

# healthwatch

Cheshire East

## Enter and View Report

**Elworth Grange Care Home**

**Sandbach**

**28<sup>th</sup> November 2022**



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## Report Details

<b>Address</b>	Elworth Grange James Brindley Drive, (off Booth Lane), Sandbach, CW11 3TQ
<b>Service Provider</b>	Ideal Carehomes Ltd
<b>Date of Visit</b>	28 <sup>th</sup> November 2022
<b>Type of Visit</b>	Unannounced ( <b>See methodology on page 5</b> )
<b>Representatives</b>	Grace Owen Philippa Gomersall
<b>Date and detail of previous visit by Healthwatch Cheshire East</b>	N/A

### 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 people 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 66 Service Users

#### **Registered Care Categories**

Dementia, Mental Health Condition, Old Age and Sensory Impairment

#### **Other Care Provided**

Own GP if required and Respite Care

#### **Group/Owner**

Ideal Carehomes Ltd

**Person in charge**

Sarah Rodger (Home Manager)

**Local Authority / Social Services**

Cheshire East Council

**Admission Information**

Ages 65+

**Room Information**

Single Rooms 66

Rooms with ensuite WC 66

**Facilities**

Bar/Cafe on premises, Close to Local shops, Gardens for residents, Lift, Near Public Transport, Own Furniture if required, Phone Point in own room/Mobile, Residents Internet Access, Residents Kitchenette, Television point in own room, Wheelchair access

## Details of Visit

### Environment



Elworth Grange is a modern purpose built three-storey home which is situated on James Brindley Drive (off Booth Lane) just outside of Sandbach. It is easy to find and well signposted. There is parking to the front of the home. However, the car park was full when we visited and people were having to block each other in. The building is in good condition with a table and chairs and a bench at the front door, but unfortunately there is no signposting to the entrance door and a visitor asked us in the car park where the entrance was.

We were greeted by the front of house manager, Kate Bartlam, who was very welcoming and asked us to sign in. She informed us that Sarah Rodger the Manager was on leave. Rachel McIntosh has been acting as the Manager for the last 4 weeks so it was decided that we would first sit and chat to her and Kate 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 Elworth Grange enter the home via a large, bright reception which appeared friendly and welcoming and Kate, the front of house manager, is there. It has a small, café-style desk with tables and chairs. There are displays in the entrance showing the date and who is in charge and also meeting dates and activity timetables.





There are secure doors and a key code to each floor and the lift. Residents with capacity are given the code for the lift. There are 66 bedrooms but at the time of our visit the home had 41 residents. The ground floor is predominantly residential and the second and third floor are home to residents with dementia. Each floor is almost identical in layout in order to be dementia friendly and residents are encouraged to mix between floors.

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.



The home is furnished to a very high standard and the corridors are wide, well lit, free from trip hazards and there are hand rails. They have been decorated with pictures that have various themes e.g., Blackpool, film posters, gardening and mechanics. We were told that these are created based on current residents' interests in order to evoke memories. There is also seating in the corridors for residents to have a rest whilst they move around the home.

### 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; for example, photos of residents on bookshelves rather than generic photos.





Each floor has a living and dining space with a kitchenette. The ground floor has a garden room which is decorated with garden furniture and plants. There is also the kitchen and the laundry on the first floor which all three floors use.

The second floor has a quiet lounge and a cinema room which we were told residents use regularly for film nights but also to share family photos. The third floor has another small quiet lounge which is often used for meetings residents might have with social workers, etc. There is also the library room which has the old map of Sandbach as wallpaper and a sky bar in which residents often celebrate birthdays. Each floor has a toilet and an accessible bathroom with a bath and another toilet.



## Residents' Rooms



Rooms are not large but they are comfortable and clean. The rooms have large windows affording plenty of natural light and a number of rooms on the ground floor have doors to the garden.

All rooms have ¾ beds, mini fridge, call bell and are en-suite with a toilet, sink and shower. Each bedroom door is painted a different colour and looks like the front door of a house; there were also personalised name plates on each door with pictures of things that interest residents. 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 garden wraps around the home and there is a path which is used for daily walks. There are areas for residents to sit, in the outdoor area, however, the majority of tables and chairs had been put away for winter at the

time of our visit. Some of those who have rooms on the ground floor have a table and chairs just outside their doors and one lady has her own pots and a section of the flower beds she maintains herself as she loves to garden.



There are a variety of planters of different heights which we were told residents enjoy maintaining and have grown leeks and strawberries in.

## Other Facilities



There is a hair salon in the home which is used by some staff when washing residents' hair as well as loved ones who visit residents and want to wash their hair. There is also a hairdresser who comes in once a week. There is a chiropodist who visits every four weeks and both hairdressing and chiropody are

included in the home's fee. There is a hearing loop in the home.

## Food and Drink



The dining areas on each floor are very spacious with white table cloths and menus on the table. All meals are made in-house by the chef, Dave. Residents are not asked what they would like until the point of service but their options are displayed around the home. However, the menus we saw were not pictorial which would help some residents to understand their options. Snacks and drinks are available throughout the day and if residents wanted something else not on the set

menu there are alternative options. The Acting Manager told us that recently one man requested a pasty at 4pm so he could have an early night and that was sourced and arranged for him. Some residents have their meals tailored to meet their needs and Dave knows the residents very well and takes time to speak to them and discuss their likes and dislikes. For example, one gentleman likes tomato soup every day for lunch so Dave ensures that he gets it. Friends and relatives are welcome to enjoy a meal with their loved ones.



## Recreational Activities

The home has two activities coordinators that cover 10am – 3pm, 7 days a week. There are activity timetables displayed around the home for residents to see what is going on. The activity coordinators will also speak to those who do not wish to leave

their rooms to see what they would like to do and 1-to-1 activities can be arranged.

There are a range of activities that residents can join in with such as flower arranging, movie club, baking, bingo, quizzes and a daily walk around the halls and grounds, which a resident told us he had requested at a meeting and the group was created the next day. The home uses a local taxi service for trips further afield and regularly go to B&M and the local pub. They also have a Polish resident who they are arranging trips for to the Polish supermarket.

The Acting Manager told us that having an involvement in the community is a big thing for her and she has made connections with local groups, including a baby group and Dementia Friendly Sandbach who now sometimes hold their groups at the home allowing residents to take part. We visited whilst the home and Dementia Friendly Sandbach were hosting a coffee morning on the second floor. It was great to see residents engaging with the community and sharing coffee and cakes. The home also hosts community coffee mornings and last month hosted a Halloween party for local children, which residents loved. Management have reached out to local schools about working together but have not had any interest.



## Residents

During our visit we noted that all the residents we saw appeared clean and well cared for. The care residents receive seems very personal. We talked to several residents, some were in groups in the larger lounges, others were sitting reading in the smaller ones and some were in their rooms. Although

several regretted having to come into care they had no complaints about the home or the staff.

Residents' birthdays are celebrated with a personalised cake; one lady had recently requested a hedgehog cake which they made for her. They also receive a card and gift from all of the staff and can choose any meal they like.

They have a "Resident of the Day" which enables senior carers to thoroughly go through and ensure care plans are up to date, and check that the family and resident have been offered involvement in the care plan. Maintenance will also speak to the resident and ensure they are happy with everything in regards with their room, they will hang any pictures etc.



A resident brought two pet budgies to the home which now live in the first floor living room.

Residents are able to bring their pets with them if a risk assessment allows it. Family and friends bring pets in to visit residents.

The home is affiliated to the local Sandbach church which holds weekly services in the home. The only religion currently practised in the home is Christianity but if they had a resident who

practised another religion, they would look into how they could support that individual.

There are monthly resident surveys as well as meetings where any ideas or feedback can be raised as well as discuss upcoming events and activities. They create a 'What you said, what we did' sheet following

What we asked	What you said	What we did
<p>We asked if you were happy with the care being delivered, and if you had any suggestions on how we can improve your care?</p>	<p>Overall, you were happy with the care provided.</p> <p>You did state that you wanted to;</p> <ul style="list-style-type: none"> <li>Go on more walks</li> <li>Have the ability to read your care plans</li> <li>Have more communication regarding activities</li> </ul>	<ul style="list-style-type: none"> <li>Walking clubs are arranged on throughout the week. Activity staff will also facilitate more walks in between, if requested.</li> <li>'Resident of the Day' - we will provide you with your date, where a member of staff will come &amp; read your care plan with you, to ensure you're satisfied with the contents. If you wish to read it in the meantime, please just ask a member of staff!</li> <li>There is now a new resident mail box kept on the coffee bar in reception, mail will be delivered directly to your rooms every Monday!</li> </ul>

each survey to ensure residents can see what action has taken place.

## Relatives and Friends

The home does not have set visiting times and loved ones do not need to book. Visits can take place anywhere in the home. If there is an outbreak of illness there are still no set times, but only central caregivers can visit residents and are asked to call the home beforehand and visits take place in the residents' rooms. Overnight stays for loved ones have not been requested before but it is something the home would risk assess at the time.

The Acting Manager told us she emails a monthly newsletter with updates to friends and relatives with what the home and its residents are doing. These can also be collected from reception. The home also regularly posts on social media. Friends and relatives are invited to monthly meetings and are given a monthly survey.

## 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. All staff wore name badges and most wore uniform.

The home has an employee of the month who receives a certificate and gift. They also have 'Quiz Friday' and the staff member who answers the quickest gets a bottle of bubbly.

Rachel, the Acting Manager, said that staff can struggle when a resident passes away; they are offered bereavement support and coffee and a catch up and are able to attend the funeral.

Elworth Grange has not been unique in facing challenges concerning the recruitment of staff. The Acting Manager, Rachel, shared it was the home's

biggest challenge. However, she has done a big recruitment drive and said her biggest success would now be recruitment. The home currently uses very few agency staff; often only one. Where they do use agency staff, they try to have the same agency workers. The home was opened in June 2020 and the Manager has been in post since the home opened.

The Manager talked about training, supervisions, and appraisals. Staff are given plenty of training including dementia training. New staff have a 7-day initial induction as well as eLearning courses and a shadowing period. Staff have quarterly supervisions and annual appraisals. Staff are also given a monthly survey to provide the home with feedback.

The Acting Manager said the provider, Ideal Carehomes, is good and the regional manager visits the home weekly and they attend monthly governance meetings.

### **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 choose whether they want their door open or the privacy of the door closed; we witnessed staff knocking before entering residents' rooms.

Rachel, the Acting Manager, said the home ensures they offer person-centred care and ensure residents have choice and that staff always seek consent.

### **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. Any complaints have to be responded to within 28 days and are registered on the system.



Sarah Rodger, the Manager, is the safeguarding lead.

## **Medication and Treatment**

The home is linked to Ashfields Medical Practice and a medical professional visits the home once a week. Residents are asked to register with Ashfields but, where a resident does not want to change GP practice, the home would see if they could facilitate this.

Elworth Grange is not a nursing home so if a resident becomes unwell, they will liaise with the GP and the District Nurses will do any nursing care. The home is also linked to an NHS dentist, Boots pharmacy in Winsford and Iris Opticians, who also do hearing tests.

## **Care Home Best Practice Initiatives**

Elworth Grange uses MUST (Malnutrition Universal Screening Tool) which is a five-step screening tool 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.

The home does not use Restore2 (Recognise Early Soft-signs, Take Observations, Respond, Escalate) which is a physical deterioration and escalation tool for care settings. It is designed to support homes and health professionals to recognise when a resident may be deteriorating or at risk of physical deterioration and act appropriately according to the resident's care plan to protect and manage the resident.

They also do not use RITA (Reminiscence/Rehabilitation & Interactive Therapy Activities) which is an all-in-one touch screen solution which offers digital reminiscence therapy. It encompasses the use of user-friendly interactive screens and tablets to blend entertainment with therapy and to assist patients (particularly with memory impairments) in recalling and sharing events from their past through listening to music,

watching news reports of significant historical events, listening to war-time speeches, playing games and karaoke and watching films.

## Recommendations

- To continue to peruse more community connections.

## What's working well?

Elworth Grange is very person-centred and tries to make it a real home for residents with touches such as framed photos in the corridor and the wide range of activities which are directed by residents' requests, such as the walking group. The work the home is doing to bring the community into the home seems to be very successful.

## Service Provider Response

No feedback was received from the provider.