

**Location of visit:** Caudon Place, 1 Caledonia Road, Shelton, Stoke-on-Trent ST4 2D

**Date of Monitoring visit** 26<sup>th</sup> February 2019

**Place Visited** Caudon Place

**Manager** Kay Trow, Manager

**Authorised Representatives:** Laura Johnson - Healthwatch Stoke Staff  
Dave Rushton - Healthwatch Stoke staff

Representatives have undertaken Enter and View Training and are enhanced DBS checked.

**Purpose of the visit:** the inspection by the CQC last year concluded that overall, the Home required Improvement and we wanted to assess the current situation and see how things had improved.

**Service provider:** North Staffs Combined Healthcare Trust (NSCHT)

### **General**

Caudon Place is a Residential Care home, privately owned and is registered for a maximum of 25 Service Users. It is registered to provide care under the following categories: Learning Disabilities, Mental Health Conditions and Old Age. The youngest resident is 19, while the oldest is 61. Several residents require special facilities and have complex needs. Similarly, several residents present with challenging behaviours which again necessitates the employment of carers with specialised skills.

### **Method**

Entry to and exit from the premises are controlled by secure pass keys and, after a few seconds, we were met by an employee and escorted to the Administrative office.

We had previously written to Kay Trow, the manager of Caudon Place, informing her of our intention to visit. On the actual day, she was out attending a separate meeting, but we were introduced to Ms. Edwards, who is the Unit Coordinator of Flat 4 and annex. She has been with Caudon Place for 17 years.

### **Environment**

The Home caters for longer term residents, all of whom have some level of learning disability and several are old age. Currently, 24 out of 25 places are occupied. It is situated close to a main road, on a side street. A paved recreation area is situated behind railings which surround the site and there is also a car park used by staff and visitors. There is a buzzer on the main gate entrance to facilitate access to the site and, we were told, one or two family members are allowed to carry swipe cards to allow entry. The building is 'split into four distinct 'flats, each of which accommodates a number of residents. There is also a separate annex which accommodates a further two residents.

### **Operation of the service**

The service operates as a number of 'distinct' units, each one under the control of a Unit Coordinator (a total of four). Regarding other staffing, as an example, Ms. Edwards, being one of the Coordinators, has a further twenty Senior Support workers, plus six other staff.

The team is mainly of long standing having worked for the organization for many years and so has well established routines which seem to work well. Some residents require very little care, but in some cases 1 on 1 or even 2 on 1 care is required for up to ten hours on a shift, which is, therefore, very labour intensive.

Some of the residents are allowed to leave the site during the day, but always accompanied either by one of the carers or a visiting family member.

### **Staff training and development**

Cauldon Place provides a range of specialized **Maybo** training where many modules are provided in an online environment. The range of courses includes Safer Lone Working, Reducing Conflict and Violence Risks and Supporting Older Adults Living with Dementia. All members of staff are encouraged to undertake Maybo training to help their personal development. Additionally, the Home employs carers as 'Oral Care Ambassadors' and more general Care Ambassadors.

Vacant posts are advertised through both internal and external routes since Cauldon Place is now part of a much bigger Group.

### **The CQC inspection report**

We asked why, since the operation seemed to be running in a perfectly safe and caring manner, the CQC concluded their inspection in 2019 with a rating of 'Requires Improvement'. Ms. Edwards told us that, at the time of the inspection, the home was undergoing a period of change, part of which involved the sale of the business by two brothers to the National Care Group. CQC found that some documents were either incomplete or filled out incorrectly and this had caused the rating.

Since then, we were assured, a firm of independent auditors had been brought in (January 2020) to inspect the revised procedures and had found them to be 100% compliant. The manager and senior staff now felt confident they would regain their rating of 'good' at the next CQC inspection.

### **Conclusions and recommendations**

It was not possible to walk through the Home as we would do normally, largely due to the special nature of the building. However we did spend good quality time talking to Ms. Edwards as well as a few other members of staff and we were convinced that the Home provided a safe and comfortable environment for its' residents, especially now that it had revised and improve some procedures following the previous CQC inspection.

We would only make one recommendation and that is to generally redecorate the administration area as much of it appears to be tired and 'old fashioned'. This would considerably improve the working environment. We were assured that a general program of restoration was about to begin and it will be interesting to revisit in, perhaps six months' time to check that the work has been completed.

We wish to thank the staff and particularly Ms. Edwards for her time and hospitality.