



Enter and View Report

Chapel Fields

14th October 2022



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Report Details

Address	Chapel Fields Frodsham WA6 7BB
Service Provider	MHA
Date of Visit	14 th October 2022
Type of Visit	Unannounced
Representatives	Grace Owen Jem Davies Sue Aucutt
Date and detail of previous visit by Healthwatch Cheshire West	7 th January 2019

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
- 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 – Voluntary/Not for Profit Owned Registered for a maximum of 70 Service Users

Registered Care Categories*

Dementia and Old Age

Specialist Care Categories

AIDS/HIV, Alzheimer's, Anorexia/Bulimia/Self Harming, Cancer Care, Cerebral Palsy, Challenging Behaviour, Colitis & Crohn's Disease, Epilepsy, Head/Brain Injury, Hearing Impairment, Motor Neurone Disease, Multiple Sclerosis, Muscular Dystrophy, Neuropathic, Orthopaedic, Parkinson's Disease, Prader-Willi Syndrome, Profound & Multiple Learning Disabilities, Schizophrenia, Speech Impairment, Spina Bifida & Hydrocephalus, 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

MHA

Local Authority/Social Services

Cheshire West and Chester Council

Admission Information

Ages 55+

Room Information

Single Rooms 70

Rooms with en-suite WC 70

Facilities

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, Residents Kitchenette, Television point in own room, Wheelchair access.

Details of Visit

Environment

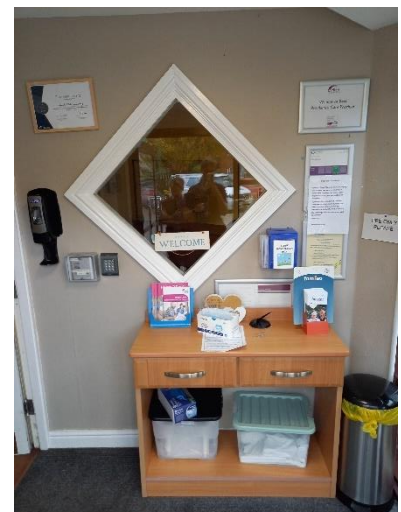


Chapel Fields is a two-storey home which is situated in a quiet cul-de-sac off Frodsham Main Street. It is relatively easy to find and well signposted once off the Main Street. There is a reasonably sized car park at the front of the home and additional on-street parking nearby. The building and front lawn areas appeared to be well kept and in good condition.

The Manager of the home was on annual leave so we were greeted by a member of the administrative team who introduced us to the Deputy Manager, 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 with 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 Chapel Fields enter the home via one of two small reception areas. The main one in which we entered appeared welcoming and is attached to the administration office. There is a sign in book and a well-positioned visitors information display. The doors from the reception area into the main home are secure.



There are four separate units in the home. Downstairs there is 'Primrose' which is a 20 bedroomed unit that provides dementia and general

residential care. There is also the 'Daisy' unit on the ground floor which has 15 bedrooms and also provides dementia and general residential care. However, 'Daisy' is a more tranquil environment for those who may feel overwhelmed on another unit. Upstairs there is the 'Daffodil' unit which has 15 bedrooms and provides dementia nursing care. Lastly, upstairs there is 'Evergreen' which is a general nursing unit that has 20 bedrooms. It is decided on assessment where someone would be most suited and when residents need change it is up to the resident whether or not they wish to move units.



The furnishings throughout the home are effective and serve their purpose but some chairs, for example, seemed well used and could do with a deep clean or being replaced. The corridors are well lit, free from trip hazards and there are hand rails. There were some areas in the corridors that were a little cluttered. The corridors are decorated with large photos of local and Cheshire landmarks which makes a familiar environment for a lot

of residents. 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 building felt warm but not uncomfortably so.



The home overall looks well cared for and we were told that the maintenance staff is very proactive in maintaining this. We met Andrew, the Manager of the Maintenance Team. They are a new team and Andrew works alongside two others. He told us about all the work they have done and are planning to do. He told us at the beginning of each month the focus is ensuring all the residents' rooms are in good order and then they

move onto the corridors and communal area – we saw evidence of newly painted and decorated areas.

Communal areas



The 'Primrose' unit has a large open plan living and dining space with a TV and kitchenette. The room was bright and there were crafts displayed on the walls. There is also a large display area that is decorated regularly with a current topic. They are just planning a display for Black History month following on from the LGBTQ display they recently had.

'Daisy' has a separate entrance to the outside for friends and relatives that have key code access, but it is not regularly used; it still has a signing in book and relevant leaflets and information. The unit has a separate living room and dining/kitchenette space and the deputy manager was very excited to show us the mural she



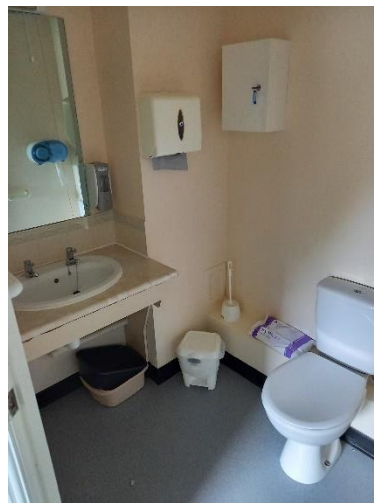
has had painted in the dining room to make it more appealing to sit in. There is also a pub on this unit named after a local pub in Frodsham. There are pictures of the original pub, a bar, seating and a dart board.

Upstairs both 'Daffodil' and 'Evergreen' have separate living room and dining/kitchenette spaces. Each unit has accessible bathrooms and shower rooms. There is a homely feel throughout the premises and there was lots of

natural light throughout. Each unit had board games available and an Alexa for residents and staff to play music easily.



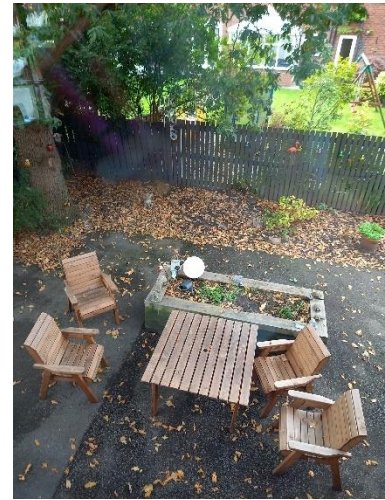
Residents' Rooms



Rooms are not large but they are comfortable and clean. The rooms we saw had large windows affording plenty of natural lighting. All rooms are en-suite and have a toilet and sink; some also have a shower. There were personalised name

plates on each room. 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



We were shown around the outdoor spaces by Andrew, the Maintenance Manager. He talked us through the work they have done to ensure that there is more natural light coming into the building, additionally making sure that residents have a good view from their rooms. He explained that one lady likes to see the birds feeding so he made sure she has bird feeders outside her window. There are raised beds that they plan to make more accessible for residents. They have also recently purchased some new garden furniture and gazebos.

Other Facilities



The home has a hair salon which is located on the 'Evergreen' unit and is open two or three days a week, depending on demand. The hairdresser is freelance and there is a display on the door showing the opening times for the current week. There is also a Chiropodist who visits the home regularly.

Food and Drink



The dining areas were laid out nicely with table cloths and menu cards on the table. Residents are not asked what they would like until the point of service and for those who may find it challenging to decide they will be shown the two different options plated up. It was noted that when speaking to residents in the dining room the evening option of 'Vegetable Frittata' was confusing and they did not understand what a Frittata was, staff were also unsure and had to ask the chef. It may help to have pictures or a small description on the menu.

There are several choices at lunch including sandwiches, salad or hot meals and two choices of evening meal but if residents wanted something else there is always something available. We were told, if a resident wants some tea and toast at 3 am they can of course have it.



On a monthly basis each resident's dietary requirements are reviewed. Residents are weighed to identify any concerns and some residents then have their meals tailored to meet their needs under the guidance of the dietician using MUST (Malnutrition Universal Screening Tool).

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. Hydration stations are available in every lounge for residents to help themselves.

Recreational Activities



The Activities Coordinator, Sharon, was very happy to talk to us about her role which she loves. She has worked at the home for the last 10 years and the first thing she told us was "I come to work every day and enjoy myself". She was very engaging and enthusiastic. She works four days a week and is supported by a volunteer. The home is currently out on recruitment for another part-time Activities Coordinator.

There are a range of regular activities that residents can join in with such as knitting club, bingo, music therapy and dominos/snakes and ladders – Sharon explained how she uses 'category cards' to differentiate for those residents who need it to ensure that they can be included in the games. There are timetables displayed in the home showing what is on offer; these can also be found on the back of the menu cards in the dining room. All four units are encouraged to come together to take part in activities.



Sharon will regularly visit every resident's room 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, she will make sure she spends time with them in their room, chatting or doing a one-to-one activity. Each Friday Sharon will go to a lady who is bed bound and sing her favourite hymns with her.



Sharon was very proud of her award winning Famileo project. Famileo is a personalised paper gazette full of residents' family news which has been sent by the family digitally. Sharon prints these out for the residents every week along with the Memory Lane gazette provided by MHA. She also creates, 'This day in history' each month for residents to engage with and discuss.

The home has a 'Seize the Day' scheme that allows residents to make a wish. A recent example is a gentleman who wanted to see the new Silver Jubilee Bridge, the railway bridge and the Mersey Gateway Bridge now all completed. Sharon drove him to see each then they went to the Catalyst Museum where they had coffee and cake and a member of staff took them to see all three from the observation gallery.

The home has great connections with the local community and have regular visits from the local Brownie group and schools. The local taxi firm has offered free transport for residents 'seizing the day' and they send in Easter eggs each year for the residents. They have also previously hosted coffee mornings with Ashley Court (a retirement housing building in the cul-de-sac) residents and MacMillan coffee mornings with the local churches.

There is a minibus at another local home which they are able to share, Sharon had planned to go and test drive it just before the pandemic but was then unable to because of lockdown. She is hoping to use the minibus to take residents further afield in the future.

Residents

During our visit we noted that all the residents we saw appeared clean and well cared for. It was noted one lady who was sat in a communal area asked for her hearing aid and when we passed again a few minutes later

she had still not been given it. Residents we spoke to told us they were happy living at Chapel Fields, some residents commented on how good the food was and others said they liked to join in with activities. We were told that the home celebrates all birthdays and the chef will make a cake for the celebrations.

They have a "Resident of the Day". This means each month residents will have their room deep cleaned, maintenance will check if anything needs fixing and their care will be reviewed. Each resident has an allocated member of staff; this could be a care worker, nurse, activities coordinator etc, and they will review their residents' care plans every 6 months and every 12 months the care plan is completely re-written.

They are in the process of creating memory jars for each resident which will be glass jars full of slips of paper with their memories on. Staff will be able to take out a memory when chatting with a resident or even when providing personal care as a way to put residents at ease and build stronger relationships.

There is a Church Minister who has a lot of involvement with the home and provides regular services to those residents who want it. We were told residents are supported to follow all religions or none.

Relatives and Friends



During our visit we saw several friends and relatives (and a dog) visiting their loved ones. We were unable to speak to any relatives but people seemed to be enjoying their visits. We were told residents' relatives and friends are welcome at any time and to join in with activities. We were also told about the husband of one of the residents who comes to have his meals with his wife. There is no designated space for visiting; visits take place in residents' rooms or in any

of the lounges. The Deputy Manager told us they plan to set up a Facebook page to help keep friends and relatives up to date.

Staff

The staff we met were in uniform and looked smart and tidy, they were also extremely pleasant and forthcoming. They 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 love working here' and it seemed in most cases this was because they felt supported and genuinely really loved their residents.

Chapel Fields 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. They do have lots of long-standing members of staff. Several members of staff we spoke to had been there 10 to 20 years. The Deputy Manager has been in post for 2 years.

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.

We were told about a couple of residents who had communication issues and that it was felt it was important to give these residents a way to communicate. They are currently having conversations with the ACE Centre - a service which supports communication challenges to find suitable materials to assist conversations.

The Deputy Manager talked about dignity and respect and that staff are placed on units where they feel most confident and can engage best with residents. We were told that she had recently moved some of the more

senior female members of staff onto 'Daffodil' as their manner lends itself to working with residents with dementia.

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 the staff we spoke to during our visit confirmed

that the Manager would listen to any concern they had and that they felt heard. There is also a suggestion box for staff in the staff room.

The Deputy Manager told us a member of staff had recently reported a concern regarding an agency member of staff's moving and handling which was then dealt with appropriately. As an organisation, when using agency staff, they monitor their performance and raise any concerns back to the agencies e.g. patient handling.

Medication and Treatment

The home is linked to The Knoll Surgery, the Doctor visits twice weekly and the Advanced Nurse Practitioner attends regularly to support the medical needs of the residents. All residents are required to register at The Knoll Surgery if they are not already; they cannot stay with their old practice.

We were told residents have their own dentists and, if they did not, that would be addressed at the point it was needed. The District Nurses also support the home and prescriptions are ordered and delivered by Boots.

Recommendations

- To continue with the recruitment of an Activity Coordinator as well as other necessary staff.
- For the Maintenance Team to continue their work to make the outdoor spaces accessible, enjoyable places for residents to do activities and relax in.
- One room looked out onto the side car park and a vehicle was parked right outside the window blocking any view and potentially affecting dignity/privacy – perhaps look at replacing this parking space with a flower border/screening
- Consider adding pictures or small descriptions on the menu cards to help residents make decisions and look forward to their meals.
- Where possible keep the corridors clear of supplies etc.

What's working well?

There appears to be a genuine desire to do the absolute best for the residents at Chapel Fields and the staff we spoke to clearly love working there. Residents appear to feel supported and cared for.

The Famileo project was one that particularly stood out and is a great way to keep residents and their family and friends connected. Also, the 'Seize the Day' scheme giving residents the opportunity take part in an activity or trip designed especially for them.

Service Provider Response

No response has been received from the provider.