

healthwatch

Cheshire West



Enter and View Report

Grosvenor Manor Care Centre, Chester

26 June 2024

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Report Details

Address	Grosvenor Manor Care Centre Hatchmere Drive Chester CH3 5SE
Service Provider	New Care
Date of Visit	26th June 2024
Type of Visit	Enter and View with prior notice
Representatives	Jodie Hamilton Tricia Cooper Pat Clare - Volunteer
Date of previous visits by Healthwatch Cheshire West	Friday 19 April 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.

Before the Enter and View took place 10 Residents surveys, and 10 relatives surveys were delivered to Grosvenor Manor care home to be completed prior to our visit. It was noted that Grosvenor Manor had printed extra surveys for residents to complete. A poster was also provided with QR codes to access these surveys online.

Healthwatch received 15 residents' surveys and five relatives' surveys from Grosvenor Manor.

Grosvenor Manor Care Centre

Grosvenor Manor is a lovely, luxurious care home located in Chester. It is a purpose-built 81 bed 'new generation' care facility offering residential, nursing and specialist dementia care. Across two floors the care home has communal lounges and open plan restaurants, beautiful outdoor gardens with seating, en-suite bedrooms and a salon.

Findings

Arriving at the care home

Environment

The care home was easy to find; it is located in a residential area and has a noticeable sign just before you come to the entrance to the car park. The car park was almost full at the time Healthwatch representatives arrived.

The home is built to a high standard and very well maintained; reception is clearly signed and accessible. Just outside reception there is a beautiful garden that you cannot help but admire. The home enters a yearly garden competition along with 15 other care homes, and Grosvenor Manor is extremely proud to have won the competition for the past six years. This year's theme is Wild Gardens which fits well with the current wildlife campaign '30 Days Wild' running throughout the country. Their wild garden is based on our five senses; there is a bee and butterfly area and lots of wildflowers.



While Healthwatch representatives were outside, we were greeted by the manager and one of the directors of New Care Homes. We were welcomed and invited into Grosvenor Manor where we were asked to use the electronic system to sign in.

The reception area is very clean and spacious with plenty of seating and a coffee area to get a hot or cold drink. Healthwatch were offered a drink

upon arrival which was accepted while we waited for a member of staff to guide us around the home. There was a screen that showed photographs of residents enjoying a recent birthday party, which we were later told is updated monthly with what has been going on within the home, for example, celebrations, activities and days out.

Healthwatch noted there was lots of information in reception ranging from minutes of residents and relatives' meetings, certificates for six steps with the end-of-life, daily menu, weekly activities, suggestion box to give feedback, weekly newsletter and the Healthwatch poster with QR codes to complete the residents and relatives' surveys.



Healthwatch representatives were shown around by the Wellbeing Coordinator and one Healthwatch representative went to speak with the Manager.

The Manager has been at Grosvenor Manor for four years and the Wellbeing Coordinator has been there for six years.

The Manager told Healthwatch that during the visit we should expect to see activities, residents and staff engagement and staff who were busy caring for residents. *"Happy residents and staff."*

Treatment and care

Quality of care

From our observations on the day and from speaking to the Manager and staff, it was obvious they care about the welfare and experience of residents' lives in the home. All staff were very enthusiastic about their roles and it was clear they enjoy their work. There is a fantastic person-centred approach at Grosvenor Manor care home. All residents who completed the surveys said they felt cared for there.

Residents shared in the surveys what the best thing about living Grosvenor Manor was:

"Safety and lovely staff"

"The staff are so kind and helpful."

"Care, friendship and good high standard"

"Care and attention when needed"

"Comfortable and respected"

"Feeling comfortable and safe"

"I am being looked after so well."

"I enjoy not having the responsibility of running a home, I can relax."

"We are looked after, and everything is done for you."

"Grosvenor Manor gives me independence and choice."

"Security"

Relatives, friends and family shared in the surveys:

"Friendly and consistent staffing"

"My parent is safe and well cared for. There is interaction and stimulation."

"The staff, [Name's] team in Laird Mews is a credit to the home! They go above and beyond for residents and their families. [Name] and [Name] do a fantastic job running the home."

Residents were asked if there was anything they would change about Grosvenor Manor and four residents shared:

"More staff"

"I would make no changes; out of all the care homes, this is the one I am most happy."

"There is nothing, mostly everything has been fine."

"Little noisy at times"

Fifteen residents shared they were very happy with the temperature, noise, cleanliness and tidiness of the home. Only two residents shared that they were happy and satisfied with the noise level.

During our visit, residents who were up were dressed in day clothes and appeared clean and comfortable. There is a quiet call bell system in place, and we noted one appeared to ring for several minutes before it was dealt with. Healthwatch noted that there was an emergency call bell that went off and staff saw to the emergency immediately.

GPs from Fountains Medical Practice visit weekly and as and when required. The Manager told Healthwatch that residents cannot stay with their GP if they are a permanent resident and the ICB (Integrated Care Board) specifies that only one GP practice looks after a care home.

"If someone is here for respite, they can use their own GP, but the GP would not come into the home to see a patient (they might do a telephone or video consultation)."

Healthwatch asked the Manager, if a resident became unwell and needed additional care, were they able to keep them at the home or whether they normally went to hospital? The Manager responded:

"We would phone Hospital at Home team (we have a flow chart to follow) if a GP could not attend (because it is out of hours)."

Grosvenor Manor has a salon, and the hairdresser comes in two or three days a week. They had been to the care home on the morning of our visit; there were several residents who had had their hair done. Staff complimented residents about their hair as and when they came across residents who had just visited the salon.



A chiropodist visits the home, the Manager shared with Healthwatch:

"We use Absolute Footcare and another chiropodist, every six weeks or as needed. If a resident has their own chiropodist, they can come in too. We also have an NHS diabetic chiropodist who visits."

The care home has links with dentists and the Manager shared with Healthwatch:

"We use a few dentists, and Fountains have their own dental department so we can refer residents to them. Some residents have their own private dentist. All treatment is done externally."

Other health services who visit Grosvenor Manor include the continence team, dieticians, SALT, social workers, psychiatric consultants. Tissue Viability Nurses will normally assess residents remotely. Vision Care provides an optician's service inhouse at the care centre, and for anyone who wishes, Specsavers will come in too. The care home is linked to Boots Pharmacy in Foregate Street in Chester.

Privacy, dignity and respect

All residents that completed our survey shared with Healthwatch that they felt cared for, safe, their dignity is maintained and that they have privacy.

Residents' comments on privacy, dignity and respect at Grosvenor Manor:

"I have my independence, choice and freedom."

"I feel I live in a very safe environment, and I can trust the staff to be fully aware of all my needs."

"I like people to knock before they enter my room."

The Manager shared with Healthwatch that internal audits are carried out quarterly regarding privacy, dignity and respect, and spot checks are done daily. Training is included in staff inductions and annual training is provided online. (The Altura app is used by the staff for all training).

When Healthwatch asked if support is available for alternative systems, accessible information, hearing loops and large print information available at the care home, the Manager responded:

“Unfortunately hearing loops couldn’t be fitted into the home. Fountains have provided information to our team leaders on macular degeneration. We will do as much as we can to help with large print, eg newspapers, menus and so on. Anything we can enlarge, we will.”

The Wellbeing Team made us aware of large print documents which are available for anything they give out to residents to read.

One resident shared with Healthwatch in the survey that they receive a weekly program for activities and it is in large print so they can see it more clearly.

Understanding residents care plans

At Grosvenor Manor all residents have care plans which are reviewed and updated monthly as a minimum and if any changes are needed, they are updated at the time of the change. They are also updated as part of the ‘resident of the day’ scheme. The Manager explained to Healthwatch that residents are involved in their care plans when they initially join Grosvenor Manor. During ‘resident of the day’, they will be shown their care plan and, if they want any part of it updating, the appropriate changes will be made. For those without capacity, the home will speak to the next of kin to check if any changes should be made. For those with capacity, the home will ask the resident if they wish for staff to speak to the family about their care plan.

Relationships

Interaction with staff

All residents who completed the survey confirmed they had a good relationship with staff at the care home. Healthwatch was told by the Manager that the relationship between staff and residents is professional but friendly.

On the day of our visit we saw only one member of staff not wearing a name badge. All staff were very friendly, welcoming and happy to talk to Healthwatch representatives.

We observed staff having a caring approach to residents and giving residents time. We observed a member of staff spending one to one time with a resident on one of the balconies sat outside enjoying some sunshine; they introduced the resident to us and engaged in conversation about what the resident likes to do within the care home. They told us the resident likes to look after the plants on the balcony.

Healthwatch noted there were members of staff in some of the residents' bedrooms, sat having conversations with residents as we passed their rooms, and we observed residents being assisted to the dining room, encouraging independence. All interactions Healthwatch saw were caring and friendly; residents freely engaged and conversations flowed between staff and residents.

Connection with friends and family

The Manager shared with Healthwatch "Some relatives have told us we're part of their extended family."

While we were visiting we saw a gentleman arrive at the care home to see his mum. We witnessed a friendly welcome from staff which was reciprocated by the visitor. During the tour of the care home we observed the gentleman getting involved with an activity called Sparkle. The Wellbeing Coordinator told us that many residents' relatives and friends

will visit loved ones and get involved with what is going on. There is a lady who visits her mother and likes to get involved helping with gardening. Another member of the Wellbeing Team expressed how lucky the care home is to have such great support from relatives and friends who visit the home.

Wider Local Community

Healthwatch asked the Manager what links the care home has with the wider community and the Manager shared:

“Our Wellbeing Coordinator links with the local community, eg local schools such as Kings School, where children come in on a regular basis to chat with the residents and play musical instruments; Abbeygate College, and Bishops School, Kids Planet nursery, churches and the zoo. Fountains helps us link with other care homes in the Chester area – we have a choir and use Teams in the library to connect our choir with other care homes.”

Everyday Life at the Care Home

Activities

Grosvenor Manor has a very enthusiastic Wellbeing/Activities team; they are a team of five covering the full week from 10am–5pm.

The Manager told Healthwatch *“We have an activities timetable which is given to every resident, and the PCS system (PCS electronic care plan), which staff have on their phones, shows which activities are taking place. Singers and Mojo craft workshops come into the home.”* The timetable showed Oomph fitness, Oomph nature, bingo and more. *“Our wellbeing lead has meetings and chats with the residents to discuss what’s on the planner and what they would like more or less of. We have engagement from the majority of residents.”*

We noted that there was an activities planner in reception and activities running that day were displayed in each communal area on a notice board.

Residents shared in the survey that they received a weekly timetable of activities and that staff would also let them know what was going on daily. Residents also shared that they had an input into the activities taking place.



Grosvenor Manor provides one to one activity for those unable to leave their rooms, e.g. hand pampers, nail sessions and reading. The home has a friendship group which involves some residents in the dementia community (mostly low level dementia) visiting those residents who are nursed in their beds, giving them social interaction and including them in activities.

When arriving at the care home Healthwatch saw a slide show of photographs being shown on a screen; the photographs were of residents enjoying their recent birthday. There were photo collages around the home that showed residents enjoying other events. The Manager told us:

"We celebrate special events such Valentine's Day and D Day. Anyone who has a birthday or celebrating a special anniversary has a cake made for them. Residents can choose what they would like for their meal on their birthday if they wish."

While we were being shown around the home, we met the Chef who is responsible for making the birthday cake. The Wellbeing Coordinator praised him on his cakes and how helpful he was to the team when they required things for special occasions like themed cakes or baking products; the Chef said *"my door is always open."*

There was an activity called Sparkle taking place during the visit. This is a daily activity that encourages residents to come together and talk about the daily newsletter which usually has a topic focussing on what happened on this day from the past. It sparks memories and conversations and

encourages residents to interact. Friends and relatives are also welcome to 'join Sparkle'. One family member had joined a resident for the activity and Healthwatch observed the residents and relatives talking with one of the Wellbeing staff about old cars and the first car they had had.

On the second floor there was a slightly different activity going on which was more suitable for patients living with dementia; another member of the Wellbeing Team was reading to a group of residents, who were happily sat listening. We also observed care staff colouring with residents who were not listening to the book being read, and there were residents sat with dementia dolls. Everyone looked happily involved in the activity which best suited them.

Residents are taken out to a variety of places such as Broughton Park, Aviation Park, the zoo and local supermarkets. Twice a month the home has use of a minibus (a contract New Care has with Myley Trips), and staff can also take residents out and about. The Wellbeing Coordinator shared with Healthwatch that they were soon to visit the zoo again and this time they were going to run a topic on snow leopards. The Wellbeing Team are hoping to fund raise so that the care home can adopt a snow leopard from Chester Zoo.



Towards the end of our visit, three of the Wellbeing Team came to talk to us a little more about their roles; it was explained each coordinator has different strengths and the team work with these strengths to set up groups of interest for the residents. For example, one of the coordinators enjoys drama and singing and has more of a theatrical interest so runs groups like the choir. The home has recently started a Sankofa choir (intergenerational choir) where they are joined with children from pre-schools and primary schools to sing, as well as singing alone. Another coordinator enjoys the exercise to keep residents moving in a fun way and has also recently set up a befriending group within the home as mentioned above by the Manager. The Wellbeing Assistant told Healthwatch a little

more about the group of residents that get together on a Friday for the befriending group and how they visit residents who may not like to come out and socialise as much as others, or are unable to get out of bed. This has formed some new friendships within the home and given some residents a purpose. The befriending group has had a positive impact on residents living with dementia.

Residents shared positive feedback about the Wellbeing Team:

"We have a great timetable of activities. I can't see great so I watch what I can follow like the news, and I enjoy talking books. I regularly attend the daily sparkle community group."

"Weekly program, such a wide selection"

"Wonderful care at the ring of the bell, encouragement to take part in activities, a feeling of inclusion despite my lack of eyesight."

"Activities are great, going to the schools and trips out."

"We need more exercise classes, which are now happening as I've done my fitness journal."

Person Centred Experience

The Manager shared with Healthwatch that all residents' care plans are person centred. Information on preferences, sleeping, eating and mobilisation comes from pre-assessments carried out before individuals come to Grosvenor Manor. They explained they try to deliver what residents want. *"It's about being respectful of their wishes, and the person centred process is ongoing."*

"We have a resident of the day for each community, and each resident has a date in the month. During this day, the different teams

(housekeeping, maintenance, activities, hospitality) carry out their checks and will then update their section as needed."

Healthwatch asked the Manager how do residents raise complaints, concerns or feedback?

"They come to my door or tell a member of staff. I will see anyone who wishes to see me. Each day I walk around the care home and talk to residents. We don't have many complaints."

There are residents' meetings that are arranged by the Wellbeing Lead, and the Manager will join the meeting if there is something they need to talk about. *"Memos are delivered to each resident's room to update them on such things as changes to staff, who is on holiday and so on."*

Residents also shared in our surveys that they had a choice in what activities took place at the care home. There was evidence of residents and relatives' meetings in the reception; minutes are written up and put on display.

Grosvenor Manor supports individuals' spiritual needs and the Manager shared *"A priest comes in monthly, and we have a pop up 'Oomph church' (pop up church) every Sunday which is organised by one of the Wellbeing Coordinators."*

Eleven residents shared with Healthwatch that their spiritual needs were met and the remaining four did not have any spiritual needs. Five residents shared they attended the church pop up service at the home.

Although residents cannot have animals living within the home, Grosvenor Manor has had pet therapy, with visits from llamas, lizards, snakes and owls. Families bring their dogs in also.

It was evident throughout the care home, and during conversations with staff, that day to day life there is person centred; the Bee Wish Tree (see page 20) is a great example. Another example was of a resident who was going to an appointment and whilst out they wanted to visit Primark, and staff arranged this.

While Healthwatch were on the first floor being shown the dining area, there was a resident with a dementia doll on her mobility aid; we were told it went everywhere with them. The Wellbeing Coordinator explained the resident liked the doll to sleep in bed with them but it wasn't in the resident's best interest as it disturbed them so the care staff went out and purchased the resident a Moses basket for the dementia doll so the doll could sleep in there instead; this has worked well and the resident is very happy with this.

Communal Areas

The corridors around the home are all very wide with handrails and seating areas. There are several communal areas within the care home which are all accessible to residents, friends, relatives and visitors. While being shown around the home, Healthwatch noted that there were no unpleasant odours, corridors were clear of any clutter and all communal areas were clean, tidy and had a homely feel. The care home was well ventilated with windows open letting fresh air into the building. It was warmer on the first floor, but due to the temperature on the day we visited, that was to be expected. The corridors around the home were very interesting; there were lots of meaningful decorative items on the wall such as memorabilia from Chester races, art memorials made by the residents, paintings of old Victorian buildings in Chester and collages of photographs of residents having fun during activities.





One thing that stood out in the corridor to Healthwatch representatives was a Bee Wish Tree. This is a tree of granted wishes – staff are responsible for listening out to wishes the residents make and once a wish has been heard it is recorded and, once granted, it is hung on the Bee Wish Tree. The Wellbeing Coordinator shared with us that staff can hear and pick up on the simplest of wishes. One resident might say they wish they had a red lipstick, or a resident might say they fancy fish and chips. The

staff pick up on these little comments and endeavour to grant them their wish.

There is a communal library and sitting room on the ground floor that is filled with interesting information and objects. The Wellbeing Coordinator explained to us that the library is available to all residents and has a booking out scheme for the books to be borrowed.

There were some lovely costumes on display. One of the them was actually a resident's from when they were part of a drama group; the resident wanted to donate it to the home and is very proud of the costume they once wore and they love to share stories and tell people about their costume. There is a lovely card table in the library that was requested by a resident, as they enjoy playing cards and wanted to create a Whist group. Residents with an interest in playing cards have created a group and they play weekly in the library. It is free rein and residents will play and chat about topics as they wish. There is also a "write a letter" station for residents to write to friends and family, which promotes keeping in touch with their loved ones. Healthwatch did not witness this room being used during our visit but there were other activities going on around the home.



There are multiple lovely open plan dining areas with patio doors that open into the gardens on the ground floor and balconies on the first floor of the home which were decorated to a high standard. There were numerous tables set for lunch with menus, condiments and water. Meals are prepared in the main kitchen within the care home, then brought down to the kitchenettes to be served. There are snack and drinks areas in the dining rooms where residents can help themselves. We noted that there were crisps and fruit available at these stations along with juices and water. Residents can have a hot drink upon request.



There were open plan lounge areas throughout Grosvenor Manor. At the time of our visit some were being used by residents for activities. They were very busy and had lots of seating suitable for all mobility. All were well-ventilated and had natural light from outside. They were big social spaces.



Residents all have their own ensuite in their bedrooms but there are communal toilets and a communal bathroom with spa bath within the home. These areas were all very clean and tidy.

In the reception area there is a lovely Pride wall memorial; Grosvenor Manor is proud to celebrate diversity. The Wellbeing Coordinator shared with Healthwatch that a family member had donated the personally handmade wall memorial, which the home is proud to display and celebrate the LGBT community.



Residents' bedrooms

All residents' bedrooms are ensuite with a wet room and are of a similar good size. They are all very spacious and decorated to a high standard. Most of the bedrooms on the ground floor open on to the garden or garden path. There is plenty of natural light and residents can make their room their own with personal belongings, furniture and pictures on the wall.



One family member shared in the Healthwatch survey:

"Maintenance staff member fixed pictures on the walls exactly where my mum wanted them."

All residents who completed the survey said that they were able to make their bedrooms their own.

Outdoor areas

There is a very big, spacious garden at Grosvenor Manor, as well as a garden walk and balconies for residents to sit outside and enjoy. The garden is well maintained, with lots of seating. Although it is very open, there are some shaded spots for residents and visitors to sit out of the sun.

The garden walk has been created and named after a



resident. It has been left to grow wild and is a pretty walk. The idea of letting it grow wild is great for nature, however, Healthwatch did recommend to the Wellbeing Coordinator that some weeds may need trimming to control them, as they can rapidly take over and be very hard to remove.

There is a well-advertised weekly garden group for residents and visitors to attend.

Food and drink

Grosvenor Manor has an onsite hospitality team who prepares all the meals and snacks. The Manager shared with us:

"All the food at home is made from scratch. We have homemade biscuits in the morning and homemade cake in the afternoon."

The hospitality team goes round the home the day before to give the residents the meal choices for the following day. Dementia residents are shown meal options on the day. There are always two options plus a lighter bite choice. Healthwatch observed menus on display in the main entrance to the home and dining room, and on the dining room tables. All those displayed were of the correct day (Monday).

The Manager shared that the home caters for varying diets such as gluten free and vegetarian. *"The chef will provide for any needs."*

Residents shared in our surveys that they have a choice as to where they eat their meals, but that there are set mealtimes. The Manager told us:

"Relatives can join their loved ones at mealtimes, but we will need to know beforehand so we can prepare for them."

In the surveys we asked if residents were very happy, happy, satisfied, dissatisfied or very dissatisfied with the quality, taste, choice and quantity of food and availability of snacks and drinks. The findings were as follows:

	Very happy	Happy	Satisfied
Quality of food	7 Residents	8 Residents	
Taste of food	8 Residents	7 Residents	
Choice of food	13 Residents	2 Residents	
Quantity of food	15 Residents		
Availability of snacks	14 Residents	1 Residents	
Availability of drinks	13 Residents	2 Residents	

Comments made by residents after these questions were:

"I feel the food is great, portions are sometimes quite large, snacks are always ready and available."

"Good selection of salads I like"

"It's hard to please so many people at once. The food is generally nice and of a good size."

"Used to be fantastic but has changed and is not the same as it was."

"Sometimes too many snacks, I eat more than before."

"Quality is not always quantity"

"Lacking seasoning"

On the day we were visiting, residents had a choice of corned beef hash or a chicken and bacon salad. If they did not want to order from the main menu there was a light bite option which includes sandwiches, jacket potatoes, omelettes and so on. Extra sandwiches are taken to the dining room in case residents would like anything more to eat after their main

meals. We saw snack baskets (crisps, chocolate bars etc) and fruit bowls. We were told yogurt and jellies are available anytime.

Healthwatch representatives were offered lunch and chose a selection of sandwiches and some chips, which were enjoyed.

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 of significant historical events, listening to war-time speeches, playing games and karaoke and watching films.</p>

Out of these three best practice initiatives Grosvenor Manor uses Restore2 and MUST. They also engage with the End-of-Life Partnership and the

Manager told us they have completed the six steps and have the End Of Life certificate.

Healthwatch asked the Manager what their biggest challenges were and they responded:

“The biggest challenge I have currently is that I’m needing to restructure my team because my deputy was promoted and has left to work at another care home. I have a fabulous team which provides such good care. Staff are promoted so it’s a challenge to recruit into key positions and to develop the team, so the home runs smoothly. The fact staff can grow is also a strength.”

We asked what their biggest success had been to date and the Manager responded.

“The staff. I have a great supportive team who are so dedicated and kind. I’ve not had to recruit in the last six months - we have good retention of staff. Also, the success of getting through Covid.”

Recommendations

- To provide paper copies of all communication including their Friends, Family and Advocate Surveys for completion, in addition to the QR code provided. This would ensure full inclusivity and not restrict communication to those who use a technology.
- Automated Defibrillator – this was a recommendation from our last visit/report. There is still no defibrillator on site. The Manager explained back in 2019 it was discussed with senior managers in New Care, and the decision was made that a defibrillator was not needed at the time.
Healthwatch would suggest again to purchase this equipment, for the benefit of residents, staff and visitors. Training costs for safe defibrillator use are modest.
- It was noted that non-emergency call bells were ringing much more quietly (recommendation from our last visit in 2019). Staff now have handsets and calls go through these.
- To look at removing weeds in the wild areas of the garden where certain weeds (mare's tail) may get out of hand and be hard to control.

What's working well?

- Grosvenor Manor Care Home is very well run and organised.
- Caring and thoughtful work force, very enthusiastic Wellbeing Team.
- Lots of activities to stimulate residents.
- Housekeeping and maintenance teams do a fantastic job, the care home is very clean and well kept.
- Friendly team and atmosphere.
- Good choice of meals on the menu.
- Good connections with the wider community.

- Strong relationship with relatives.
- Residents and relatives know how to give feedback or raise a concern or complaint.
- Warm and welcoming reception and admin team.

Service Provider Response

Recommendation 1

To provide paper copies of all communication including their Friends, Family and Advocate Surveys for completion, in addition to the QR code provided. This would ensure full inclusivity and not restrict communication to those who use technology.

Service provider's response and action

We are looking into having paper copies for future surveys

Recommendation 2

Automated Defibrillator – this was a recommendation from our last report. There is still no defibrillator onsite. The Manager explained back in 2019 it was discussed with senior managers in New Care, and the decision was made that a defibrillator was not needed at the time. Healthwatch would suggest again to purchase this equipment, for the benefit of residents, staff and visitors. Training costs for safe defibrillator use are modest.

Service provider's response and action

The automated Defibrillator is being discussed by the senior directors.

Any other feedback from the Service Provider

The following feedback was sent to Healthwatch from the Care Home Manager

“Many thanks for this report. It was a pleasure having you visit us.

I can tell you that I have shared it with the directors and have had lovely feedback.

Of the recommendations, I have the following comments

We are looking into having paper copies for future surveys

The automated Defibrillator is being discussed by the senior directors.”