



Enter and View Report

Mount Pleasant Care Home

8th August 2022



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Report Details

Address	London Road, Allostock, Knutsford, WA16 9NW
Service Provider	Mount Pleasant Service Home Ltd
Date of Visit	8 August 2022
Type of Visit	Announced
Representatives	Mark Groves Grace Owen Jenny Lloyd
Date and detail of previous visit by Healthwatch Cheshire East	

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
- 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
- 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 50 Service Users

Registered Care Categories

Dementia, Old Age, Physical Disability

Specialist Care Categories

Cancer Care, Colitis & Crohn's Disease, Epilepsy, Hearing Impairment, Motor Neurone Disease, Multiple Sclerosis, Muscular Dystrophy, Parkinson's Disease, Stroke, Visual Impairment

Other Care Provided

Convalescent Care, Day Care, Own GP if required, Palliative Care, Physiotherapy, Respite Care

Group/Owner

Mount Pleasant Nursing Home Ltd

Person in charge

Jan Gradwell (General Manager)

Local Authority/Social Services

Cheshire West and Chester Council

Admission Information

Ages 65+

Room Information

Single Rooms 50

Rooms with ensuite WC 50

Facilities

Close to Local shops, Gardens for residents, Lift, Near Public Transport, Own Furniture if required, Pets by arrangement, Phone Point in own room/Mobile, Residents' Kitchenette, Smoking not permitted, Television point in own room, Wheelchair access.

Details of Visit

Environment



Mount Pleasant is a two-storey home, situated between Knutsford and Holmes Chapel. It has a separate specialist dementia unit next door, Scowcroft House, which opened in 2016.

The main home has 40 ensuite rooms and Scowcroft House has 10 (30 and 9 consecutively were occupied on the time of the visit). The home provides both long term and respite residential care.

The location is picturesque and quiet, set amongst rolling fields and trees. Due to the location, visitors would need their own transport as there are limited public transport options available.

On arrival we were greeted by the manager of the care home who arranged for a carer to give a guided



tour while one of our representatives spoke to the manager. We were also



able to walk around unguided to speak to employees and residents about their experiences of the home and make observations.

The staff were aware of our visit however our letter was not displayed as requested, so visitors and friends and family were unable to leave their feedback on our website in advance.

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

The external building is in need of some renovation and a distinct difference can be seen between the main building and Scowcroft House, which is more modern and of a higher standard. The gardens are mown and neat but additional attention would make the area more visually appealing.

Visiting is by appointment at Mount Pleasant, a process that was introduced during Covid 19 to ensure the safety of residents, and currently continues. Relatives and friends ring to make an appointment and staff will support them with a time and place within the home for the visit to take place. The phone number is displayed on the front door for anyone arriving without a prearranged appointment. There is a room near to the entrance and main office where visitors can spend time with residents or they can visit them in their room if preferred.

The reception area has a board displaying thank you cards and a file with notes from the residents' meetings (however the last one in the file was dated February 2019).

Internally, **the main building** is clean and functional but would benefit from renovation. This is more apparent when visiting Scowcroft House which is considerably more modern and up to date, having had investment in 2016.

The two floors of Mount Pleasant have a similar layout, with a main corridor and resident's rooms on both sides. The corridors have pictures of landscapes, vintage pictures of the local area and patterned art.

One wall has book wallpaper which gives it a 'library' feel. The residents' notice board is located on the corridor with limited information displayed. The corridors were clean and there were no unpleasant smells apparent when walking around the building.



The furnishings are dated but functional. Current and past residents' ornaments decorate windowsills and tables giving it a traditional homely feel from generations ago.

Scowcroft House is obviously more modern and up to date. It is well decorated and very bright and airy. It was clean throughout with a high standard of furnishings and carpets.

The visuals on the walls are more vibrant and stimulating for residents than the main home.

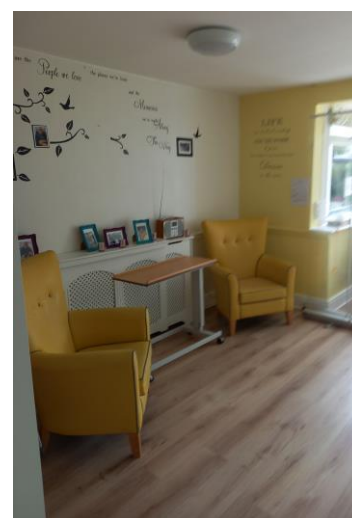


Communal areas

From our observations, the communal areas in both buildings were clean and fit for purpose. **In the main building**, there are three lounges downstairs and one upstairs.

The downstairs lounges are:

- A social room and TV lounge with seating.
- An activity room with chess, jigsaws and a desk with access to a tablet for those wanting to interact with technology.
- A garden lounge which can be used for visiting with a patio door leading to an outdoor seating area. This is situated in rural landscapes, with an umbrella shade if required. A resident and their relative were using this area at the time we visited.



The upstairs lounge is smaller with a television and is often used as a staff room when their official staff room is full (they can only allow four in at a time).

Most rooms have plenty of natural light and enough seating for residents to socially meet. At the time of our visit, we saw residents chatting in one of the lounges and others watching TV. A photo of a carer speaking to a resident is displayed on the wall giving a personal touch.



There was clutter in some of the rooms at the time of viewing.

Scowcroft House, has one lounge area with TV and ample seating and a quiet sensory room.

Residents Rooms

We were able to go into residents' rooms during our visit and found them to be clean, bright and airy. They all have en suite facilities and are of varying sizes. The views from the rooms again are beautiful, picturesque and calming. Residents are able to bring items from home to decorate their rooms and make them more comfortable.



One resident had her own bedding, cushions, photos and ornaments making it a home from home. She said "I love my room and decided to stay here rather than go home" after coming into the home on respite care.

There is a buzzer next to the resident's bed or chair which can be pressed for attention at any time. This is the same for both the **main building** and **Scowcroft House**. We saw this in action and the carer appeared at the room within a minute or two to attend to them.

Outdoor Areas

The home is fortunate to be situated in such a rural, picturesque location. The outdoor areas are surrounded by countryside, making it a peaceful, calming and beautiful setting.



The main building has two small outdoor seating areas with plants and surrounding greenery.

Scowcroft House has a beautiful garden area to the rear of the property which is well tended and interesting for the residents to explore.

It has a water feature and a post box where residents can post letters to loved ones. The path way is made of resin to avoid injury if falls were to occur.

During good weather a table is brought out and set up for residents to have dinner outside if they prefer.



Other Facilities

The main building also has the following facilities:

- A hairdressers, with sink, seating and a traditional style dryer. Residents can come along and chat whilst others are having their hair done, making it a more social setting. The hairdresser comes in twice a week. There are plans to make it more sensory and improve the salon.
- Activities room with chess, jigsaws, games and access to a table for those wanting to connect with technology
- A small library
- Bathroom with accessible bath and separate shower room on each floor.



Scowcroft House also has the following facilities:

- A sensory room with subtle lighting, coloured lights and ambient music.



Food and Drink

The main building has a dining room on each floor which have ample room for residents to dine. Tables are laid out with cloths and set nicely with glasses and cutlery. We were told by staff and residents that most residents like to eat in their room, which is catered for and tailored to suit (if a resident is on a special diet or required assistance eating).

Hot meals are generally served at lunchtime however if the residents prefer, they can have something light at lunchtime and a hot meal in the evening.

There is a choice of two meals each day which are displayed on a noticeboard and residents are asked verbally in the morning which they'd prefer. There are alternatives of sandwiches, soup etc if they do not like what is on offer.

The residents we spoke to said they enjoyed the food and were happy with the choice. They said they never were stuck for something to eat. One lady spoke of the variety of fish they eat and how she enjoyed the Italian night of spaghetti Bolognese and tiramisu. While one lady said she enjoys a glass of wine with her lunch and another's favourite is ice cream.

Some residents have their meals tailored to meet their needs under the guidance of the dietician, using the MUST pathway (Malnutrition Universal Screening Tool – which is a five-step screening tool to identify adults who are malnourished, at risk of being malnourished or obese).

In **Scowcroft House**, meals are brought across from the main building but snacks are provided during the day within the building.

Recreational Activities

In the main building, there is a full-time activity coordinator. They arrange a programme of activities for the residents ranging from bingo to singing, card games to trips out. They speak to residents to try and tailor the programme to suit all.

The home has their own minibus which is used for excursions and days out. Examples include picnics, visits to garden centres and the cinema.

The Wellbeing Coordinators speak to the resident's family to find out their likes and hobbies, and tailor activities to them. Here are some examples of this:

- Zumba classes in the lounge



- Bingo
- Arts and crafts
- Fortnightly movie nights
- Pamper days
- They had a party to celebrate the recent Jubilee which the residents spoke highly of.

Pre Covid, children from the nursery in Goostrey would visit the home, now residents visit a local school instead.

A local Church of England vicar attends regularly. The home has no Catholic or other religious denomination residents currently.

In **Scowcroft House** there is a part time activity coordinator. Activities are different in each unit based on the needs of the residents, though those based in Scowcroft House can join in the activities in the main building if suitable for them.



They recently had lunch at the local golf club and are flexible depending on the needs of the patients. One man who was unable to get out but loved football – the activity coordinator put the premiership planner on his wall – updated it with results and watched a match with him in his room.

They also created this table by cutting out pictures from magazines.

Residents

During our visit we noticed that all the residents we saw appeared clean and well cared for.

One resident we spoke to was 106, said she's been there for years and was very happy. She loved to chat with the carers who obviously had a good relationship with her. She enjoyed listening to singers and one of the carers used to sing her favourite song to her.

Another told us how supportive the staff have been since she arrived at the home and said coming to the home was “the best thing she ever did”. She said there was something going on every day and was never stuck for something to do if she wanted to, although she preferred to spend time in her room.

Relatives and Friends

During our visit we spoke to one relative who was visiting her loved one. She said she was pleased with the home and felt her mum was cared for and happy there.

In the main building, visits take place in the visitors’ lounge which has Covid screens and a patio door that is open for ventilation, or in the resident’s room if preferred. Visitors can take residents for trips out if they are able to go.

In **Scowcroft House** visitors are able to go in resident’s rooms or in the lounge if preferred.

Staff

The staff we saw knew the names of the residents and were seen to interact with them in a caring and empathic manner. They were well presented, all had uniforms though not all wore badges.

Many have been there up to 20 years plus and obviously care for and enjoy helping residents. The residents we spoke to all praised the staff, one saying “they would do anything for you”.

One carer was observed chatting with a resident about her family and it was obvious she had in depth knowledge and understanding of the personality and history of the resident. There was a real connection and relationship between the two.

We observed staff using the hoist effectively to move a resident from the lounge to the dining room for meal time.

Mount Pleasant is not unique in facing challenges since the pandemic concerning the recruitment and retention of staff. One of the residents we spoke to, when asked what improvements she would like to see responded “more staff”. Agency staff are used to fill in when required although the same agency is used and returning staff are requested.

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.

Safeguarding, Concerns and Complaints Procedure

The home has a safeguarding lead and a safeguarding log. All incidents are reported to the appropriate authority.

Medication and Treatment

Infection control policies were up to date and were routinely followed. The home is linked to a local GP surgery and a chiropodist visits regularly.

Recommendations

- The main building is in need of some renovation and modernising. Scowcroft House is a good example of the standard the main building should be aiming to meet. For example, the pictures in the main building are not as engaging, bright and varied as those in Scowcroft House.
- It was noted most of the residents prefer to stay in their rooms for mealtime rather than go to the dining room. Perhaps more encouragement or a more inviting environment in the dining room may bring more residents together for social occasions.
- There were areas which were cluttered in some of the communal rooms and the staff had to use one of the rooms as an overflow staff room. A storage room and additional space found for staff to relax on their break would be an improvement to the current arrangement.

What's working well?

- The staff obviously care for the residents, know them as individuals and are proud to do their job. Many have long length of service, giving them knowledge, skills and expertise. The residents we spoke to were all happy at the home with no complaints and felt safe and cared for.
- The location and setting are beautiful, peaceful and picturesque. The views from most residents' windows are stunning and they are able to sit in pleasant surroundings outside.
- The new specialist dementia unit is of a high standard, has modern facilities and is tailored to the individual.

Service Provider Response

In the report it states the visit was announced and we were aware of the visit, unfortunately we did not receive the poster or the letter. We have not had an Enter and View visit before. We spoke with the representatives on the day and asked them to explain what this visit would entail.

The report mentions that the last residents meeting in the file was February 2019. Those are past meetings; more recent meetings are in another file to read out at the last meeting. COVID-19 protocol changed a lot of our practices to ensure safety.

Residents choose to eat in their rooms. We regularly encourage residents to come and join in. Some residents choose to eat in their rooms because they want to watch the television and others because they have modified diets and sometimes take more time to eat.

Social distancing has been another impact on dining, following guidance from IPC we have limited space to ensure everyone is safe.

Scowcroft is a purpose built 10 bedded unit for specialist dementia care and will have a bright and stimulating environment for those purposes. The Main unit has 40 beds, more staff and was not built initially for Nursing and Residential care but renovated over a period of years. We always strive to provide a homely environment, which is safe, clean and functional. We involve the residents when doing refurbishments and keep them informed of any major works that the home may plan. Over the last couple of years all the external windows and doors have been upgraded and replaced.

Maintenance to clean, paint and render the external walls of the main unit is ongoing and extra storage for medical equipment and supplies had been purchased to assist us with the storage we required - the storage arrived the week after your visit.

An extension was built on to the downstairs activities lounge to provide more space to dine and relax or use to take part in video calls with their family and friends.

Staff do not complain about having to use the other lounge for their breaks. We understand that living with Covid we have had to be dynamic, adapt and move with the ever-changing policies and guidance in an environment that will have limitations. We have made the best of our current environment to ensure everyone is safe.

Refurbishment is an ongoing Maintenance program, and we strive to provide an environment which is engaging, bright and varied but keeping that "homely feel" which people always feedback to us.

I feel you cannot compare the two buildings as they have a completely different purpose.