

healthwatch

Cheshire East



Enter and View Report

Telford Court

Crewe

5 November 2024

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Report Details

Address	Dunwoody Way Crewe CW1 3AW
Service Provider	Inspired Life Care
Date of Visit	5 November 2024
Type of Visit	'Prior notice'
Representatives	Jodie Hamilton Jem Davies
Date of previous visits by Healthwatch Cheshire East	28 June 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 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.

Telford Court Care Home

Telford Court offers a range of care services designed to meet the needs of older adults with varying levels of care requirements. The main types of care provided include Residential Care, Dementia Care, Respite Care and End-of-Life/Palliative Care.

The care home is in Crewe, Cheshire. The home is situated on Telford Way, which is a short distance from the town centre. It's close to local amenities, including shops, parks, and transport links, which makes it convenient for families to visit and for residents to access local services if needed. The care home's location is also within reach of major routes, such as the M6 motorway, facilitating connections to other parts of Cheshire and beyond.

Findings

Arriving at the care home

Environment

Telford Court is a new building in excellent condition and well maintained. There is a large car park and the entrance was easy to find. The home has a secure reception area where access to the rest of the building is monitored. Visitors are required to sign in and enter any vehicle registration. The reception was welcoming and the area had comfortable seating and soft lighting. There was a variety of information available, such as brochures about the services, resident care options, and activities available to residents.



Treatment and care

Quality of care

Prior to the visit, Healthwatch provided surveys for residents, relatives and friends to complete; residents were unable to complete the surveys however we received eight responses from relatives and friends. In the surveys relatives and friends shared that the best thing about the care home for the residents were the following.

"The care and attention of staff"

"Excellent nursing and caring staff"

"Mum is kept clean and emotionally supported."

"Personal, individual care, seen as a person, safe and honest"

"They get looked after in a caring way and pleasant surroundings."

"Caring staff"

"The dedication of the staff"

"A lot of things, the staff are very competent, caring and look after mum"

*immensely well. The care home is spacious, and the activities are great.”
“Staff are friendly and relate well to the patient.”*

When asked if there was anything they would like to change in the care home, all relatives and friends responded that there was nothing they would change.

Healthwatch representatives were shown around the care home by the home Manager, who also answered a series of questions about the quality of care and everyday life of the residents.

We witnessed, while being shown around the home, that all residents looked well cared for and were dressed in day clothes, some residents were in communal areas and some were in their bedrooms. All we encountered looked happy and the home had a calm atmosphere.

Telford Court Care Home has a good relationship with the local GP practice, Millcroft GP Practice, who visit the home twice a week. One of these visits is from a GP, while the second visit is from either a GP or a Nurse Practitioner (NP). The staff reported a positive working relationship with the GP practice, ensuring that residents receive timely and appropriate care.

All residents at Telford Court are currently registered with Millcroft GP practice. While residents have the option to remain with their own GP, most residents are from the surrounding area, which makes it easier for them to be registered with the Telford Court GP.

The Manager shared that when a resident becomes unwell and requires additional care, the home works with the resident, their family and the GP to make decisions regarding care. Advance care planning meetings are held to determine the best course of action and every effort is made to keep the resident at Telford Court, if possible. The home has qualified nurses on site, enabling them to manage many health issues without the need for hospital admission, provided it is in the resident's best interests.

Telford Court Care Home has eight Discharge beds; a reduction from twelve beds previously. The decision to reduce the number of beds was made in response to the previous number over-stretching their resources. The current capacity is considered more manageable, allowing the home to provide a higher standard of care to its residents.

The home has established relationships with several other external health services to ensure that residents have access to the care they need. Dental appointments can be arranged for residents as required, ensuring that all residents receive the necessary dental care in a timely manner.

A chiropodist from Nantwich Chiropody visits the home regularly and there is a relationship with a local optician Vision to provide eye care for residents. Telford Court also works with Clear Pharmacy, The Manager shared “we have recently moved to them and they are amazing.”

In addition to these services, Telford Court Care Home has access to other health professionals, including the Mental Health (MH) Team, Speech and Language Therapy (SALT), the Incontinence Team, Tissue Viability services, and various therapies that support the home’s Discharge to Assess pathway.

A hairdresser visits the home once a week, and while there is a designated salon for haircuts, residents can choose to have their hair cut in the comfort of their own room if they prefer.



Privacy, dignity and respect

The Manager shared that to ensure privacy, dignity and respect are promoted, all residents have their own ensuite room. Staff always knock before entering and use residents' preferred names. In terms of support for alternative systems and accessible information, the home is equipped with a hearing loop and provides large print materials. Additionally, staff show residents pictorial menus to help them choose their lunch. At the time we visited the home we didn't see any personal information on display. Staff were seen knocking on residents' doors before entering.

Understanding residents' care plans

The Residents at Telford Court have care plans which the Manager explained “Care plans are updated at least monthly. Those who have

capacity are involved in their care plans. For residents without capacity, family members, social workers, and GPs can contribute.”

Relationships

Interaction with staff

The relationship between staff and residents is reported to be very good by the Manager and relatives, with many long-term staff members.

Family and friends are welcome at the home at any time and reception staff do a great job of keeping them updated. Relatives and friends in the survey shared that they all have a good relationship with the care home staff.

We were told by the Manager that staff wear name badges, and the nursing, care, and domestic staff wear uniforms. Staff we encountered on the day were all wearing name badges.

Healthwatch asked about the usage of agency staff at Telford Court and we were told that *“Agency staff are used occasionally and are always partnered with regular staff to ensure continuity of care. Agency staff are required to be fully trained to work at the home and must stay up to date with regular training.”*

Connection with friends and family

To keep friends and relatives in touch with residents, the home provides newsletters, a Facebook page, and monthly meetings.

Visiting has no set restrictions and visitors are welcome at any time. There is no need to book visits and they can take place in any suitable area within the home.

Infection outbreaks may slightly restrict visiting, but visits can still occur. Family and friends are generally pragmatic and may choose to postpone visits if needed.

Friends and relatives can raise complaints, concerns, or provide feedback through the complaints process which was displayed on the notice board.

Additionally, the Manager told Healthwatch *“Staff are always available and approachable, and we encourage family members to speak with us at the earliest opportunity.”*

There are monthly meetings for friends and relatives. There was a relatives' meeting planned for 2.30pm on the afternoon of the day we visited which residents were also invited to attend. Information about this meeting was well advertised throughout the home.

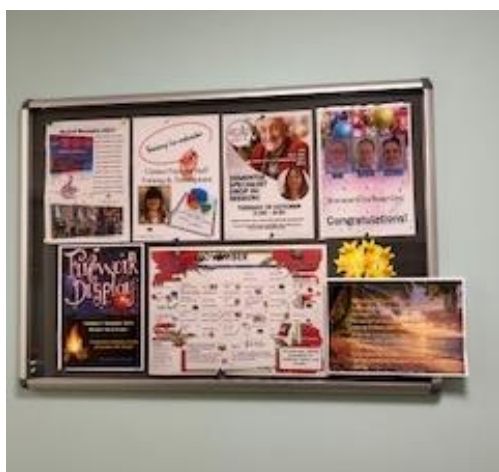
All relatives and friends shared in the surveys that they knew how to give feedback, raise a concern and make a complaint.

Wider Local Community

The home is involved with the wider community through links with two local schools. Residents also enjoy visits from therapy dogs and the local vicar regularly comes in. An Admiral Nurse visits regularly, which is highly valued by family and friends. The home is also involved with End-of-Life Pathways (EOLP).

Everyday Life at the Care Home

Activities



The home employs four full-time Activity Coordinators (ACs). There was evidence of activity planners displayed throughout the care home on notice boards and copies in residents' rooms.

A variety of activities were offered, including arts and crafts, jigsaws, and word searches. On the day of the visit, residents were enjoying a quieter day in preparation for a fireworks display in the

evening. The Activities team were taking down the Halloween decoration and preparing for the event later in the day.

Residents are involved in selecting activities, with regular meetings held to gather their input.

One-to-one activities are available for residents who do not leave their rooms, with sufficient AC staff to ensure these activities take place.

The Manager shared that special events are celebrated enthusiastically within the home, including birthdays, anniversaries, and other milestones. A private room can be set up for families to join in the celebrations. *"We like to make a fuss of residents' birthdays - there will be balloons and banners put up on the resident's door to celebrate."* Healthwatch saw evidence of this during our visit as one of the residents' bedroom doors had been decorated for their birthday with balloons and a banner.



We were told that the residents are regularly taken out for trips, including visits to Morrison's café, where the supermarket is generous to the home, and the nearby Eagle Bridge pub. A gentleman also visits regularly and takes some of the male residents out for a pint. The home currently does not have its own transport.

Person Centred Experience

The Manager shared that the home ensures residents' experiences are person-centred; *"We take the time to get to know each individual and gather information about their history from family members. Residents' preferences are respected, such as where they choose to have their meals."*

The home operates a "Resident of the Day" program, during which care plans are reviewed, and residents are offered their favourite meals.

Healthwatch asked how residents can make a complaint, give feedback and raise a concern and we were told *"Residents can raise complaints, concerns, or provide feedback directly to staff, ensuring open communication."*

Displayed within the home was information on how to raise a complaint, give feedback and how to raise a concern.

Monthly resident meetings are held at Telford Court and the Manager said this enables the home to gather feedback and address any issues. There was a display on one wall showing “What Residents and Staff say about the Care Home” from a survey taken in May 2024. This showed what the home did to act on any suggestions that were made and their improvements.

The home provides access to religious and spiritual support, with a vicar visiting regularly to meet residents' needs.

While pets are not allowed to live in the home, visiting pets are welcomed, including rabbits, pet dogs, and even llamas.



Communal Areas

The home was clean and spacious, with various communal areas located both upstairs and downstairs. It was well-ventilated, with no unpleasant odours. It was evident that housekeeping staff maintain high standards



of cleanliness throughout the home. The corridors were wide and equipped with handrails, making them accessible for residents and visitors using mobility equipment. We observed residents in communal areas, corridors, and bedrooms. The temperature throughout the home was consistent, and all furniture we saw was in good condition and complemented the home's décor.

There are communal bathrooms and toilets on each floor, which were spacious and very clean. The bathroom has a bath with a lift, enabling residents to enjoy a relaxing bath.



Residents' bedrooms

There are 85 bedrooms in total, all of which are ensuite. We were told residents are encouraged to personalise their rooms with their own items and furniture to help make them



feel at home. There are bedrooms with views of the garden and we were able to see that residents have been able to make their rooms their own with personal items such as photographs on the wall.

Healthwatch asked if couples were able to live together at the home, the Manager told us *“Couples are not accommodated in the same bedroom, but they are provided with rooms next to each other, which works well for their needs.”*

Outdoor areas

Residents have access to the outside environment, which includes lovely gardens and seating areas. The garden features raised beds, and some residents are involved in gardening activities. The outdoor space surrounding the care home is well-maintained, spacious, and offers plenty of seating for residents to enjoy.



On the evening of the day we visited, the home had planned a fireworks display in the garden for residents, friends, relatives and staff.

Food and drink

The Manager explained that the home has its own catering staff and meals are freshly prepared on-site. There was a 7 Day menu displayed on both floors of the home.



“Residents choose their meals on the day, using pictorial menus to select their options. There are at least two choices available at each mealtime.”

Healthwatch asked how special dietary requirements are catered for at Telford Court; we were told *"Special dietary requirements are catered for, and the home uses MUST (Malnutrition Universal Screening Tool) to ensure nutritional needs are met. The catering team also makes efforts to present food in an appetizing manner using moulds for certain dishes."* The Manager shared some images of how these meals looked.



There are large spacious dining rooms on each floor of the home. Residents can choose where to have their meals, whether in the dining room or in their rooms. We asked if relatives could join at mealtimes and the Manager shared *"Relatives are welcome to join residents at mealtimes, and it is common for four gentlemen to join the meals regularly."*

A relative shared *"I often visit at lunchtime, and I am always asked if I would like to eat with her as well."*

Snacks and drinks are available throughout the day. The manager shared that a trolley offering refreshments will go around the home offering residents drinks and snacks.

Biggest challenges...

When asked what the biggest challenge has been at the home, the Manager told us *"The main challenge is staffing, particularly in finding the right skill mix."*

Biggest success to date...

When asked what the biggest success has been, the Manager told us *“The biggest success to date has been the positive culture within the home. The home has built a strong reputation and both staff and residents are happy with the environment and care provided.”*

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:

MUST (Malnutrition Universal Screening Tool)	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.
Restore2 (Recognise Early Soft-signs, Take Observations, Respond, Escalate)	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.
RITA (Reminiscence /Rehabilitation & Interactive Therapy Activities)	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.

The home uses the MUST (Malnutrition Universal Screening Tool), RESTORE2 (Recognise Early Soft-signs, Take Observations, Respond, Escalate), interactive digital activity program the magic table and the home has established a strong working relationship with the End-of-Life Partnership, ensuring residents receive appropriate end-of-life care and support.

Recommendations

Healthwatch currently have no recommendations.

What's working well?

- The home is well managed
- Residents receive a good standard of care
- Staff are caring
- Relationships between residents, relatives and friends with the care home staff are good
- Housekeeping work hard to keep the home clean and tidy
- Activities are well planned, with a good variety.
- Dietary requirements are catered for to a high standard
- The home has connections to the wider community.

Service Provider Response

At the time of publication, no response had been received from the Manager of Telford Court.