

healthwatch

Cheshire East



Enter and View Report

Eden Mansions, Wilmslow

9 July 2024

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Report Details

Address	Eden Mansions Care Home Station Road Wilmslow Cheshire SK9 4HD
Service Provider	Cedar Care Homes
Date of Visit	9 th July 2024
Type of Visit	Prior Notice
Representatives	Jodie Hamilton Jem Davis Liz Lawson Shilla Mutamba
Date of previous visits by Healthwatch Cheshire East	29 th November 2018

This report relates to findings gathered during a visit to the premises on specific dates as set out above. The report is not suggested to be a fully representative portrayal of the experiences of all the residents, friends and family members or staff, but does provide an account of what was observed by Healthwatch Cheshire Authorised Representatives (ARs) at the time of the visits.

What is Enter and View?

Healthwatch Cheshire is the local independent consumer champion for health and care services, forming part of the national network of local Healthwatch across England.

Under the Local Government and Public Involvement in Health Act 2007, local Healthwatch have the power to carry out Enter and View visits as part of their scrutiny function. This legislation places a duty on health and social care providers to allow Authorised Representatives of Healthwatch to carry out an Enter and View visit on premises where health and social care is publicly funded and delivered. This includes:

- Health or care services which are contracted by local authorities or the NHS, such as adult social care homes and day-care centres.
- NHS Trusts
- NHS Foundation Trusts
- Local authorities
- Primary medical services, such as GPs
- Primary dental services, such as dentists
- Primary Ophthalmic services, such as opticians
- Pharmaceutical services, such as community pharmacists.

The list of service providers who have a duty to allow entry is set out in section 225 of the Local Government and Public Involvement in Health Act 2007 and supplemented by Regulation 14 of the 2013 Local Authorities regulations.

At Healthwatch Cheshire, the Enter and View programme is conducted by a small team of staff and volunteers, who are trained as Authorised Representatives to carry out visits to health and care premises.

Following an Enter and View visit, a formal report is published where findings of good practice and recommendations to improve the service are made. These reports are circulated to the service provider, commissioner, the CQC and relevant partner organisations. They are also made publicly available on the Healthwatch Cheshire websites:

- www.healthwatchcheshireeast.org.uk/what-we-do/enter-and-view
- www.healthwatchcwac.org.uk/what-we-do/enter-and-view.

Purpose of the Visit

- To engage with residents, friends and relatives of the named services and understand their experiences
- To capture these experiences and any ideas they may have for change
- To observe residents, friends and relatives interacting with the staff and their surroundings
- To make recommendations based on Healthwatch Authorised Representatives' observations and feedback from residents, friends and relatives

Methodology

This Enter & View visit was carried out with 'Prior Notice'.

A visit with 'Prior Notice' is when the setting is aware that we will be conducting an Enter & View visit. On this occasion an exact time and date were not given.

Prior to the Enter and View visit the service was asked to display both the letter announcing our visit and a Healthwatch Cheshire poster in a public area. The service was also asked to share surveys amongst residents, friends and relatives. Members of the Healthwatch team visited the service prior to the Enter and View visit to deliver paper copies of the surveys.

To enable us to check that there are no health outbreaks at the premises that would prevent the visit taking place for infection control reasons, this Care Home was made aware that we would be coming on the morning of the visit.

Preparation

In preparation for an Enter and View visit the Authorised Representatives who will be carrying out the visit conduct research that involves reviewing:

- The latest CQC report from a routine inspection of the service

- Any previous Healthwatch Cheshire Enter and View reports
- The Care Home's information held on the Carehome.co.uk website
- Entries on social media platforms
- Comments held on Healthwatch Cheshire's feedback centre
- Information received by Healthwatch Cheshire as a result of undertaking surveys.

On the day of the visit the Authorised Representatives hold a briefing to discuss findings from their individual preparation and decide as a team how they will carry out the visit and any specific areas of focus based on this prior knowledge.

Eden Mansions Care Home

Eden Mansions Care Home is located in Wilmslow, Cheshire. It provides care for the elderly including those with dementia and other complex needs. The home offers a range of services including long term residential care, respite care and specialised dementia care.

There are four units at the care home that are called Villas.

Ashley Villa is home to residents who require general nursing; it has 23 rooms which are large premium and standard sized rooms. There are 11 ensuite rooms, two rooms with a toilet and wash basin and ten room only.

Capesthorne Villa is home to residents who have complex needs. It has 22 rooms which are large and standard sized rooms. All the rooms in this villa are ensuite.

Chester Villa is home to residents living with dementia. The rooms are large premium, premium and standard sizes, 27 of which are ensuite.

Stanneylands Villa is home to residents who have behaviours that challenge. There are 24 standard size rooms, nine rooms are ensuite and 15 rooms have a wash basin.

Prior to the visit, Healthwatch supplied the care home with paper surveys and a poster with QR code access for residents and relatives to complete surveys. Healthwatch did not receive any completed surveys on the day; there were five surveys completed via the QR code and one survey completed by a relative with a Healthwatch representative. Findings from the relatives' surveys are included in this report.

Findings

Arriving at the care home

Environment

Eden Mansions was easy to find and well signposted. The car park was very busy at the time Healthwatch arrived and we struggled to find a parking space. The buildings looked well maintained and there was adequate signage to various buildings.

Healthwatch entered the reception building where we were greeted by the Administration Assistant. The reception was very busy as there were members of head office visiting the home. Healthwatch were asked to sign in a paper visiting book and offered a drink while we waited for management to be available. The reception area is small with two seats and there was information displayed on how to make a complaint; there was very little other information displayed there.

We noted there were Healthwatch surveys in reception for residents and relatives, however we did not see the Healthwatch poster on display.

The Manager at Eden Mansions has been at the care home for 24 years. They started work at the home on the Domestic Team and worked in various roles before becoming the Manager in 2019.

During the visit the Manager told Healthwatch they hoped we would see a busy home with meaningful interactions between staff and residents.

"We hope you will see our residents presenting well, we use the 'approach and retreat' tactic to support any residents in promoting independence."

Treatment and care

Quality of care

During the time of our visit, we observed there was a lot of one-to-one interaction with staff sitting with residents talking to them, reading, helping with colouring in and so on. The staff were treating the residents in a very caring, positive manner and Healthwatch could see all residents were dressed in day clothes and looked well cared for in each Villa that we visited.

Healthwatch asked relatives and friends in the survey what was the best thing about living at Eden Mansions and the following responses were shared in the surveys:

"They let my sister be herself. She is quite active and likes to help out so they give her little jobs to do; they don't hold her back. For example, they let her sweep and they let her do recycling because she enjoys recycling. They understand her."

"No anxieties or worries, being looked after."

"Friendliness and caring nature of the staff."

"We feel confident that her wellbeing is looked after because she is safe, properly nourished and her medication is managed."

"Pleasant environment, clean & tidy. Nice staff and well cared for."

"The carers are truly caring. To my knowledge they get my wife out of bed every morning, and she sits out in the lounge every morning. That is the single most important thing."

We asked the Manager various questions regarding care provisions at Eden Mansions.

Handforth Health Centre GPs visit the care home twice a week – a Tuesday and a Friday. The Manager told Healthwatch *“We have a good relationship with the team there.”*

All permanent residents are registered with Handforth Health Centre. Those who are at the care home for a short term, such as respite, will stay with their own GP but will be seen by the Handforth team whilst at the home. The Manager told Healthwatch that the care home has a lot of residents who have come from out of the area to be closer to family.

We asked, if a resident becomes unwell and needs additional care, were they able to try and keep them at the home or would they normally go to the hospital? The Manager explained:

“It will depend on the individual and their circumstances. If it is End of Life we can provide palliative care. The resident/family and advice of the doctor is all taken into consideration.”

Eden Mansions has five Discharge to Assess beds which were all full at the time of our visit. They did have 15 at one stage, but the contract is now for five.

Other health services that visit the care home are the Tissue Viability Nurses, Dietician and SALT teams, End of Life Partnership, Hospital at Home and MOCH Team (Medicines Optimisation in Care Team).

The care home is linked with Western Dental and referrals are completed via the GPs. They use Vision Care opticians and are linked to Manchester Chemist based in Manchester.

There are weekly hairdresser visits on a Monday and the hairdresser works their way around the Villas along with a chiropodist who visits the home every six weeks.

Privacy, dignity and respect

The Manager ensures privacy, dignity and respect are promoted within the care home by staff knocking on doors prior to entering and the use of preferred names. All staff use handheld electronic devices with the care plans on; these show residents' preferred names to help all staff remember.

Healthwatch observed staff treating the residents in a very caring, positive manner. Some residents became agitated when for example being moved into another room and the staff dealt with this in a very calm way.

All relatives and friends who completed the surveys said that their loved one was respected and their dignity was respected.

Healthwatch asked the Manager what support was available for alternative systems/accessible information/hearing loops/large print information and the Manager responded:

"We don't have a hearing loop. We try and base the communication need on each resident, for example one lady had had a stroke and we used the writing boards. Although our menus are electronic, we provide printed menus for those that prefer and their families so they can help them choose. Our app for the menus is shared with family as well."

Understanding residents care plans

All residents at the care home have an electronic care plan which is updated monthly unless needed sooner such as after a fall, a medical need, or hospital stay. Plans are evaluated as a minimum on a six-monthly basis. Those residents who have capacity are involved in their care plans along with relatives.

The Manager told Healthwatch that family or key workers advocate for some residents and provide details of what residents enjoy and is important to them.

Relationships

Interaction with staff

All six relatives and friends who completed the Healthwatch survey shared that their loved ones had a good relationship with the care home staff.

Two relatives shared the following comments about their loved one's relationship with the staff:

"She has a good relationship with staff; she has a special bond with a particular staff member."

"All the staff she regularly comes into contact with know her well and interact with her in a way that makes her feel included and happy."

Healthwatch observed interactions between staff and residents in each Villa that we visited; they were all positive interactions. Staff we came across were approachable and happy to answer any questions about the care home and residents.

The Manager shared with Healthwatch that the relationship between staff and residents was positive. They had recently implemented a 'meaningful interaction' programme where each resident is paired with two members of staff from all areas of the home. They also have a 'dream makers' programme.

Some dreams that staff have made come true are

- Some planters outside a resident's window so they can create their own garden.
- A firestick so a resident doesn't miss their favourite TV programme when they have a snooze!
- And a chocolate bouquet.

The care home also has a positive relationship between staff and friends and family; the Manager shared that families give them recommendations of what their loved ones would like to eat and the activities that they enjoy.

The Manager confirmed to Healthwatch that all staff should be wearing name badges. Agency staff are made temporary ones. Healthwatch noted that staff were seen wearing name badges.

Connection with friends and family

The Manager shared that relatives and friends were welcome at all of the activities. Each Villa has one coffee morning a week which is open to all and well-advertised. For those that cannot physically visit they can make sure phone and video calls are regularly made.

“One of our resident’s family members is currently unwell so unable to attend, so the video calls have really been appreciated by both.”

Due to the needs of the residents, the care home asks people to avoid visiting at meals times unless they are joining their loved one to eat or to help them with their meal. Residents can choose where they receive their visitors e.g. in their room, garden or one of the many lounges.

The home has not had an infection outbreak since Covid, however if there were, due to the various number of lounges and communal areas available, they don’t think that it would restrict visitors. They can also use technology, such as video calls, to keep residents in contact with their loved ones.

The Manager told Healthwatch that friends and family can speak with key workers if they want to raise a concern, give feedback or raise a complaint.

“We have feedback cards across the home, and we use our monthly newsletter to encourage all feedback – positive and negative. We would prefer to know about something sooner so we can address the concern quickly.”

Healthwatch noted in various locations around the home that information on how to make a complaint was on display. There are friends and relatives’ meetings every two to three months and the Manager said that attendance varies.

Wider Local Community

The care home has links with the wider local community such as St Chad's Church who attend bi-monthly, a local retired priest regularly visits and the local Brownie group has been to the home to do their promise and chat to the residents. The Manager told Healthwatch *"We are looking to re-introduce a Pen-Pal programme with our local primary school."*

Everyday Life at the Care Home

Activities

The care home has a Wellbeing team which consists of two Wellbeing Coordinators and three Assistant Wellbeing Coordinators. The team provides activities seven days a week. The timetable is shown in the care home newsletter and residents have a copy in their rooms. The Manager told Healthwatch that key workers will also tell residents what activities are on each day.

After breakfast the lounges are set up for activities; the mornings are generally devoted to individual activities with key workers and during the afternoons group activities take place. Healthwatch observed key workers throughout the Villa participating in activities with residents. We saw residents and key workers colouring, enjoying puzzles, interactive projector floor games and conversations between staff and residents.

The Manager told Healthwatch that the residents are involved in the types of activities which take place, *"they tell us what they would like to do and/or trips they would like to go on."*



There are one to one activities for those who do not leave their room and these are carried out by the residents' key workers and the wellbeing team.

The care home marks special events such as Wimbledon, Euro tournament, the Olympics and all cultural events. Birthdays are celebrated; each resident is asked what type of cake they would prefer and it is made to order. They also receive a small gift. Future celebrations were advertised around the home on posters, for example a summer fair.

A relative shared in the survey how the care home surprised her on her wedding anniversary:

"On our Wedding Anniversary they put hearts and a banner on the wall. We had a special cake and flowers in my husband's room when I walked in."

Another relative shared:

"Her birthday is a special event. The care home takes a cake and birthday present to her and wish her happy birthday. I join her for that occasion. Christmas day lunch is another special event. I join her for that occasion."

The Manager explained that some residents would go on trips out; examples include trips along the Canal and to local parks. Residents particularly like the Café Styal. *"The Care home currently doesn't have its own transport, but we will be having a minibus in the next two months provided by Cedar Care."*

Person Centred Experience

The Manager shared with Healthwatch that the care home ensures residents' experiences are person centred. They use resident care plans, a life sketch about residents, which are made on arrival and each resident receives a welcome card and gift. *"The key workers nominated to residents and family are very good in understanding what is important to residents."*

There is no resident of the day at the care home; the Manager explained: *"due to the meaningful interactions programme we prefer to view every resident as 'resident of the day'."*

If residents would like to give feedback, raise a concern or make a complaint, the Manager said



they can voice it with key workers or any staff. Feedback cards are available and residents are actively encouraged to talk about their concerns. The complaints procedure was visible in all the Villas in areas where the residents could see it easily. Residents' meetings are also held where residents can voice any concerns.

When asked about access or provision for religious and spiritual needs at the care home, the Manager told Healthwatch *"We have St Chad's come in bi-monthly. We have a resident who has recently joined us who is Jewish. We have a meeting later today with their family and the local Rabbi to understand how best we can support his cultural needs in the best way."*

Pets cannot currently live at the care home, but they have pet visitors as part of the activity programme.

The Manager shared with Healthwatch that Cedar Care have introduced Ambassador Awards and some of the team members have won awards which include "Best friend to the resident" and "Best carer in disguise".

Communal Areas

Each Villa had a communal open plan seating area and kitchenette. Seating areas looked clean and tidy with good lighting.



A relative shared in the Healthwatch surveys *"This nursing home has an outstandingly high level of cleanliness. One could literally eat off the floor."*

The décor looked pleasant, and the furniture appeared comfortable and in good condition. There were no unpleasant odours and the home was of a nice temperature. It was,



however, noted by a Healthwatch representative that upstairs felt warmer than downstairs in the Villas. Corridors were accessible for those who needed walking aids to help with their mobility and there were also handrails. The corridor walls contained many pictures of familiar people and of places that residents would be able to recognize, for example old movie stars and scenes from films.

There were several communal toilets and bathrooms in the Villas which were all clean and spacious.

Healthwatch noticed there were many dementia friendly signs to guide residents to the toilet or dining area.

Residents' bedrooms

The care home has 99 rooms, approximately 70% fully ensuite. There are various sized rooms; standard, large, premium and large premium. The area the care home is located in means that most rooms either have a garden views or views of the fields.



Healthwatch were able to see a vacant room; it was a spacious ensuite room with a tv and adequate furniture.

Healthwatch noted whilst walking around the care home some residents had their doors open and we were able to see they had made their room their own with personal belongings such as pictures, photographs and other items. The Manager told Healthwatch *"We encourage it – residents are welcome to bring their own furniture if they wish."*

The care home has three rooms that can accommodate couples to sleep in the same bedroom, however there were no couples sharing at that time. The Manager mentioned *"We do have a married couple in the home, but they prefer their own rooms."*

Outdoor areas

Healthwatch noticed there were several ways residents could access secure, well-maintained gardens. While Healthwatch were speaking to a resident's family member, who was visiting in Capesthorne Villa, the resident freely went in and out of the garden adjacent to the communal area. The resident appeared to be enjoying having a walk in the garden.

Gardens were well maintained with plenty of seating and accessible planters for residents to plant flowers. Healthwatch were told by a member of staff that there was a resident who liked to go into the garden to water the plants and enjoy some gardening; there was evidence of watering cans in the garden.

The care home had recently received a donation that enabled them to have mini golf installed in the garden; on warmer days residents have enjoyed using it.



Food and drink

The Manager told Healthwatch that the care home has their own chef, and all food is made fresh on site. The care home has an app on which the residents choose their meals the day before. If they change their mind that isn't a problem, the app just helps them to plan better. Residents' key workers will discuss the menu with them and families also have



the app so they can help their loved one choose. The home also provides printed menus for those residents and families who prefer them.

There are two options at mealtimes plus the comfort menu, things such as jacket potato, soup, salad, and there is always a vegetarian option along with a hot option.

A relative shared in the survey "It would be good if he could be reminded of the "comfort food" option (e.g. baked potato, sandwiches) as he doesn't remember that he could always choose that if he doesn't find anything on the main menu that appeals."

The Manager told Healthwatch that they cater for special dietary requirements. A resident who is Jewish had chosen the vegetarian menu as it is acknowledged that to be able to provide a fully kosher menu their food would need to be prepared in an individual kitchen. Both the resident and their relative are happy with this solution.

Staff at the care home like to encourage residents to come to the dining room, but if they want to eat in their rooms the Manager told Healthwatch that is ok.

Snacks and drinks are available throughout the day; tea rounds with biscuits, cake and fruit are readily available as all Villas have their own snack cupboard.

Relatives can join at mealtimes; the care home just asks for a £3.00 contribution. All relatives in the survey were either very happy or happy with the quality, quantity, taste, choice and variety of food given to their loved ones in the care home.

A relative shared "My sister is vegetarian. The vegetarian option has great variety. The food is very good; it's like restaurant food. My sister also gets Vitamin B12 tablets. This shows that the care home understands that she needs vitamin supplements because she is a vegetarian; they have thought of everything."



Care Home Best Practice Initiatives

During Enter and View visits, Healthwatch observe which NHS care initiatives have been adopted at the care home. The two we focus on are:

MUST (Malnutrition Universal Screening Tool)	A tool used to identify adults who are malnourished, at risk of malnutrition(undernutrition), or obesity. It also includes management guidelines which can be used to develop a care plan.
Restore2 (Recognise Early Soft-signs, Take Observations, Respond, Escalate)	A tool designed to help staff recognise when a resident may be deteriorating or at risk of physical deterioration and act appropriately according to their care plan to protect and manage the resident.

The Manager shared that they use the above best practices. Eden Mansions uses the Must tool and they have 13 patients currently on Must. All staff have received initial Restore2 training and there is further training beginning at the end of July.

Healthwatch asked the Manager what their biggest challenge has been, and they responded:

“Community Psychiatric Nurse Referrals – Cross border transition seems to be a problem. Namely from the Stockport area. We don’t have this issue from other areas. The impact is felt mostly by the resident.”

Healthwatch asked the Manager what was their biggest success to date and they explained:

“We are proud of being able to provide step down care (Block beds). Providing support to people to get back to their homes. We also provide Respite care, again supporting families. The teamwork that has come from the Meaningful Interactions programme, it’s lovely to see the relationships between residents and staff.”

Recommendations

- Ensure residents are reminded of the comfort menu if they are unsure whether they would like to choose a meal from the daily menus.

What's working well?

- Staff are caring and look after residents with a person-centred approach.
- There is a strong management team.
- Communal areas are well used within the home; there were a lot of staff members engaging effectively with the residents in stimulating one to one activities.
- The domestic team do a good job of keeping the care home clean and tidy.

Service Provider Response

Please could the service provider response and action be filled out and returned to Healthwatch

Recommendation 1

Ensure residents are reminded of the comfort menu if they are unsure whether they would like to choose a meal from the daily menus.

Service providers response

The comfort menu is a small selection of food items that can be put together to make a meal if the resident chooses not to order from the daily menu.

Action to recommendation

We will hold a group supervision with staff to ensure that when a resident prefers not to choose from the daily menu, then staff must promote the comfort menu.

Any other Feedback from the service provider