

healthwatch

Cheshire East



Enter and View Report

Station House Care Home, Crewe

13th February 2024

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Report Details

Address	Victoria Avenue Crewe Cheshire CW2 7SF
Service Provider	Care UK
Date of Visit	13 th February 2024
Type of Visit	Visit with prior notice
Representatives	Jodie Hamilton Tricia Cooper Philippa Gomersall
Date of previous visits by Healthwatch Cheshire East	10 th October 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 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 Station House

Station House is a 71-bed care home for nursing and nursing dementia care in a residential area of Crewe. Station House belongs to the Care UK Group and provides nursing for older people including those living with dementia.

Before Healthwatch visited Station House Care Home, ten resident and ten friends and family surveys were given to the Home to be completed, along with a poster with a QR code to gain access to the survey as a preferred method. Healthwatch received back one Resident and one Relative feedback survey. This feedback is included in this report.

Findings

Arriving at the care home

Environment

Station House is located in a residential area of Crewe, a short drive or a 15 to 20 minutes walk from Queens Park. It was easy to find and signposted from the main road. The building was well-maintained and looked in good condition. There was a good-sized car park that allowed the front of the care home space for ambulances and other medical transport.

There was a small foyer entrance where you entered the building before entering a secure reception. In the foyer, there was a visitor book to sign in and out and there were also relatives' monthly meetings advertised for the next six months.

We were let through a secure door by the care home's reception/admin member of staff and taken to the Manager's office where Healthwatch spoke with the Manager and Deputy Manager. All staff we encountered on our arrival were very welcoming and accommodating of the Enter and View process.

The care home reception is very spacious with a small seating area and different displays of information. There was an activities notice board with a weekly timetable, entertainment and trips information. There were also daily food menus and information cards on how to give feedback and leave a review. There was a list of future dates for a craft workshop and an art memorial that the residents had created with Creative Mojo (an all-inclusive arts and craft experience for the elderly and those who specialise in working with people with dementia.)





The Manager had been at Station house since September 2017 and had previously managed another Care UK home in Macclesfield.

When we asked what we should expect to see during our visit at the care home the Manager told us;

“Lots of interaction between staff and residents, and the chef will be walking around the home. You may see the resident of the day too.”

Healthwatch was shown around the Home by the Deputy Manager. The care home is split into two units; Victoria unit is a Dementia and Nursing Care unit and Coppenhall Mews delivers Nursing Care.

Treatment and care

Quality of care

From our observations on the day and speaking to the Manager and staff it was obvious that they cared about the welfare and experiences of residents in the home.

When asked what the best thing about the care home is, a resident shared with Healthwatch in the survey “It’s all about the comfort and having a fulfilled life.”

The residents seemed well looked after; all residents we saw were dressed in day clothes and appeared clean and comfortable.

Healthwatch noticed in some of the residents’ room that fall mats were used by the bed instead of bed rails. The Deputy Manager explained that they prefer to use fall mats as bed rails to reduce the feeling of entrapment.

We heard a number of call bells go off which were answered promptly and the Deputy Manager told us that we may hear more going off than usual as there were fall mats being connected to the call bell alarm.

The care home has regular GP visits and residents cannot stay with their own GP. For permanent residents, the home uses Earnswood Medical Centre, and a GP visits once a week.

For Discharge to Assess, they use Dr Franklin and Dr Kendrick (employed by CCICP, who are not linked to the medical centre). These GPs attend the Home four times a week.

Healthwatch asked the Manager "If a resident becomes unwell and needs additional care, are you able to try and keep them at home or do they normally go to hospital?" The Manager told us:

"Any unwell residents will be managed at Station House. We will arrange for the IV Team to come out to administer antibiotics if required. We will have end-of-life care here unless relatives specify that they want it to take place at the hospital, or the GP advises hospital."

At the time of our visit Station House had nine occupied discharge to assess beds.

A chiropodist visits the home every six weeks.

When Healthwatch asked the Manager if the Care Home had links with a dentist, they told us;

"No, we have tried but dentists don't come out into the community anymore. If a resident has a dental problem, we will take them to the emergency dentist."

The care home uses Eyecare Oncall opticians and Well Pharmacy in Nantwich.

Healthwatch asked the Manager "what other Health services visit the home? The Manager told us the following services visit: Tissue Viability Nurse, Podiatry, SALT (Speech and Language Therapist), Occupational Therapist and the Physiotherapist.

The Home has a salon and the hairdresser visits every Thursday.

Privacy, dignity and respect

As we walked around the Home, we saw staff interacting well with residents, helping them when needed. Residents seemed to be treated with respect and dignity throughout our visit. Healthwatch witnessed on two occasions residents being assisted with drinks and you could see the care being given to gently assist the resident.

Healthwatch asked the Manager “How do you ensure privacy, dignity and respect are promoted in the Care home”, they told us;

“Four times a day we carry out a “home Manager walkaround”, and document what we find and feed back to staff. Normally I will ask a team leader to join me on these. We also gain feedback from residents and have meal time observations.”

Healthwatch asked the Manager “what support is available for alternative systems/accessible information/hearing loops and large print information?”

The Manager shared they have a Chinese gentleman who speaks only Mandarin. They will communicate with him using flashcards, and some staff will use a translation app. If the resident needs treatment, for example, a dental extraction, they will organise an interpreter.

Two residents on the dementia unit are registered blind and very independent. One has had a number of falls so has been provided with sensor equipment to help them. The Home has a large interactive table for residents to do different activities, some of which are sensory, eg sound rather than visual.

Understanding residents' care plans

The Manager told us that residents' care plans are updated monthly or sooner if needed. For example, if an individual has wound care, whenever their wound is redressed, their care plan will be revised. Healthwatch asked if residents were involved with their care plans and the Manager told us:

“Residents are involved in their care plan, usually as part of the resident of the day. It's carried out by the team leader who will sit with the resident and discuss their plan and record everything on the document”.

The Manager informed us that sometimes they discuss care plans with relatives. Originally, they had a Dementia Forum in the home, but now when they hold relatives' meetings, they find they are poorly attended. The care home team developed questionnaires asking about contact preferences, frequency of meetings etc, which were posted out and emailed to relatives. However, only two questionnaires were returned. They find there is a lack of involvement from relatives. The Manager explained that some relatives do not want to discuss end of life so in these instances it cannot be included in care plans.

Relationships

Over the past six years the Manager told us;

"Relatives' engagement is our biggest challenge. We are going to send a newsletter to families to see if this will increase their engagement. We have tried holding meetings and events at weekends as well as in the week to encourage relatives to engage."

Interaction with staff

Healthwatch observed many interactions between staff and residents which all looked very positive. Staff were seen having conversations with residents and were seen promoting residents' independence. A resident arrived back from the hospital and it was noticed the staff let the resident walk a little to their bedroom before assisting the resident with a wheel chair for the rest of the way.

The Manager told Healthwatch;

"The relationship is very good between staff and residents; we get to know the residents really well. We have one lady in the dementia unit who loves horses, and we will use the sensory room where she will watch horse videos which helps to calm her down if she is agitated. It's about understanding the residents. The Chef also has a good relationship with the residents!"

Healthwatch witnessed the Chef interacting with resident; it was Shrove Tuesday during our visit and the Chef was seen having fun and making pancakes with the residents in the coffee lounge.

Healthwatch asked what the relationship was like between staff and relatives; the Manager told us she thought communication could be a little better, but there could be a language barrier. "The majority of staff are from overseas and English is not their first language. Sometimes relatives do not always catch everything said to them. However, we have put training in place for staff to improve their communication skills."



The Manager and Deputy Manager told Healthwatch staff should be wearing name badges. For new staff, they are waiting for a supply of these to be delivered and this can sometimes take a while. Healthwatch didn't see staff wearing name badges.

Connection with friends and family

During the time Healthwatch were at Station House we did not see any friends or relatives visit the care home.

When asked about keeping friends and relatives in touch with their loved ones, the Manager explained this is done in a variety of ways. Some will visit, others call on the phone (the Home has a cordless telephone). A number of residents have their own tablets and mobile phones.

When Healthwatch asked the Manager about visiting times and if meal times were protected from visiting times the Manager told us;

"Station House has protected meal times so visiting can take place anytime around meals (unless relatives are supporting with their loved one's eating and drinking). There is no need to book and visits can take place anywhere in the home. Relatives often ask to use the coffee shop."

If there was an infection outbreak in the care home the Manager told us Station House allowed visiting – the policy is one named visitor per resident. The Manager told us outbreaks tend to clear up quite quickly so

the impact on the Home is minimal. Residents will also use Facetime and their mobile phones to remain in contact with family.

Healthwatch asked the Manager “how and if friends and relatives knew they could leave feedback, raise a concern or make a complaint?”; the Manager told us;

“Complaints and feedback are usually raised directly with management. There is a copy of the complaint’s procedure in the foyer and in every bedroom.”

Healthwatch also saw feedback cards in the care home’s reception.

A relative shared with us that they knew how to leave feedback, raise a concern or make a complaint; they told us that they would speak to Management or a Nurse.

There was a poster with a list of dates for relatives' meetings in the reception and on a notice board. The Manager explained they hold meetings bi-monthly and have held one recently, but it was very poorly attended. They have had cheese and wine evenings in the past which were successful. The Manager told us they are going to develop a newsletter for relatives, to try to encourage involvement.



Wider Local Community

Healthwatch asked the Manager what links the care home has with the wider community; the Manager told us;

“Wistaston Church Lane Academy is involved with Station House, normally monthly. During Covid we started pen palling with children from the Academy and now they will visit the home with pictures and paintings they have made which they give to the residents. One of our residents’ visits Wishing Well Day Centre. We have community bingo where we invite the local community into Station House. We try to have a community event each month. We are planning to hold a weekly soup and sandwich drop in for anyone in the community to attend. There are quite a number of elderly who live locally and could be lonely.

“We are part of a pilot scheme for veterans in the community. If identified in the admissions process that a resident is a veteran, we will be supporting them and their spouses. It’s about understanding their behaviour, mental health, and so on. We will be organising for a veteran in the community to come in to engage with the residents. We are in the initial stages of the program currently.

Everyday Life at the Care Home

The Manager is proud of the interactive improvements that had taken place around Station House. They explained there used to be no points of interest around the Home and there was a lack of stimulation and interaction. They now have a bus stop, pub and many gadgets for residents to interact with and have found this has improved the wellbeing of the residents; this has been the biggest success to date. The Manager shared that Care UK has placed Station House on a refurbishment programme this year for the communal and reception areas.

Activities

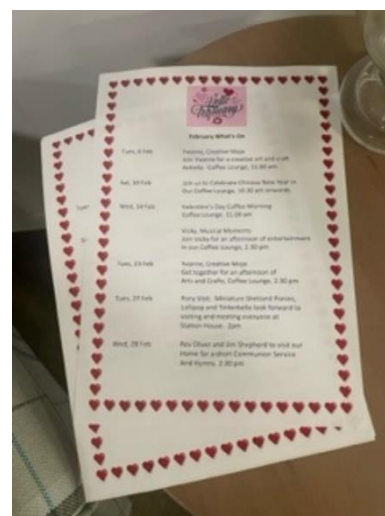
Station House has four Activities Coordinators who cover weekdays and weekends. In total they work approximately 80 hours per week and provide at least one hour of activity per resident each week.

Healthwatch visited the coffee lounge and observed activities taking place. The activities at the time were pancake making with the activities staff and the Chef. The residents looked like they were enjoying themselves. Later, as we were coming to the end of our visit we saw residents playing Bingo in the coffee lounge.

Healthwatch asked the Manager “how do residents know what activities are offered in the Home and do the residents have involvement in what activities take place?” The Manager told us “We have a timetable of activities on the board outside the office and on the walls in each unit, and we discuss these with residents. Inhouse, we have bingo, quizzes and film afternoons. Creative Mojo come in fortnightly which residents love.

Musical Moments come in monthly and we organise for pantomimes to come to the Home. We do one to one Namaste which involves sensory activity for those who can't engage. For example, hand massage with essential oils in the calmness of the sensory room. Residents are involved – the Home gains feedback from residents about activities which have taken place to help plan future ones. Some residents will ask to do certain activities they enjoy, such as arts and crafts, baking. Today they are making pancakes”.

A Resident shared with Healthwatch in the survey “Each activity is communicated individually to me. In addition to that, a circular note detailing the schedule of the activities are being given as well”



A relative shared with Healthwatch in the survey when asked is the person you are visiting happy with the choice of activities on offer, they told us that they were happy.

When asked how they were kept up to date with the activities offered, they shared with Healthwatch “Posters are put up and the Lifestyle team tells me also.”

Healthwatch saw multiple areas throughout the Home had a weekly activities timetable displayed and also what was on throughout the month. There were lots of fun things coming up in February. The Home has Shetland ponies coming to visit, craft with Creative Mojo, music afternoon with Musical Moments and a Reverend visiting the home for a communion service and hymns.



There was evidence that the residents enjoyed taking part in arts and crafts with Creative Mojo; there were lots of art displays around the Home. The Deputy Manager told us it was something the residents enjoyed and it was nice to see their art



work come together at the end. (Creative Mojo give residents a small piece of arts and craft each to complete and at the end a beautiful collage is put together to represent a theme.)

Healthwatch asked the Manager “are there 1-to-1 activities for those who do not leave their rooms?” The Manager told us;

“Yes, we use an interactive table, which is height adjustable and touch screen. The Activity Coordinators will read with the residents, do quizzes and life histories with them. We also use the Relish app and record all activities and the outcome, i.e. if they enjoyed them or not. The app invites relatives to upload photos or messages about what loved ones enjoy doing, for example, making jam tarts.”

The Manager shared with us that they celebrated special events, such as Chinese New Year, St Patrick’s Day, D Day, Pancake Day, Valentine’s Day and Easter.

Healthwatch asked the Manager whether or not residents were taken out of the care home. She told us “We do take residents out, to the garden centre and the local park which has a café. We’ve planned a number of excursions for 2024 and in April we are going on the Wheelie Boat, a barge with wheel chair access.” Station House do not have their own transport; they book a community bus for trips.

Person Centred Experience

Healthwatch asked the Manager “how do you ensure residents’ experiences are person-centred?” The Manager told us “We get to know residents’ likes and dislikes of all aspects of their lives. It’s about getting to know the individual and what they want and how they would like to be cared for.”

The care home has a resident of the day which is chosen by room number so everyone has their turn. The resident can choose what they would like to have for lunch, and the maintenance team also does a room check of their bedroom. They will inspect the electrics and, if furniture is attached to the walls, they will check all is safe.

Healthwatch asked the Manager “how do residents raise complaints, concerns or feedback?” The Manager told us;

“Normally residents will tell us if they have any concerns or issues. We’re visible, so they will talk to us when they see us around the home, or they will speak to their carer.”

There were feedback cards in the reception area for friends and relatives to leave comments about the Home.

A relative shared with Healthwatch in the survey that they knew how to give feedback, make a complaint or raise a concern and said “they would speak to management or a Nurse.”

The Manager told us Station House usually has bi-monthly residents’ meetings, and at the last meeting they discussed meals and any changes the residents would like to see.

When asked if there is access/provision for religious/spiritual needs? the Manager told us;

“We have a monthly church service, provided by the local vicar from St Andrew’s, All Saints and St Peter’s in Crewe.”

Healthwatch asked the Manager if the care home allowed pets to visit or live in the home; the Manager told us they allow pets to both visit and live in Station House. They explained they had their own dog who was cared for by the unit Manager, and that they have had residents’ cats living in the home. Relatives visit with their dogs too.

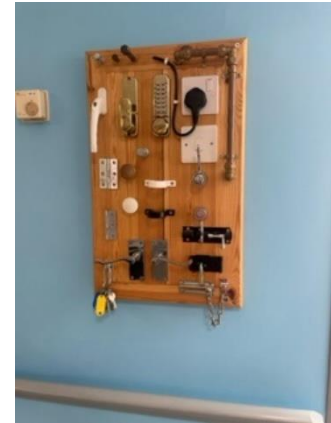
Communal Areas

The care home has two dining rooms, two lounges, a coffee lounge and a Namaste room. Around both units there are variety of seating areas along the corridors.

The building has lots of natural light from windows and the corridors are very wide.



We were shown first around the Victoria Unit which has 32 bedrooms; at the time Healthwatch visited 29 were occupied. This unit is very spacious and bright. It is adequately furnished and is very dementia friendly, there were fidget boards on the wall that are sensory touch for dementia patients.

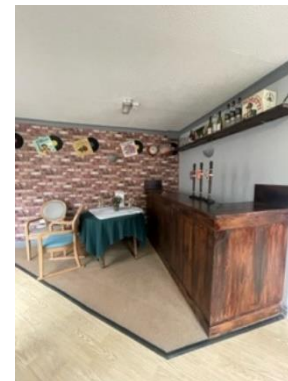


There were numerous different areas residents could visit; a post office, a market stall, and a bus stop. These areas are fantastic for stimulation for residents at Station House. We could see a lot of thought and work had gone into these

areas. The Deputy Manager praised the maintenance team for all their hard work in these areas. The environment was very relaxed with a good temperature and no odours. The unit was very clean and Healthwatch witnessed Domestic staff carrying out work and any breakfast dishes and used cups being removed from residents' rooms where residents may have had. It was clear to see that housekeeping is well maintained.



Coppenhall Mews, the Nursing unit, has 39 bedrooms of which 35 were occupied at the time of our visit. This unit is very spacious and bright. The unit is adequately furnished. The décor in this unit is very homely and traditional. There are plenty of seating areas for residents to use while walking around the unit. The environment felt very relaxed with a good temperature and no odours. Healthwatch witnessed Domestic staff carrying out housekeeping duties that consisted of cleaning residents' bedrooms and bed covers being changed. The units looked very clean and tidy. A recent addition to this unit is a lovely Bar for residents to enjoy.



The survey results showed that both residents and the relatives were happy with the temperature, noise level and cleanliness of the care home.

There are communal bathrooms, shower rooms and toilets in each unit; they are all of a good size with room for mobility aids and equipment, such as a hoist. They were all clean and tidy.



Residents' bedrooms

The care home has 71 Bedrooms; only two of these bedrooms are ensuite. All rooms were clean and tidy with adequate furniture.

The residents' bedrooms which Healthwatch saw are of a good size and some have garden views with access to the garden. If residents



wish to access the garden via their rooms, they will be accompanied by a member of staff. In the Dementia/nursing unit, any doors giving access to the garden have an alarm.

All rooms had a number and outside the bedroom was a personal box with things that the resident likes or is associated to them; these boxes are created with the Activities Coordinator. Rooms are personalised with the residents' own pictures and some with items from home.

Healthwatch asked the Manager "can residents make their room feel like their own with personal items and furniture?" The Manager told us;

"Residents are encouraged to bring in photos and pictures for their rooms. They can also bring in a favourite piece of furniture if they wish."

Both a resident and relative shared with Healthwatch in the survey that residents can personalise their room to make it feel their own.

Healthwatch asked if couples were able to sleep in the same bedroom, the Manager explained they have had a couple who shared a large bedroom with an ensuite, and they used their other room as a sitting room.

Outdoor areas

Station House has a large, well-maintained garden that wraps around the Home. It is very spacious with various areas paved for residents to walk safely on and also has plenty of seating.

The Manager told us that the staff encourage residents to go outside and use the garden. The Deputy Manager told us that in the summer they had a lovely summer garden party that was well attended by friends and relatives. There is evidence of this on the care home's social media.



Food and drink

Station House has their own catering staff and all meals are prepared on site.

Healthwatch asked how and when did residents choose their meals? and the Manager told us;

“We offer two choices at each meal time plus an alternatives menu for those who don't like the choices on offer. Cheese on toast is a favourite! In the morning, we put the menus on the breakfast tables. We have a cooked breakfast daily with a choice of porridge or cereal. Lunch time meals are normally a soup and sandwich or a hot meal. Hot dishes are provided at evening meal times.”



Healthwatch saw menus displayed around the home. The Deputy Manager told Healthwatch that the care home often uses show plates to help residents make a decision about what they would like to eat.

When asked if the Home caters for the residents' dietary requirements the Manager told us;

“We cater for different dietary requirements, and currently have two gluten free and one vegetarian resident.”

Healthwatch asked if snacks and drinks were available throughout the day; the Manager told us that residents could have a drink whenever they wished, and they encouraged drinking throughout the day to increase fluid intake. There are cold drinks dispensers around the home. At 3pm there is an afternoon tea trolley, with homemade cakes, biscuits and pureed desserts.



Healthwatch did see a water fountain that staff and residents can help themselves to and also cordial and snacks for residents to take freely.

Healthwatch asked “can relatives join at meal times?” and the Manager told us;

“Relatives can join their loved ones at meal times, and we set up a table in the coffee shop specifically.”



The Deputy Manager also told us one husband would take his wife home for the day and then when they came back, he would stay for his evening meal with her.

Care Home Best Practice Initiatives

During Enter and View visits, Healthwatch observe which NHS care initiatives have been adopted at the care home. The three we focus on are:

<p>MUST (Malnutrition Universal Screening Tool)</p>	<p>A tool used 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.</p>
<p>Restore2 (Recognise Early Soft-signs, Take Observations, Respond, Escalate)</p>	<p>A tool designed to help staff recognise when a resident may be deteriorating or at risk of physical deterioration and act appropriately according to their care plan to protect and manage the resident.</p>
<p>RITA (Reminiscence /Rehabilitation & Interactive Therapy Activities)</p>	<p>A digital reminiscence therapy with user-friendly interactive screens and tablets to blend entertainment with therapy. It assists patients (particularly with memory impairments) in recalling and sharing events from their past through listening to music, watching news reports</p>

	of significant historical events, listening to war-time speeches, playing games and karaoke and watching films.
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Station House uses MUST and Restore2. They do not use RITA but have something similar. The Home has a giant iPad with interactive therapy programs which can go over a resident's bed or be used in a chair.

Prior to Covid 19 they engaged with End-of-life Partnership; this is something the Manager would like to reinstate in the future.

While being shown around the care home the Deputy Manager told Healthwatch about staff wellbeing. It came across how important staff wellbeing is at Station House Care Home and how much staff are valued. Staff also have the opportunity to speak to the Mental Health First Aider when needed. The care home also has a Well-being room for staff and a cupboard where they can pick something for lunch if needed. Station House management wants to look after their staff and appreciate all their hard work. They appreciate staff work long hours.

The care home has Gem nominations which is a type of employee of the month. Staff and residents can vote for a member of staff and leave some positive feedback about them. Each month a member of staff is awarded the Gem and will receive feedback. This is something positive for the staff and works well in the care home.

Recommendations

- Keep trying to encourage relatives to attend the meetings
- Arrange another cheese & wine evening for friends and family

What's working well?

- Person-centred care is very good
- Dietary requirements are well catered for
- Good Activities Team and stimulating activities planned
- It's clear to see staff care very well for the residents
- All staff work well as a team
- Staff wellbeing is important
- Good links to the wider community

Service Provider Response

The Manager responded

I have no issues with the report and happy for it to be published. The recommendations about relative involvement - we had a community bingo which was well attended by relatives and we have a quiz supper night planned for 30th April, they have also received copies of the quarterly newsletter.