

healthwatch

Cheshire West

Enter and View Report



Orchard Manor

Upton, Chester

18th September 2023

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Report Details

Address	Orchard Manor Care Home 12A Acres Lane Upton Chester CH2 1LY
Service Provider	Zion Care Ltd
Date of Visit	18 September 2023
Type of Visit	Unannounced with 'prior notice'
Representatives	Mark Groves, Jodie Hamilton, Tricia Cooper
Date of previous visits by Healthwatch Cheshire West/East	9 December 2019

This report relates to findings gathered during a visit to the premises on specific dates as set out above. The report is not suggested to be a fully representative portrayal of the experiences of all the residents, friends and family members or staff, but does provide an account of what was observed by Healthwatch Cheshire Authorised Representatives (ARs) at the time of the visits.

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 staff and volunteers, who are trained as Authorised Representatives to carry out visits to health and care premises.

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 are circulated to the service provider, commissioner, the CQC and relevant partner organisations. They are also 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 residents, friends and relatives of the named services and understand their experiences
- To capture these experiences and any ideas they may have for change
- To observe residents, friends and relatives interacting with the staff and their surroundings
- To make recommendations based on Healthwatch Authorised Representatives' observations and feedback from residents, friends and relatives

Methodology

This Enter & View visit was carried out with 'Prior Notice'.

A visit with 'Prior Notice' is when the setting is aware that we will be conducting an Enter & View visit. On this occasion an exact time and date were not given.

Prior to the Enter and View visit the service was asked to display both the letter announcing our visit and a Healthwatch Cheshire poster in a public area. The service was also asked to share surveys amongst residents, friends and relatives. Members of the Healthwatch team visited the service prior to the Enter and View visit to deliver paper copies of the surveys.

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.

About Orchard Manor Care Home

Orchard Manor is 93 bed care home providing residential care for the elderly, those with dementia and brain injuries. There are currently 79 residents who have their own bedrooms (89 rooms are ensuite) and have access to communal lounge areas over 2 floors. One lounge is undergoing redecoration currently. There is a large front lawned area and a smaller back lawned area with a fenced pond.

Findings

Arriving at the care home

Orchard Manor is located down a residential road close to the zoo in Upton. It is easy to find and the signage on the road by the entrance is clear.

We were greeted by the Manager and given a tour of the building by the Deputy Manager who was very knowledgeable and knew the residents by name.

Treatment and care

Quality of care

The home uses Fountains Integrated Care Home Service, an enhanced service dedicated to care homes. The service operates from Fountains Medical Practice and works exclusively in Chester care homes. It includes GPs, nurses and other health professionals whom all have a special interest in elderly care. A dedicated GP visits every Tuesday and as and when required. If residents prefer, they can remain with their own GP if they are in the local area. The Manager told us if a resident becomes unwell and needs additional care, they try to keep them in the home, if they wish, as long as possible with the support of the GP Enhanced Service.

The other services the home has access to includes Physiotherapists, Dieticians, Admiral Nurses, Social Prescribers, Social workers, Podiatry Teams, Diabetic Nurses, TVNs. The home also works closely with the End-Of-Life Partnership Team and the Mental Health Team. The Manager told us that the MDT team that come offer a great service and helps improve the care provided to the residents.

A chiropodist visits the home every Friday, and most residents are aware of this.

Orchard Manor has a link with a dentist at Kingsway and Bridgewater Dentist, a service for adults requiring specialist care. The Manager said on occasions they find it difficult to get appointments. Vision Call Opticians come into the home to see the residents. They also have a link with a local pharmacy.

There are no discharge beds at Orchard Manor.

There is a hair salon on site, and we were told a hairdresser visits every Wednesday. One of the Activity Co-ordinators and one of the resident's Advocates are qualified hairdressers so they always have someone on hand if residents need their hair done for a special occasion.



There are daily activities for the residents, and a weekly activity timetable is on display outside the front door.

On Willow Ward they have fiddle boards in the corridors for residents to use.

During our visit we saw a lot of residents asleep or resting in beds, and some were interacting with staff or watching television in the lounges.

Call bells were heard whilst we were there, and they were being answered quickly.

Residents looked clean and tidy.

When asked what they think is the best thing about life at the care home, a relative said:

"The people...The staff are all friendly, helpful and caring both towards the residents and visiting relatives. The care home Manager is approachable and will take time to listen to any concerns you may have. This can also be said for the duty Nurses, and carers. The primary concern of all the staff is to make sure the residents are cared for and looked after in the best possible way."

"Caring staff who always keep us updated as we do not live in Chester."

Residents said:

"The food and dancing"

"Easy going and comfortable"

"The friendly staff"

When asked if there was anything residents would change about the care home:

"Nothing"

"More communication"

"More music"

When asked if there was anything relatives would change about the care home:

"The laundry processes- Mum rarely has her own clothes in her drawers let alone on the person when her visitors visit. I live too far away to be able to visit regularly so friends kindly facetime me and her clothing is always a cause of debate."

17 out of 19 residents who responded said they felt cared for in the home. Three said they felt cared for sometimes.

One said *"I am asked regularly if I am alright. All I have to do is ring the bell and the staff are here."*

Privacy, dignity and respect

We were told staff have training in these areas and all staff work by the home's values; *"GDPR is adhered to, and respect and dignity is followed all the way through the residents' care plans"*

Regarding accessible information, Orchard Manor has different options available if needed. We were told they can print anything in larger print and there are visual aids and assisted hearing for individuals.

We saw personal belongings such as photographs and books in bedrooms which made the rooms homely.

When asked if they felt cared for and safe, and if their dignity was maintained, most residents said yes.

Understanding residents care plans

Each resident has a care plan and Orchard Manor uses PCS (Person Centred Software) to store and share this information. These plans are updated regularly and reviewed every 28 days, and residents are invited to be

involved in their care plan each month. Relatives are also encouraged to be involved.

The care home has a monthly Orchard News newsletter, which includes upcoming birthdays, a resident profile, information on care plan reviews and activity highlights. Relatives are invited to family meetings. The care home is also in the process of putting together a Relatives Committee and are encouraging relatives to join.

One relative said, *“My mother is as safe as she can be given her complex needs.”*

Relationships

Interaction with staff

Most staff were wearing name badges during our visit. The Manager informed us not everyone has one yet because some had errors and some staff are new.

Staff appeared happy and approachable, and many of the staff greeted us whilst we walked around the building.

We saw staff chatting with residents and the staff looked happy and were smiling.

When asked if they have a good relationship with the staff, 16 out of 17 residents said they did.

The Manager said the staff have a person-centred approach with all residents. They communicate with individual residents in different ways. For example, some residents like banter, some residents like a soft calm approach. The staff appeared to know the residents well.

Connection with friends and family

Orchard Manor helps residents connect with family and friends with the use of phones and tablets. Visitors can attend at any time and booking is not required, although the home tries to protect mealtimes. Visits can take place

anywhere around the home depending on the residents' preferences, for example in their bedrooms, lounges or outside.

If there is an infection outbreak, the home tries to limit the impact on visiting by having two visiting pods. They follow the guidance in place at the time and use PPE. Residents can also use the tablets to Teams call family and friends.

If friends and relatives wish to raise complaints, concerns or provide feedback, this can be done by email (there is a display in Reception which shows the email address to use) or they can go directly to the Manager. The Home regularly carries out audits.

We saw friends or family visiting residents in the lounge and in some bedrooms.

Wider Local Community

Local primary schools and the local high school come to visit and help with activities with residents. Orchard Manor has a connection with the local zoo, who provide free tickets. The local spa often helps to pamper the residents, and there are also trips out for coffee mornings and afternoon tea.

Everyday Life at the Care Home

Activities

Orchard Manor has three staff in their activities team, in total working 105 hours a week. There is a weekly activity schedule on display, and this includes craft, music, singers, visits from animals, and recently from owls! The activities team also visit the residents for 1-2-1 activities, or just to sit and talk or read to the residents. The Home also has a magic table (an oversized interactive tablet) which involves interaction and Oomph! On-Demand (a person-centred software used in wellbeing and social activities for residents in a social care setting). Some residents said they join in exercise classes and a number join in group activities. There were no activities or celebrations taking place during the time of our visit.

One resident said the Home *"celebrated our golden wedding anniversary in March and the care home made me a cake."*

Special days or events are integrated into the activities.

A number of the residents enjoy the regular trips to the zoo, the coffee mornings out, visits to the local pub and a garden centre. A recent event involved taking some ladies out for 'ladies that lunch'.

Orchard Manor does not have their own transport but use a local company as and when needed to hire a bus. They find it difficult to use taxis as they can no longer be pre-booked.

Person Centred Experience

Before residents come to stay at Orchard Manor, information on each resident, including their care and wishes, is collected. The Home involves families and next of kin with their care plans. Regular reviews are carried out and care plans are adapted when needed.

Orchard Manor has a Sensory Calming suite which is a relaxing cosy area which residents can use. There is a giant interactive iPad, residents can have their nails painted and one to one activities can take place in here.

If residents wish to raise complaints, concerns or provide feedback, they are able to do this with staff or direct to the Manager. There is information in their newsletter on how to review Orchard Manor online via Carehome.co.uk and Google, or by using one of their compliment slips. Visitors can also give feedback when signing in. Monthly resident meeting also take place.

Religious and spiritual needs are met by a priest who visits monthly and gives Holy Communion as and when required. Some residents have their own priest visit from the local area.

Pets are allowed to visit residents in the care home.

Environment

Orchard Manor is located down a residential road close to the zoo in Upton. It is easy to find and the signage on the road by the entrance is clear. The front lawned area is well kept, however the car park area would benefit from some attention and additional parking spaces. The drive surface is poor.

To access the building, residents have a key code, but visitors have to ring the bell, are greeted by a member of staff and are required to sign in on a tablet in the reception area. There were various posters in reception, including the results of a Relative satisfaction survey. A Healthwatch Enter and View letter was on display along with our surveys and our poster with QR code.



Communal Areas

The communal lounges and dining rooms were bright with plenty of outside light and had pictures on the walls. One of the downstairs lounges lacked a homely feel, and another was being decorated whilst a couple of residents were watching television.



Some rooms had been refurbished and others were in need of redecoration.

The dining room in Willow Dementia Unit was functional and also lacked a homely feel compared with Maple Unit's dining room which had a more inviting 'warmer' feel.

The ground floor corridors are painted brick or breeze block and have some pictures and fiddle boards on the walls. One has a notice board with thank you cards and others had murals. There is no natural light in the corridors, but they are well lit and spacious.



There is a lift for access upstairs. Signs for the toilets and hair salon were fun and clear.

The furniture in the communal areas was functional, but some looked dated.

The air seemed mostly fresh and the main areas were odour free, however as we passed several rooms there were strong odours. The nature of some residents' conditions may have caused this. The temperature and noise levels were reasonable.

In addition to the ensembles, there are a number of bath and shower rooms, and currently one wet room, all of which were clean. They are in the process of converting more of the bathrooms to wet rooms.

There is a communal lounge on each floor (four in total) and three dining rooms. All are well decorated with pictures and displays.

Residents' bedrooms

The bedrooms, 93 in total, are a good size, 89 of which are ensuite. There is lots of natural light and many of the rooms overlook the front or back gardens. We saw rooms well decorated with photographs and personal possessions. Residents are able to bring their own furniture and furnishing if they wish. There is a personal display outside each door with the resident's name and nurse/carer's name.



Outdoor areas

There are accessible, large gardens for residents to use and relax, and a well fenced off pond. A memorial to the residents who died during the Covid pandemic has been built in the garden and was painted by the residents and activity co-ordinators, as had the benches and seats.

When asked, many residents said they spend time outside.



Food and drink

A chef prepares all meals fresh on site, and menus on the walls are pictorial as well as written. We were told the activities staff take a menu round each morning and there is multiple choice at breakfast and two options at lunch and dinner. The residents are able to choose something different if they wish and can choose where to eat their meals. The dining rooms are clean and well presented. Whilst there we observed snacks being provided to residents during our visit, and the Manager told us the tea trolley goes round at 11am, 3pm, 7pm and 9pm.

We were offered lunch (fish, potatoes and cabbage with parsley sauce) which was hot and tasty. The portions were adequate and the residents appeared to enjoy their food. We watched the staff and Activity Coordinator support the residents during lunch, most of whom were unable to feed themselves without help. The staff were considerate, kind and caring, always calling the residents by their names and interacting well with them.

Care Home Best Practice Initiatives

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 manager informed us they use MUST at Orchard Manor.

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.

The manager informed us they do not use Restore2.

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.

The manager was not aware of this. However, the activities team uses a magic table (oversized interactive tablet) which has similar benefits to RITA.

Recommendations

- Work on making the Willow dining room more homely.
- Continue with the redecoration and refurbishment.

What's working well?

- Relationships with residents.
- Activities involving varied days out.
- Caring and knowledgeable staff.

Service Provider Response

Thank you for visiting Orchard Manor Care home.

It was lovely to hear that your visit identified positive outcomes and acknowledged the hard work and dedication from the team.

We will communicate the positive findings to our residents, families, and staff and we will continue to work hard to provide safe, caring individualised care to meet the needs of our residents.

We welcome your recommendations and will be actioning these with immediate effect.