

# healthwatch

Cheshire East

## Enter and View Report

Clayton Manor Care Home

15th August 2022



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## Report Details

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|---|--|
| <b>Address</b>  | Rood Hill<br>Congleton<br>CW12 1YZ       |
| <b>Service Provider</b>   | Avery Healthcare Group                   |
| <b>Date of Visit</b>  | 15 <sup>th</sup> August 2022             |
| <b>Type of Visit</b>  | Unannounced                              |
| <b>Representatives</b>  | Grace Owen<br>Jenny Lloyd<br>Diane Brown |
| <b>Date and detail of previous visit by Healthwatch Cheshire East</b> | 27 <sup>th</sup> January 2020            |

### Acknowledgements

Healthwatch Cheshire East would like to thank the service provider, residents, visitors and staff for their contribution to the Enter & View Programme.

### Disclaimer

This report contains information gathered by Healthwatch Cheshire Authorised Representatives (ARs) whilst undertaking an Enter and View visit

on the date specified above. It provides an account of what was observed and presented on the day, including information gathered during conversations with residents and/or staff and/or family members/friends.

Where relevant additional information will be included from residents and/or staff and/or family members/friends collected through surveys and/or online feedback prior to or post the site visit.

## 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 trained staff and volunteers, who are prepared as “Authorised

Representatives” to carry out visits to health and social care premises to find out how they are being run and, where there are areas for improvement, to make recommendations.

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, which include feedback from the service provider, are circulated to the service provider, commissioner and the CQC and are made publicly available on the Healthwatch Cheshire websites:

- [www.healthwatchcheshireeast.org.uk/what-we-do/enter-and-view](http://www.healthwatchcheshireeast.org.uk/what-we-do/enter-and-view)
- [www.healthwatchcwac.org.uk/what-we-do/enter-and-view](http://www.healthwatchcwac.org.uk/what-we-do/enter-and-view).

### **Purpose of the Visit**

- To engage with service users of the named service and understand how dignity is being respected in the care home environment
- To observe the care provided at this home, looking at a number of key themes; Environment, Food & Drink, Safeguarding, Staffing and Personal Care
- To observe residents and relatives engaging with the staff and their surroundings
- To capture the experience of residents and relatives and any ideas they may have for change.

## **Methodology**

### **This Enter & View visit was carried out with prior notice.**

A visit with prior notice is when the setting is aware of a timeframe within which we will be conducting an Enter & View visit, but an exact date and time are not given.

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.

### Description and nature of service taken from Carehome.co.uk

#### Type of Service

Care Home with nursing – Privately Owned, Registered for a maximum of 75 Service Users

#### Registered Care Categories\*

Dementia, Old Age, Physical Disability, Younger Adults

#### Specialist Care Categories

Alzheimer's, Cancer Care, Cerebral Palsy, Colitis & Crohn's Disease, Epilepsy, Head/Brain Injury, Hearing Impairment, Huntington's Disease, Motor Neurone Disease, Multiple Sclerosis, Muscular Dystrophy, Neuropathic, Orthopaedic, Parkinson's Disease, Speech Impairment, Spina Bifida & Hydrocephalus, Stroke, Visual Impairment.

**Other Care Provided**

Convalescent Care, Own GP if required, Palliative Care, Separate Specialist Dementia Care Unit

**Group/Owner**

Avery Healthcare Group

**Person in charge**

Sally Latham (Home Manager)

**Local Authority / Social Services**

Cheshire East Council

**Admission Information**

Ages 65+.

**Room Information**

Single Rooms 69

Shared Rooms 3

Rooms with ensuite WC 57

**Languages Spoken by Staff (other than English)**

Polish, Tagalog

**Facilities**

Gardens for residents, Lift, Near Public Transport, Own Furniture if required, Television point in own room, Wheelchair access.

# Details of Visit

## Environment



Clayton Manor is a two-storey home which is situated off the main A34 road into Congleton. It is easy to find and well signposted. There is parking to the front and the back of the home and the area surrounding the car park is slightly overgrown and would benefit from some attention. However, the building appears to be in good condition. There is a really pleasant front garden with a patio and outdoor seating, which appears to be in good

condition.

We were greeted by the Manager, Sally Latham, who was very welcoming and asked us how we would like to conduct our visit. It was decided that we would first sit and chat to her and she would then show us around the home thus allowing us to talk to residents and staff during the course of the visit.

This report will detail our observations and findings of our visit.

Visitors to Clayton Manor enter the home via a small reception which appeared friendly and welcoming and a member of staff is present at all times. It has a small café with tables, chairs and a coffee machine. During our visit, we saw a family with a resident chatting and having a drink. There is a display to the right of the entrance showing the 'employee of the month'; voted by the other employees, residents and relatives in recognition of great work.





There are secure doors and a key code to each floor. The ground floor is called 'The Woodlands' and is a 33 bedroomed unit that provides residential and nursing care. The second floor has two units; the first, 'The Parklands', which provides dementia care, has 25 bedrooms. The second is 'Springfields' which has 17 bedrooms and provides nursing care. Each unit has a small staff hub which is a desk in the middle of the unit that allows staff to see and hear what is taking place across the unit and makes it easy for residents to find a member of staff.



We were pleased to see that there is a consistently high standard of cleanliness throughout the home and all areas are free from unpleasant odours. The home looks well cared for and we were told that the maintenance staff are very proactive to maintain this.

The home is furnished to a high standard and the corridors are well lit, free from trip hazards and there are hand rails. They have been decorated with various themes e.g., photos of local landmarks such as Congleton High Street from 1955 and images that will evoke memories for the residents. There is however very little seating in the corridors for residents to have a rest whilst they move around the home.



The Manager mentioned that some areas of the home have been very warm during the recent heatwave and they have been using fans and leaving doors and windows open where possible. 'The Springfields' unit was particularly warm when we visited and the Manager informed us, she has

been sending temperature readings to Avery, the service provider, in the hope of finding a way to regulate this.

### Communal areas



From our observations, it was felt all of the communal areas are decorated and furnished to a very high standard. There is a homely feel throughout the premises with lots of attention to details.

'The Woodlands' has a large living room with a TV, the room is quite dark as it has no windows however it leads onto a conservatory that has patio doors out to the garden and has lots of natural light. The conservatory tables were covered in board games and jigsaws when we went in which was lovely to see. There is then a dining room and a separate garden room which felt as though the outdoors had been brought inside and is a great place for residents to meet with family and friends.



Upstairs 'The Parklands' has a quiet room for residents to relax, a dining room and a separate lounge space. The Manager explained that they have permission to alter the space to have two smaller separate open plan living dining areas. 'Springfields' has a lounge and separate dining room. Each floor has accessible bathrooms with both a bath and shower.

## Residents' Rooms

Rooms are not large but they are comfortable and clean. The rooms either have large windows affording plenty of natural lighting or, on the ground floor, have patio doors. Most rooms are en-suite and have a toilet and sink. There were personalised name plates on each door and on the 'The Parklands' doors there are photos of the resident. Residents can personalise their rooms to their taste by decorating them with personal effects and bringing in their own furniture if they wish.



## Outdoor Areas



The gardens have areas for the residents to sit. However, there is no form of activity in the garden, for example there is a greenhouse but it does not look used. We didn't see any one use the gardens but that may have been because of the warm temperatures. The Manager is working with the family support group to create a sensory garden in which residents, alongside their friends and relatives, will be able to grow flowers or vegetables.

## Other Facilities

As previously mentioned, the home is divided into three units and, in addition to the residents' rooms, lounge and dining areas, there is also a hair salon. The hairdressing salon, is open two days a week and the hairdresser is a member of staff who is employed two days a week as a carer and then works two days as a freelance hairdresser which means residents know her well.



## Food and Drink



The dining area downstairs is very spacious with white linen table cloths and menu cards on the table. We were not able to get a close look at the other two dining rooms as residents were eating. Residents are not asked what they would like until the point of service but their options are displayed around the home. On 'The Parklands' unit residents are physically shown the two plates of food to

choose from. The menus are also now in larger font, following suggestions from the resident's survey. Hydration stations are available in every lounge for residents to help themselves.

There are two choices of meals but if residents wanted something else there is a 'pantry menu' with alternative options such as nutritious soups to sandwiches, etc. Some residents have their meals tailored to meet their needs under the guidance of the dietician. The kitchen has a large whiteboard that shows dietary needs but there is also have a folder for likes and dislikes. The chef explained that when a resident can only eat soft foods, they will pipe it onto the plate to ensure it looks appealing.



One initiative the home is trying is the cutlery free option. The chef has been developing main meals that could be eaten using your hands. They had recently had a roast dinner which had veg batons, meat in the Yorkshire and large potatoes. The Manager explained that meal times are a busy time for staff as many residents need help with their food and staff must prioritise preserving residents' dignity and respect whilst doing this.

They hope that the cutlery free initiative would help with this and enable residents to feel more Independent.

Most residents have their meals in the dining room and enjoy socialising at mealtimes. Relatives are welcome to sit with residents if they are visiting.

## Recreational Activities



The activities coordinator, Richard, was very happy to talk to us about his role which he loves and has been in for the last eight months. He was very engaging and enthusiastic. His only wish was that the second activity coordinator will be appointed quickly as he feels he is stretched.

They are currently advertising the post.

There are a range of activities that residents can join in with such as quizzes, sudoku, colouring, dingbats etc, and there are timetables displayed in the home showing what is on offer. Richard visits every resident room at the start of each week in person to see what they would like to take part in and, if they don't want to participate in any of the pre-planned activities, he will make sure he spends time with them in their room, chatting or doing a one-to-one activity. Whilst we were there, there was an entertainer visiting who was playing the accordion to a group of residents.

Richard told us that Congleton Council have funded rickshaw trips which he was taking two residents on the following day and they have booked this weekly for a few months. They have their own mini bus to take residents out, although this hasn't happened as much as they'd like to due to Covid restrictions and there only being one activity coordinator. They do have a trip planned to Southport.



There is an information sheet available to residents called the 'Avery Daily' which contains information about "this day – this week over the years ", a quiz, quotes, food of the day, sing-along missing words.

## Residents



During our visit we noted that all the residents we saw appeared clean and well cared for. A new resident was expected on the day of the visit and we noted a box of chocolates and a welcome card were in their room.

We were told that earlier that week two ladies had wanted lunch together on their own so a table was set up in the quiet room for them to have a private lunch. One resident said she had only been there a short while but she 'can't fault it'.

The care residents receive seems very personal. Individualised memory boards are being developed for each resident and they have a "Resident of the day". This is to enable staff to thoroughly go through and ensure care

plans are up to date, and check that the family has been offered involvement in the care plan.

### **Relatives and Friends**

During our visit we saw several friends and relatives visiting their loved ones. We spoke to a number of relatives and it was a consensus of thought that Clayton Manor is one of the better care homes and that the Manager has an open-door policy and will listen to any concerns or opinions and they would be taken seriously. Families found it difficult to think of anything that could be done differently except for having more staff.

We spoke to a lady who is deeply involved in caring for her dad. She has become the care home's first volunteer and, with the support of the Manager, has started a support group for friends and relatives. They had had their first meeting the previous week and have already introduced a buddying scheme so that when relatives are on holiday, another resident's relative will check in on theirs. The group are also planning to develop a sensory garden along with their relatives living in the home in order to encourage use of the outdoor spaces.

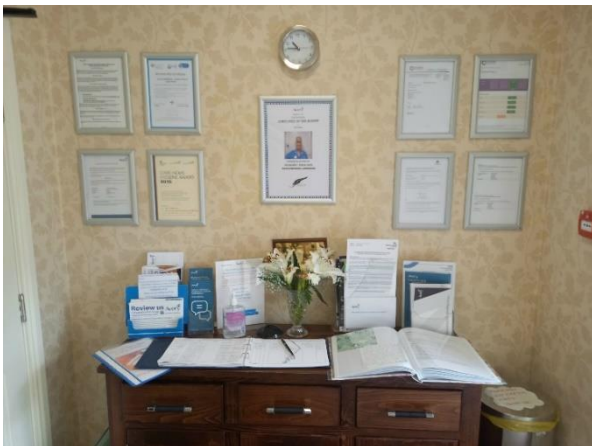
The Manager told us she regularly emails a newsletter with updates to friends and relatives with what the home and its residents are doing. She encourages all relatives to sign up to the mailing list for this. Recognised training is also being made available for relatives e.g., dementia training.

### **Staff**

The staff we met were all extremely pleasant and forthcoming and were seen to interact with residents in a caring and empathic manner often asking them if they were alright or if they needed anything. Those members of the team we did speak to said things such as 'I wouldn't want to work anywhere else' and 'I want to be here until I retire.', and it seemed in most cases this was because they felt supported by their manager.

The Manager recognised that sometimes staff find their work emotionally challenging and they may need to take a break. They hold a team meeting every day at 11.00am to talk over any issues or problems and how to resolve them. Wellbeing initiatives have been introduced for staff including a Hawaiian day where staff will dress up and take part in themed activities with residents.

Clayton Manor is not unique in facing challenges concerning the recruitment of staff. They ensure they are never understaffed and, where they do use agency staff, they try to have the same agency workers and put them on the same unit each time. The Manager has been in post since November 2020 and the Deputy Manager has been there for nearly 20 years. They have also recently celebrated three members of staff being there for 27 years.



The Manager talked about training, supervisions, and appraisals. Staff are given plenty of high-quality training and have supervision every two months. They have introduced 'Employee of the month' (nominated by staff, residents and relatives). The Manager has also nominated some of her staff for national awards.

The Manager said the provider, Avery, is fantastic and gives her all the support and provision she needs.

### **Promotion of Privacy, Dignity and Respect**

All interactions between staff and residents appeared caring and respectful. Staff knew all of the residents by their names and were very patient at all times.



Residents all have their own room and can chose whether they want their door open or the privacy of the door closed; we witnessed staff knocking before entering residents' rooms.

The Manager talked about dignity and respect and if staff are struggling, especially in the Dementia unit, she would move them to another unit where they felt they could provide the best standard of care.

### **Safeguarding, Concerns and Complaints Procedure**

The management told us they have an open-door policy and often residents and relatives will raise any concerns verbally which the Manager will take seriously, and addresses early to avoid escalation. All of those we spoke to during our visit confirmed that the Manager would listen to any concern they had and that they felt heard.

Any complaints have to be responded to within 28 days and are registered on the system, discussed at the following 11am meeting and sent to Head Office.

### **Medication and Treatment**

Residents' medication is administered by nurses who are available 24/7. The home is linked to Readesmoor Medical Practice and a GP visits twice a week; residents have the choice to stay with their own GP. All residents also have the option to be NHS patients at Westpark Dental Practice. Other services such as Visioncall, chiropodist, speech and language therapists (SALT), tissue viability nurses (TVN), mental health teams and dieticians visit the home regularly.

## Recommendations

- Consider placing chairs or benches half way down the corridors for residents to rest if needed.
- Finalise individual life story boards and personalised memory storage for each resident.
- To continue with the recruitment of an Activity Coordinator as well as other necessary staff.
- For Avery, who were praised significantly by the Manager, to continue to support her helpful recommendations such as the lounge and dining room re-development and installing air conditioning.
- Continue to support the volunteer and relatives' group with the sensory garden and other activities for relatives which would benefit both friends and relatives and residents.
- The outdoor area around the car park requires upgrading and maintenance.

## What's working well?

There appears to be a genuine desire to do the absolute best for the residents at Clayton Manor and the staff we spoke to clearly love working there. Residents appear to feel supported and cared for. There are some really innovative ways of engaging the residents and staff e.g., Hawaii day.

The home is beginning to develop a resident's group alongside developing volunteering roles for relatives. Their first project will be to develop a sensory garden for friends, relatives and residents to work on and enjoy together.

## Service Provider Response

**Were you happy with the arrangements/requests prior to the visit?  
Please feel free to comment as appropriate.**

I did not receive a letter informing of pending visit, although I was told one was sent.

**Please use this space to outline any positive aspects of the visit e.g. feedback from staff or patients.**

The inspectors were friendly and respectful, and the staff did not feel at all threatened by the visit

There are some errors in the general information at the beginning of the report.

The correct information is below:

**(Healthwatch took this information from Carehome.co.uk)**

### **Admission info**

= under 65 and over 65yrs

### **Room info**

= 75 single rooms

No double rooms

Rooms with ensuite WC 54

### **Languages spoken by staff**

We do not have any polish or Tagalog speaking staff. All staff are English speaking.

**Below is our response to your recommendations:**

**Consider placing chairs or benches half way down the corridors for residents to rest if needed.**

Response: We did have some corridor seating in the home, which Cheshire East fire brigade recommended were removed due to risk of obstruction should we need to evacuate residents in an emergency. However, the layout of Clayton Manor allows people to access all areas easily, and the corridors are not excessively long. Where a resident may tire, they are supported by the care team.

### **Finalise individual life story boards and personalised memory storage for each resident. •**

Response: This has been an ongoing project which is now almost complete with support from the relatives and residents, and we are proud to say we only have a couple of life story boards left to complete, which are in progress.

### **To continue with the recruitment of an Activity Coordinator as well as other necessary staff. •**

Response: Since the Healthwatch visit, we have now recruited one full time wellbeing coordinator and a further bank coordinator, who are currently undergoing induction and will be starting work from 12<sup>th</sup> September 2022. We are very excited to have them on board, so that our vision for resident wellbeing and activity can come to fruition. We continue to recruit for our care team and are slowly but steadily adding to our team, which we feel is very positive given the national recruitment difficulties.

### **For Avery, who were praised significantly by the Manager, to continue to support her helpful recommendations such as the lounge and dining room redevelopment and installing air conditioning.**

Response: I, the manager, cannot fault the support given by Avery who are a Company who listen to their managers, and are always looking for ways to improve the service. Our redevelopment for the Parklands dementia suite is due to begin imminently.

**Continue to support the volunteer and relatives' group with the sensory garden and other activities for relatives which would benefit both friends and relatives and residents. •**

Response: Since the Healthwatch visit, we had a further "Friends of Clayton Manor" support group meeting on 4<sup>th</sup> September 2022 and our third meeting is booked for the 9<sup>th</sup> October 2022. This initiative has been welcomed positively by the relatives.

**The outdoor area around the car park requires upgrading and maintenance**

Response: We have recently appointed a new gardening team to improve the grounds of Clayton Manor and further to the Company estates visit on 17<sup>th</sup> August, his report states that "Carpark is nice and clean and all surfaces even. Await approval to renew the road lining in the main carpark as it is faded".