



Enter and View Report

Beeston View Memory Lane

Community

6th September 2022



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Report Details

Address	Beeston View Memory Lane Community Rode Street Clotton Tarporley CW6 0EG
Service Provider	Barchester Healthcare
Date of Visit	6/9/2022
Type of Visit	Announced
Representatives	Jennifer Lloyd Grace Owen Alison Langley Linda Tompkins (volunteer)
Date and detail of previous visit by Healthwatch Cheshire West	04/03/2015

Acknowledgements

Healthwatch Cheshire West 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 only (residential care) – Privately Owned

Registered for a maximum of 44 service users

Registered Care Categories*

Dementia, Old Age, Physical Disability, Sensory impairment

Specialist Care Categories

Alzheimer's, Bariatric Care/Obesity, Cancer Care, Challenging Behaviour, Colitis & Crohn's Disease, Down Syndrome, Epilepsy, Hearing Impairment & Deafness, Huntington's Disease, Motor Neurone Disease, Multiple Sclerosis,

Muscular Dystrophy, Parkinson's Disease, Speech Impairment, Stroke, Visual Impairment.

Other Care Provided

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

Group/Owner

Barchester Healthcare Limited

Person in charge

Patricia McCormack (Home Manager)

Local Authority / Social Services

Cheshire West Chester Council

Admission Information

Ages 50+.

Room Information

Single Rooms 44

Shared Rooms 0

Rooms with ensuite WC 44

Facilities

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

Bar/Cafe on premises, close to local shops, gardens for residents, lift, minibus or other transport, near public transport, own furniture if required, pets by arrangement, phone point in own room/mobile, residents internet access, resident's kitchenette, television point in own room, wheelchair access

Details of Visit

Environment



Beeston View is set in landscaped grounds on the edge of Tarporley. It's a home which specialises in dementia care and was purpose built 15 years ago. The grounds are attractive with green open spaces, trees and benches for residents and relatives to sit during fine weather and enjoy time outdoors.

It's located just off a busy main road and is signposted, although satellite navigation directions take you to the area and not directly to the care home.

On arrival you first come across Beeston View's sister care home, Iddleston Hall, an adapted farm house dating back to the 16th Century. The home offers 24 residential care rooms for elderly residents and whilst working as a separate unit, benefits from being managed by the same Manager as Beeston View. This means resources can be shared to support each unit if needed.



Beeston View is just behind Iddleston Hall, with plenty of parking spaces available and ample room for taxis or visitors to be dropped off and picked up in front of reception.

The ground floor of Beeston View has 28 bedrooms, all with ensuite facilities and is for residential dementia care. There are two accessible bathrooms with baths and a small lounge area, originally set up for covid with glass screen and intercom. The dining area is large with doors leading onto a courtyard with plenty of outdoor seating.

The first floor is for those needing nursing care, with 26 ensuite bedrooms, 2 accessible bathrooms with baths, a small lounge and large living and dining area. The home offers short term respite care along with long term residential.

There is a lift to get between floors which is used by residents and relatives visiting their loved ones, as well as stairs if preferred.

Communal areas

The reception area is attractive and inviting with flowers decorating the coffee table by the seating area and coffee and cake available for visitors.

Fresh vegetables were available for visitors to take home, which had been grown in the care home by one of the residents. Displays on the walls included CQC report, employee of the month and a box to make suggestions for improvements.



Corridors are wide with a variety of pictures including old movie stars and historic photos of the local area. There are also seating areas for residents to take a rest if needed as they are moving between areas and rails to provide additional support.



Residents' rooms

Residents' rooms are large with en-suite facilities. Some have views across the countryside and all are bright with natural light. Residents are able to bring their own things to make it feel more homely and all rooms have call bells should residents need attention. The doors are labelled with the names of the residents and are left open or closed according to their wishes.



The en suite facilities include a toilet, sink and shower unit and were tiled, clean and well maintained at the time of our visit.

Outdoor areas

The grounds the home is set in, give residents the opportunity to enjoy green open space and spend time outdoors.

There's a central outdoor courtyard with chairs and tables which many residents can view from their bedrooms or spend time in.



Whilst we were there a resident was enjoying gardening with the activities coordinator and another was spending time with a friend who had brought her dog to visit.

There is also an attractive balcony/terrace area on the first floor, allowing residents to spend time outdoors without having to go downstairs and access the courtyard.

Residents sometime eat out on the balcony on sunny days and relatives can join them and use the area when they visit.

Other facilities

There is a recently renovated hair salon which is bright and has a real salon feel. A hairdresser currently comes every week but they are recruiting for a full-time hairdresser to improve the service.

Food and drink

Residents can eat in their rooms or in the dining room, whichever is preferred. They have a choice of menu for each meal with snacks in between, and supper before bed. Drinks are freely available throughout the day.

Residents can eat at mealtimes (typically 8:30 – 9.30 for breakfast, 12:00 – 13:00 for lunch and 17:00 – 18:00 for dinner) or have the option to graze and can ask for food whenever they like. The food looked appetising with a large strawberry and butterscotch mousse on offer for dessert on the day we visited.



The manager told us some residents were farmers and wake up very early for a cup of tea that they take back to bed.

Each resident is assessed on arrival for their food and drink intake and are weighed weekly. They are given a MUST score and meals/drinks are fortified if required. (MUST – Malnutrition Universal Screening Tool – which is a five-step screening tool to identify adults who are malnourished, at risk of being malnourished or obese.) The chef speaks to every new resident (or relative if more appropriate) and makes a note of the person's likes and

dislikes. For some dementia patients who find it easier, meals are shown to them to help them choose their preference.

A slush machine was hired during the warm weather as a novelty for residents, also helping to keep up their fluid intake.

Recreational activities

The home has a full time and a part time activities coordinator, the full-time coordinator was on site on the day of our visit. She creates a plan each week which is displayed in reception and speaks to all residents to try to shape the plan to cater for the majority.



She also works one to one with residents who are immobile or prefer to not get involved with group activity. When we visited, she had just finished an exercise session with residents involving music, balls and hoops and was spending time with a resident who was keen on gardening.

One of the carers can play guitar and sometimes plays in the communal room for residents.

Newspapers are delivered every day for residents to read.

They currently have no residents with spiritual needs but have a local Catholic vicar who has visited the home before and would do again if required.

Relatives and friends

Visitors can come to the home at any time to see their loved ones and are asked to sign in and out at reception. We saw one relative who visits daily to help with mealtimes with their loved one. Whilst we were at the home a

gentleman had brought a resident's dog to visit her. Visitors can meet in the lounge, outside or in the resident's room.

Relatives are able to view the resident's care plans at any time and are encouraged to share as much information as possible about them which is added to their plan. For example, their eating times and habits, their music taste and hobbies. The activities coordinator, chef and carers will then shape their plans around the tastes of the residents.

Residents

Whilst we were there, we saw residents being cared for with respect, dignity and in a caring and empathetic way. There appeared to be enough staff to cater to residents' needs and the residents we spoke to said they were happy at the home. Residents were clean and well dressed.

Staff

The Manager has been in the role from 2020 and has a wealth of experience in the health and social care sector and specifically with dementia care. She has an open-door policy, and whilst we were there, we noticed she knew the names of residents as she walked around. She said she walks around the home each morning to make contact and talk to residents. She knew names of the residents' relatives too and could talk about the residents in depth. We were made to feel welcome during our visit and the manager was able to answer our questions openly and confidently.

The staff actively engaged with residents during our visit, helping them when required and talking to them in an empathetic manner. They were well presented and those we spoke to said they enjoyed their job. There was a variety of lengths of service among staff members with some being there since the home opened. The home is well staffed currently and use agency workers when needed. The manager is herself a nurse and can step in to cover if required.

The staff operate a 'resident of the day' which involves reviewing the specific resident's care plan and contacting relatives to provide an update. This helps the home to review plans regularly and ensure paperwork is kept up to date. They adapt to the wishes of the resident where they can (for example a lady preferred to be cared for by a female carer instead of a male one).

Staff are given an initial induction when they join the home and a refresher is given every year. There is also regular training for nurses and carers.

Safeguarding concerns and complaints procedure

The door between reception and the resident's rooms was locked, with a button to press to come in and out to help keep residents safe. All medication rooms, sluice rooms and the nurses' area were also locked.

Complaints can be made directly to the Care Home Manager or via the website which links to head office. Head Office will then follow up with the Care Home Manager. There is a safeguarding process in place which is led by the Manager and Clinical Lead.

Medication and treatment

As the home caters for nursed dementia patients there is always a nurse on site who can treat patients.

The home has good connections to other services such as chiropody, dentists, opticians and GPs who visit when required. Dr Adey and Dancy practice in Tarporley provide the GP service along with district nurses and a nurse practitioner from the practice who visits twice a week. Residents are able to stay with their own GP if preferred.

They have a 'hospitals at home' service who are able to administer IV antibiotics and fluids onsite, which is working very well and avoiding unnecessary hospital visits.

Recommendations

- The outdoor courtyard would benefit from weeding and general garden maintenance.
- There was a smell of urine in some areas of the home, a stained sofa and sticky areas on some carpets so additional cleaning would be advised.
- The activities are currently limited to within the Care Home (external visits were stopped during Covid and have not yet returned). We would recommend these be started up again to give residents more variety and a change of scenery (where suitable for the resident).
- The corridors could benefit from more colourful and engaging images to enhance the décor.
- The communal downstairs toilet which residents and visitors access could benefit from attention, the flush wasn't working effectively and the flow of the tap was limited.

What's working well?

- The staff obviously cared for the residents, understood their needs and engaged with them regularly.
- The home was in general well maintained, with good facilities for residents.
- The manager was professional, experienced and felt supported by the wider Barchester group. Having the additional care home next door provided additional resources too as a contingency and in case of emergency.

Service Provider Response

No response has been received from the provider.