



Enter and View Report



Cranford Grange

Mobberley, Knutsford

7th July 2026

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Report Details

Address	Hall Lane, Mobberley, Knutsford, WA18 7DZ
Service Provider	Care Uk
Date of Visit	7th July 2026
Type of Visit	Prior Notice
Representatives	Jodie Hamilton and Jem Davis
Date of previous visits by Healthwatch Cheshire East	Last visit was on 15th November 2018 when the care home was formerly known as Sunrise at Mobberley

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 and 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 and 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.

Cranford Grange

Cranford Grange Care Home is located in the village of Mobberley, near Knutsford in Cheshire, and provides residential, nursing, dementia and respite care for older adults. Surrounded by beautiful countryside, the home offers a comfortable and welcoming environment for people who need different levels of support. Operated by Care UK, Cranford Grange features a range of facilities including spacious lounges, dining areas, gardens and activity spaces.

On the day Healthwatch visited there were 107 residents living at Cranford Grange. The deputy manager told us while visiting the home we should expect to *"see happy settled residents. Caring staff who are helping them to have fulfilling lives and thriving. We have a few of our residents that are related, eg partners, brothers, sisters."* We were told it is quite common for multiple family members to live at the home.

Prior to the Enter and View visit, Healthwatch provided paper surveys for residents and relatives to complete should they wish to share their experiences of Cranford Grange. Four resident and one relative's completed surveys were returned and this feedback has been included within this report.

When asked what the best thing is about living at Cranford Grange residents and relatives spoke positively about life in the home.

Residents' Comments:

"I like being looked after and having my own furniture and little dog with me."

"Everybody I have met has been kind and considerate. Rooms are kept clean and tidy, and staff are always kind and helpful."

"The care is very good."

"The home gives me security and companionship."

"I value the consideration and privacy I am given."

Relative's comment:

"The staff are all fabulous, really caring and responsive."

Residents and relatives were also asked if there was anything they would change and all residents except one commented "No"; the one resident who would make a change suggested "a decent shop".



Findings

Arriving at the care home

Environment

Cranford Grange Care Home is clearly signposted and situated within attractive surroundings. The home has a secure car park with CCTV in operation, with disabled parking spaces located close to the main entrance. Well-maintained gardens surround the building. Outdoor seating is available at the front of the home along with a larger patio area furnished with a variety of tables and chairs for residents and visitors to enjoy.



Access to the building is secure, with visitors required to ring a bell before entering. Once in the home, we were welcomed by the concierge team in the reception area, who informed the deputy manager of our arrival. We were asked to sign in before commencing our visit.

The reception area was spacious, clean, light and airy, and provided views of the bistro, dining room and a quieter lounge area. The home had a warm and welcoming atmosphere. During our visit, the bistro was busy with residents and relatives, while other residents were moving freely around the home. There was a lively yet relaxed atmosphere throughout.

The ground floor and first floor operate on an open-door approach, allowing residents to leave the building and access communal areas as they wish. Access to the upper floors is available via both a lift and an open staircase. There are no secured doors or keypad entry systems restricting access to these areas, as the residents living on these floors do not require such measures. However, access to the third floor is restricted due to the

specific needs of the residents living there. While the third floor can be reached by lift, secure access controls are in place upon exiting the lift to ensure the safety and wellbeing of those residents.



There was a range of information displayed within the reception area, including care home review information and other useful



resources for residents, relatives and visitors. Upon first impressions the home appeared well maintained and provided a welcoming environment for those living, working and visiting there.

Treatment and care

Quality of care

All residents who completed the survey shared that they felt cared for and well looked after.

During the visit, residents appeared well cared for and were dressed in clean, appropriate clothing. We observed residents going about their day independently and comfortably within the home. Some residents were socialising in the bistro area, while others were taking part in organised activities or in their rooms.

Staff were visible throughout the home and interacted positively with residents, offering support and encouragement where needed. The atmosphere was warm, engaging and person-centred, with residents appearing relaxed and comfortable in their surroundings.

The deputy manager told us that Cranford Grange uses Annandale Practice, part of Knutsford Medical Group, with the home's linked GP, Dr Herd, visiting at least once a week on Wednesdays. The home also has access to the Crisis Support Team and described having a very good relationship with both services. Residents who are admitted on a permanent basis generally transfer to the linked GP service, although respite residents may remain with their own GP where appropriate. As the home has nursing staff on site, they are often able to support residents who become unwell to remain at the home rather than be admitted to hospital. The home follows the Gold Standards Framework (GSF) and completes Advance Care Plans with residents, or with their Power of Attorney where residents lack capacity, to ensure future care wishes and preferred place of care are understood and documented. Staff explained that residents who sustain a head injury are assessed by a GP or paramedic, who will determine whether hospital assessment is required.

The main hospitals used by the home are Macclesfield District General Hospital and, less frequently, Wythenshawe Hospital, while some residents

admitted following a stroke may come from Stepping Hill Hospital. The deputy manager felt that hospital discharge arrangements generally work well, with appropriate equipment provided when needed, and advised that Annandale Practice can support with obtaining equipment at short notice. The home was satisfied with both hospital admission and discharge processes and reported that the Urgent Community Response Service works well. Although the home is not linked to the Cheshire East Falls Leads, the deputy manager explained that all accidents and incidents are recorded and reviewed monthly to identify any trends or additional support needs, with care plans being updated accordingly. The home does not have designated discharge beds.

Most residents continue to use their own dentist, although the home has recently established a connection with Roberts Dental, which provides out-of-hours support.

The home uses Boots Pharmacy in Macclesfield for medication services, with support from Annandale Practice for medicines required outside of the usual ordering cycle.

Additional healthcare professionals visiting the home include Speech and Language Therapists (SALT), dietitians, district nurses, Parkinson's nurses, diabetes nurses, tissue viability nurses and the palliative care team.

Cranford Grange has an on-site hair salon which is open four days a week, a beauty therapy salon open two days a week, and a reflexologist visits each week. Chiropody and optical services visit regularly, and residents are provided with glasses labelled with their own name where required.

Privacy, dignity and respect

All residents and relatives who completed the survey shared that they felt respected and that their dignity and privacy were maintained.

In relation to privacy, dignity and respect, the deputy manager explained that personal information is held securely, staff use residents' preferred

names, knock before entering bedrooms and ensure curtains are closed when personal care is being provided. Staff seek to understand and respect individual boundaries and advocate on behalf of residents to ensure their wishes are represented. To support residents' communication and access to information, the home provides talking newspapers from the library, large-print books, large screens and whiteboards.

For residents who may struggle to communicate verbally, staff wear lanyards displaying happy and sad faces to help residents express how they are feeling. Healthwatch were shown these badges used by the staff.



Understanding residents' care plans

Out of the four residents who completed the survey, two residents shared that they have been involved with their care plan and two residents shared they were not aware of their care plans.

The deputy manager explained that all residents' care plans are held digitally and are reviewed and updated at least monthly, or more frequently if required. The home operates a "Resident of the Day" approach, which provides a review of an individual's care and wellbeing. This involves input from a range of departments, including care staff, maintenance, housekeeping, activities and catering teams, ensuring that all aspects of the resident's needs and preferences are considered and reflected within their care plan.

The deputy manager advised that residents are actively involved in reviewing their care plans. During the visit we were shown a completed review document which included questions such as, "Are you happy with your care?" and "Are you happy with your room?". This approach allows residents to provide feedback on their care and living environment and

ensures their wishes are considered when care plans are reviewed. Where appropriate, relatives are also involved in the care planning process and are able to contribute to reviews and discussions regarding their loved one's care and support needs.

Relationships

Interaction with staff

All residents who completed the survey told us that they have a good relationship with the staff and shared the following comments –

“The staff are very caring and kind.”

“The staff are caring and helpful; nothing appears to be too much trouble for them.”

During a walkaround of the home guided by the communications manager we witnessed staff and residents' interactions and held discussions with the deputy manager, who answered our questions. The deputy manager described the home as having a friendly environment where everyone knows each other by name and explained that the service purposely over-staffs to ensure staff have the time and capacity to support residents at their own pace and meet their individual needs. They also shared that relationships with residents' families and friends are open, friendly and professional, with residents remaining at the centre of all decisions and support provided. The deputy manager confirmed that the home does not use agency staff, which supports continuity of care, and that staffing levels are maintained to accommodate training requirements and support residents attending hospital appointments. During the visit, we observed consistently positive interactions between staff and residents throughout the home. The communications manager demonstrated a warm and friendly relationship with residents, greeting individuals by name, engaging in short conversations and showing a clear knowledge of those living in the home. Residents responded positively to these interactions, appearing comfortable and familiar with the staff member.

Throughout the visit, we observed staff supporting residents with mobility and other day-to-day needs in a respectful and caring manner. We also observed staff wearing uniforms and name badges appropriate to their roles.

Connection with friends and family

The relative who completed the survey shared that they felt welcome by the staff at Cranford Grange and have a good relationship with them.

The deputy manager advised that residents keep in touch with friends and relatives through visits, telephone calls and FaceTime, with some residents using video calls to maintain contact with family members who live abroad. The home also promotes engagement with families through a range of regular events, including bi-monthly relatives' meetings, information sessions on topics such as Powers of Attorney and wills, a weekly Dementia Café, and "Meet the Team" events. Visitors do not need to book appointments and there are no set visiting times. Although mealtimes in the dining room are protected to enable staff to support residents who require assistance, families can spend time together and share meals in other areas of the home, including the bistro, communal lounges and residents' bedrooms. The deputy manager stated that, during infection outbreaks, visits would not be stopped; instead, visitors would be provided with relevant information and Personal Protective Equipment (PPE) to support safe visiting.

Concerns, complaints and feedback can be raised through relatives' meetings, conversations during family events, or via the home's complaints procedure; copies of the complaints policy were displayed in reception and in each resident's room – Healthwatch noted a copy was in the welcome pack that residents receive. The deputy manager confirmed that relatives' meetings are held regularly and, where family members live abroad, agendas are shared with them and their comments and feedback are actively encouraged.

Wider Local Community

The home has strong and well-established links within the local community, helping residents remain active, engaged, and connected. Regular partnerships have been developed with local schools, including a special school whose pupils visit the home frequently, creating meaningful inter-generational relationships. The deputy manager shared they are connected with community groups such as Popcats, local Scouts, the Veterans' Society, and gardening volunteers also visit and participate in activities with residents. The home actively promotes community involvement through a varied programme of outings three times each week, with residents enjoying visits to local amenities such as the Ice Cream Farm and Booths, as well as trips further afield to destinations including the War Museum. Many residents also regularly spend time with their families outside the home.

Everyday Life at the Care Home

Activities

Residents were generally positive about the activities available at Cranford Grange. Of the four residents who completed the survey, two said they were very happy with the activities on offer, one said they were happy, and one said they were satisfied.

All residents said they were kept up to date with activities taking place in the home and reported receiving information through printed notices, leaflets, and activity sheets circulated around the home. A relative who completed the survey also confirmed that "A list is delivered to his room each day. The activity staff approach him to see if he would like to join in."

When asked whether they were involved in choosing the activities that take place, one resident said yes and one resident said no. The remaining residents did not provide a response to this question.

The manager explained that the activities coordinator and Lifestyle Team play an important role in ensuring residents remain active and involved. They take time to get to know each resident as an individual and develop personalised activities that reflect their interests, abilities, and preferences.

The team consist of an activities team leader and four activity staff who provide activities seven days a week, during both daytime and evenings. Residents start each day with quizzes and dominoes, which we witnessed during the walk around the home, and a varied programme of activities is available through the home's Relish app which the activities team shared with us. Residents are actively involved in choosing and developing activities, with current clubs including writing, art, and knit-and-natter groups. The home also hosts



regular entertainment such as visiting singers and performers, alongside themed events including "Party on the Patio", hot chocolate and biscuit afternoons, and cheese and wine socials. One-to-one activities are provided daily for residents who prefer to remain in their rooms and include conversation, reading, crosswords, films and Namaste sessions. Special occasions, particularly birthdays, are celebrated, with cakes prepared by the home's dedicated pastry chef. The deputy manager also confirmed that residents are supported to go on outings three times a week using the home's own transport.

Person Centred Experience

The home has a Wishing Tree which is an initiative that allows residents to share personal wishes or experiences that are meaningful to them, such as revisiting a lifelong hobby, visiting a favourite place, meeting someone special, trying something new, or recreating a cherished memory. The care home team then works with residents to make these a reality.



In simple terms, the Wishing Tree gives residents the opportunity to say, *"I've always wanted to do this"* or *"I'd love to do that again,"* and the team does its best to help make it happen.

Most residents responding to the survey said they knew how to provide feedback, raise concerns or make a complaint. Three residents said they knew how to do this, while one resident said they did not.

All respondents explained that they would raise concerns by speaking to staff or the appropriate person, completing a comment form, or completing questionnaires.

Residents commented:

"Talk to the staff or fill out a comment form."

"I either speak to the appropriate person or do a questionnaire."

Relative's comment:

"The staff on his suite are very responsive. I have the email address for the customer relations officer and the manager and he has been in a few care homes over recent years and Cranford Grange is by far the best one. We feel really confident that he is being very well looked after. "

The home explained that a copy of the complaints policy is available in each resident's room and that residents are encouraged to raise any concerns at an early stage. Residents can speak directly with carers, team leaders, floor managers or the deputy manager.

The home confirmed that resident meetings are held regularly, providing residents with an opportunity to share their views and feedback.

The home also told us that support for residents' religious and spiritual needs is available. A visiting minister holds a weekly service at the home.

Communal Areas

During the visit, we observed that residents had access to a variety of communal areas, including comfortable lounges, dining areas, a café/bistro, activity spaces, a cinema, a private dining room and landscaped gardens. The home was very clean and well maintained throughout,



with no unpleasant odours noted during the visit. Corridors were wide, with handrails in place and plenty of seating available to support residents who may wish to rest while moving around the home. We observed multiple sitting areas that provided opportunities for residents to socialise, relax or spend time with visitors. The range of communal spaces available supported both group interaction and quieter individual time, helping to create a welcoming and homely environment. Housekeeping standards appeared to be excellent, with all areas visited presented to a high standard of cleanliness and upkeep.

The home also has a small shop where residents can purchase additional items which, the deputy manager shared, they hope to stock with more products.



Residents' bedrooms

All residents who completed the survey said they were able to personalise their rooms and make them feel like home by adding their own furniture, pictures and personal belongings.



Residents commented:

"They have allowed me to bring my dog."

"This is my home."

The deputy manager advised that the home has 108 bedrooms, including some double suites, and that all bedrooms have en-suite facilities.

Residents are encouraged to personalise their rooms with their own furniture, photographs and personal belongings, and we saw evidence of this during the walkaround. Several bedroom doors were open as we passed, and it was evident that residents had been able to make their rooms feel individual and homely through the use of personal items and decorations. We also noted that bedrooms varied in size and layout,

providing residents with different accommodation options. The deputy manager confirmed that couples are able to share a bedroom where appropriate.

Outdoor areas

Residents have access to a range of outdoor spaces within the home's grounds, including areas providing both sun and shade, as well as picnic areas for residents and visitors to enjoy. A level pathway runs around the gardens to ensure the outdoor environment is accessible to all residents. There is also a lovely open air terraced balcony seating area on the top floor of the home which is secure for residents to enjoy some time outside with views of the garden below. The communications manager shared residents are actively involved in the gardens, including choosing plants, helping with planting and showed Healthwatch a planter which residents had worked on. The deputy manager shared an example of person-centred support, explaining that one resident had expressed a wish to "potter in a shed" and a garden shed was being arranged for him. The home also has a bug garden and is in the process of creating a fairy garden for residents, families and friends to enjoy.

Food and drink

Residents were positive about the food and drinks available at Cranford Grange. Three residents said they were happy with the quality of food, and one was satisfied. Responses about the taste of food were evenly split between happy and satisfied. Three residents were happy with the choice of food, and one was satisfied.



Feedback on the quantity of food was also positive, with one resident saying they were very happy, two happy and one satisfied. Residents were particularly positive about the availability of snacks, with two residents

saying they were very happy and two happy. One resident was very happy with the availability of drinks and three were happy. All residents said they could access snacks at any time of the day.

Residents also confirmed that their dietary requirements were catered for by the home. When asked about their dietary requirements, responses included having a regular diet, avoiding rice, and not eating beef. One resident noted that suitable alternatives were offered when needed – *“Yes, I don't eat beef and am offered a alternative”*.

Residents told us they generally chose their meals from a menu, either at breakfast or on the day. All residents said they were able to choose where they ate their meals, such as in the dining room or in their bedroom.

One resident commented: *“The food is wholesome and good. I have a glass of wine also.”*

The deputy manager advised that all food is freshly prepared on site by the home's catering team, which includes both a chef and a pastry chef. A cake service is provided in the Bistro each day at 3pm, and refreshments are also delivered to residents who are unable to leave their rooms via a daily tea trolley. Residents choose their meals on the day, with menus available both in the dining rooms and provided directly to them. The main meal is served at lunchtime, with lighter options available in the evening in line with residents' preferences. Three meal options are available at each mealtime, including vegetarian, meat and fish choices, and the home caters for a range of dietary requirements, including diabetes, soft diets, allergies and gluten-free diets. The deputy manager described a person-centred approach to dining, explaining that chefs visit residents to discuss individual preferences and requests. One example shared was the creation of laminated pictorial food cards to support a resident with communication difficulties to express their meal choices independently.

During our visit, Healthwatch observed snack stations located around the home offering items such as fruit, crisps and cold drinks. We also saw facilities throughout the home where residents could access hot drinks.

Dining rooms were well presented, with menus displayed on tables and outside the dining areas. We observed two dining rooms on the upper floors, including one area where residents requiring additional support could be assisted at mealtimes and another for general dining. Residents appeared well supported by staff during mealtimes, staff wearing the correct PPE, and interactions observed between staff and residents were positive and respectful. Relatives are able to join residents for meals; there is a private dining room to accommodate this.

Biggest challenges

"If any barriers are identified the team have the support of the wider operational support who are responsive to any concerns or issues raised that may impact on service delivery and provide the appropriate action and support. For example, due to the rural location of Cranford Grange, recruitment has been an ongoing challenge, however with support from Care UK's designated recruitment team, excellent recruitment tools, training for staff in interview techniques and providing an excellent benefits package to attract high calibre candidates. The result of which has seen zero use of agency and a dedicated and content workforce."



The home continues to ensure lessons learned are embedded into practice, and shared with the team in daily flash meetings, and colleague meetings. We are continually learning from safety concerns that may have occurred; we have a governance framework in place which supports the monitoring of quality and drive forward continuous improvement which ensures that staff are knowledgeable and understand their responsibilities in relation to promoting resident's independency whilst maintaining their safety. The home has a Safety Incident Response Framework which has been implemented to ensure a robust approach to

any accidents, incidents and near misses are thoroughly investigated, and enables colleagues to be fully involved in the process. All KPI information is shared with colleagues to foster a shared responsibility and awareness. All lessons learnt information is shared within a range of meetings, forums and displayed on the colleague noticeboard. This has had a positive impact on driving forward improvements with raising awareness of topics and themes. ” – deputy manager.

Biggest success to date

“The biggest success for Cranford Grange has been achieving the Gold Standards Framework (GSF) and securing GSF Accreditation and the Quality Hallmark Award. This has informed a transformational culture shift within Cranford and throughout our whole home where the team proactively deliver coordinated, proactive care that honours residents’ wishes, personal preferences, significantly reducing crisis hospital admissions and enabling more people to live and pass away in their preferred environment.

The home has continued to gain extremely positive feedback from service users and relatives about the service at Cranford Grange and has a score of 10 out of 10 on Carehome.co.uk, and a Google Review Score of 4.9 out of 5.

The home manager operates an open-door policy and encourages residents, relatives, staff and visiting professionals to provide feedback to ensure a continuous vision of improvements is adopted. The home manager has a strong deputy manager to support and to ensure there is a consistent approach with the leadership, and it is cascaded through to the team. ” – deputy manager

Care Home Best Practice Initiatives

During Enter and View visits, Healthwatch observe which NHS care initiatives have been adopted at the care home. The two 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.

Cranford Grange told us it uses both MUST (Malnutrition Universal Screening Tool) and RESTORE2 to support resident care and wellbeing.

Recommendations

- Most residents were aware of and involved in care planning, although two residents who completed the survey stated they were unaware of their care plans. Consider continued promotion of care plan involvement.
- One resident suggested that the home's shop could offer a wider range of products. Management advised they are hoping to increase stock in the future. Consider following this up with preferences of what the residents would like to see in the shop.

What's working well?

- The home does not use agency staff, supporting continuity of care and helping residents build positive relationships with a consistent team.
- During the visit, staff were observed interacting warmly and respectfully with residents.
- Residents and relatives confirmed that privacy and dignity are maintained.
- The home was clean, well maintained and welcoming throughout.
- A dedicated activities team provides meaningful activities seven days a week, including evenings.
- Caring and compassionate staff.
- All staff we spoke with on the day of our visit appeared confident, approachable, knowledgeable and very helpful.

Service Provider's Response

Recommendation 1

Most residents were aware of and involved in care planning, although two residents who completed the survey stated they were unaware of their care plans. Consider continued promotion of care plan involvement.

Service provider's response

Resident are involved in the care planning however from this feedback we have looked at how we can make this more care plan specific.

Action

Residents that are able to input into the care plan without NOK support will be offered a copy of the care plan and a staff member to go through this with them

Recommendation 2

One resident suggested that the home's shop could offer a wider range of products. Management advised they are hoping to increase stock in the future. Consider following this up with preferences of what the residents would like to see in the shop

Service provider's response

The shop does stock minimal items and we have looked at improving these

Action

Residents have conformed a list of items they would like, and these are currently on order this is something that we will keep under review and ensure resident input of what they would like to see if the shop