There was a choice of drinks including sherry, wine, lemonade and squash.

We observed the lunchtime period and the food looked appetizing. Food started being served at 12.30pm and all residents seated in the dining room had their lunch by 12.38pm. There were plenty of staff available to ensure all residents were supported as appropriate. The atmosphere felt nice and relaxed and staff had time to chat to residents over lunch. Support was carried out respectfully with the one exception of a staff member referring to 'feeding' someone, but this person was quickly corrected by another and reminded to use the wording 'assisting'. The residents who required assistance sat on a table together.

Lunch was part of a party to celebrate the Royal Wedding, so all the wings had come together which was lovely. The room was decorated with Union Flags and bunting and was very festive. A special cake had also been baked.

If residents are hungry outside of mealtimes, or overnight there is provision for snacking. Visitors are welcome to eat with relatives if they wish to do so.

Activities

There are 2 Activity Coordinators on the Nursing Wing who work full time Monday to Friday. Residents meetings take place every 4-6 weeks where residents have the opportunity to discuss the activities they wish to do. There is a programme of activities as well as weekly planned day trips in the minibus to the local Garden Centre, or Milletts Farm. There is a bar in the Centre which is open at weekends and bank holidays and family members are welcome to join residents for a drink.

What activities do you enjoy?

"like a royal wedding - like the royal party here. This is very very nice.



Relative Feedback

58% of respondents rated Cherwood House as excellent and 42% rated it was very good.

All relatives felt the care home met their family members needs.

100% of relatives who responded rated the staff at Cherwood House as excellent and that they knew their family members well. They stated that the staff had the right skills and experience to meet relative needs.

There is a complaints procedure on the wall, plus a copy is included in the welcome pack. All relatives stated they felt able to approach the care home manager should they have any concerns.

All relatives stated they were treated with dignity and respect and they felt safe at Cherwood House.

All relatives stated that Cherwood House was clean, with suitable lighting, an appropriate temperature and the carpets were in good condition with the exception of the lounge carpet which could do with replacing.

Relatives said:

“good quality of care, consideration towards residents”

“everyone is very helpful and caring”

“my mother has been here 10 years and I have had never had any concerns about the home or the staff, and I am always welcome to ask questions and am consulted”

“made to feel at home”

“the staff are very professional and caring. They are very welcoming and have got to know my father well. I feel very happy with this care home. Thank you everyone!”

“They’re very caring here”

Staff feedback

Cherwood House employs 100 staff. In the nursing wing there are 6 based upstairs and 5 based downstairs.

One of the staff is employed full time as a training coordinator responsible for organising all staff training.



Staff stated they receive lots of training with one saying she had been a carer for 20 years and had never received so much training and it was second to none. Training covered included infection control, lifting and handling, fire safety, safe handling of medications and NVQ's.

Staff were very satisfied with the level, frequency and standard of training and only 20% of staff questioned had any suggestions for further training. These included 'Falls and how to prevent them' and the CQF (Qualifications and Credit Framework). What was particularly impressive was that training would be held on Sundays where needed to ensure all staff were able to attend and didn't have to come in on a non-work day.

On observation, staff relationships with residents were very good and staff appeared to know residents well. When asked how they find out about likes and dislikes they gave examples of talking with residents, observing for facial cues, gaining further knowledge from resident's key workers, referring to care plans and gaining information from families. Training on care planning and person-centered care was also referred to.

All staff were familiar with the whistleblowing policy and felt comfortable taking any concerns to senior management. They felt supported and listened to and stated they received regular supervision sessions.

Staff appeared happy to work at Cherwood House citing the supportive nature of the working relationships as being one of the reasons as well as the pleasure of seeing residents enjoy activities. The only things staff say they would change is to get a bigger minibus, so more people can go out!

2.6 Additional findings

Residents stated that the home had a 'good atmosphere'

'having moved from another home recently I enjoy this one better'

'staff are so kind, lovely people. They're very caring'

2.7 Recommendations

:

- Provider has already stated intention of replacing the lounge carpet as this was one suggestion
- Ensure visitors are asked to sign in



- Consider some signage from the front door
- Ensure staff use appropriate language around assisting residents at meal times.

2.8 Service provider response

The provider was given the opportunity to provide feedback on the report. They have not come back with any comments.