

Cuerden Grange Residential Home

Enter and View Report

Contact Details:

Cuerden Grange Residential Home
414 Station Road
Bamber Bridge
Preston
PR5 6JN

Staff Met During Visit:

Gina Kidd, Registered Manager, plus five members of the care staff team and one housekeeper.

Date and Time of Visit:

7th October 2015 10.00 to 12.30

Healthwatch Lancashire Authorised Representatives:

Julie Downs (Lead)
Linda Brown
Natalie Cotterell

Introduction

This was an announced Enter and View visit undertaken by authorised representatives from Healthwatch Lancashire.

Representatives have statutory powers to enter health and social care premises, announced or unannounced, to observe and assess the nature and quality of services and obtain the view of those people using the services.

This visit was arranged as part of the Healthwatch Lancashire Autumn schedule. The aim is to report on the service that is observed, consider how services may be improved and how good practice can be disseminated.

The team of trained Enter and View representatives visit the service, recording their observations along with feedback from residents, staff and, where possible, residents' families or friends. The Enter & View team compile a report reflecting these observations and feedback, making comment where appropriate. The report is sent to the manager of the facility for validation of the facts and their response to the comments which are then included with the final version of the report. The final report is then made available to interested parties, as appropriate.



DISCLAIMER

This report relates only to the service viewed at the time of the visit, and is only representative of the views of the staff, visitors and residents who met members of the Enter and View team on that date.

General Information

Cuerden Grange is privately owned by Cuerden Developments Ltd.

It has places for 67 residents with four vacancies at the time of our visit. The home caters for the needs of those over the age of 65 who require care without nursing. Specialist categories include: Cancer Care; Head/Brain Injury; Hearing Impairment & Deafness; Huntington's Disease; Motor Neurone Disease; Multiple Sclerosis; Neuropathic; Orthopaedic; Parkinson's Disease; Speech Impairment; Stroke; Visual Impairment.

Acknowledgements

Healthwatch Lancashire would like to thank Gina Kidd the Registered Manager, together with staff, residents and visitors at Cuerden Grange for being so welcoming to us and for taking part in the visit.

Methodology

The Enter & View Project Officers visited Cuerden Grange in the morning of 7th October 2015. We spoke individually to eight of the sixty three residents currently living at Cuerden Grange. Our conversations were structured around a questionnaire covering four themes (Environment, Care, Nutrition and Activities), designed to gather information concerning residents' overall experience of living at Cuerden Grange. Residents' responses were noted and, where appropriate, validated through our own observations and conversations with the manager and other staff.

Residents' responses were not scored as some residents were unable to answer all the questions. However, qualitative responses were summarised and quotes from residents recorded.

We also received feedback from seven members of staff in response to a set of questions relating to their experience of working at Cuerden Grange. Four visitors also completed our Relatives and Friends questionnaire which asked how they felt generally about the service delivered at Cuerden Grange. These responses have been summarised for this report.

In addition to speaking to residents and staff, the Enter & View team also recorded their own observations on the environment and facilities available at Cuerden Grange.

These observations were scored on a scale of 1 to 5 where:

1 = Poor, 2 = Below Average, 3 = Average, 4 = Good, 5 = Very Good.



Enter & View Observations

Pre Visit

The team evaluated several areas prior to our visit including the informative value of the brochure and website together with the manner of response to any telephone enquiries. The company website included little facility specific information and no brochure was available. Folders in the foyer contained a one sided A4 sheet containing a shortened version of the service user guide. Pre visit contacts with the facility were all welcoming.

The pre visit was scored as 3/5

Location

Cuerden Grange is conveniently situated close to public transport links and local facilities. The home is situated on an access road adjacent to a main road, with the name board clearly visible on approach. There is a good sized car park with disabled spaces and access.

The location was scored as 5/5

External Environment

On arrival the Enter & View team considered whether the external environment was pleasant, welcoming to visitors and whether residents had the facilities to sit outside, when appropriate. At the front of the building is a small lawn with a garden table, chairs and a small wooden gazebo. The team were told this had been provided by the family of one of the residents and it was apparent that this is also used as a smoking shelter. It was clear where the entrance to the home was and to gain access it was necessary to ring a doorbell, which was answered promptly.

There is also a garden at the rear of the home, comprising a large lawn, a flagged patio area with some raised planters and a small, polythene greenhouse. There was little in the way of appropriate garden furniture for residents' to sit outside when the weather is suitable. There was no hard-standing path across the lawn making it difficult for wheelchair users and other residents with mobility issues to use.

The external environment was scored as 4/5

Internal Environment - First Impressions

The Enter and View team were attended to in a timely manner and welcomed to the home by the administrator and the manager, who made herself available to us throughout the visit. The reception area looked welcoming and was well lit, clean, uncluttered and odour-free.

The internal environment - first impressions was scored as 5/5

Reception

On arrival the Enter & View team were asked to sign in the visitors' book. There were a number of notice boards containing some general information relevant to the home as well as details of activities. There were also information boards focussing on dementia and end of life care. There was only one seat in the reception area. The foyer area provided access to the ground floor residential facilities and the office as well as stairs and a lift for accessing the upper residential floor.

A full notice board of 'thank you' cards, with very positives comments to the staff, was noted in the reception area. There was also a display showing photographs of residents who had passed away, together with a display of named photographs of all staff working at Cuerden Grange. The Enter & View poster was clearly displayed on the entrance door to the home.

The reception area was scored as 4/5

Corridors and Bathrooms

The corridors and bathrooms were well lit, maintained at an appropriate temperature and had no discernible odour. The flooring was observed as safe and unworn. There were handrails along corridors and sufficient space for wheelchairs and walking aids. The corridor walls were decorated with some pictures. Resident's rooms had numbers on the doors but no names, photographs or other personalisation.

Residents' rooms have en-suite toilet and hand basin facilities, with residents' bath and shower facilities provided on a shared basis. All were fitted with appropriate handrails and adaptations. There were accessible communal toilet facilities close to the lounges and dining room. Bathrooms and toilets were labelled, with the one near the ground floor lounge and dining area having a 'dementia friendly' picture of a toilet on the door. Bathroom and toilet areas were generally clean but one bathroom had no bin at the time of the visit and some soiled paper hand towels had been placed on a set of drawers. The bathrooms all contained a toilet and a hand basin. They were supplied with soap and paper hand towels but the hot tap in two bathrooms didn't function properly. The shower room facilities did not include a toilet.

The corridors and bathroom areas were scored 3/5

Lounges, dining and other public areas

The public areas were generally clean but were observed to be in need of a 'refresh' in terms of decoration, with the exception of some areas which we were told the staff had re-decorated themselves. The carpets in the lounge and dining areas were very stained. The team were informed that a deep clean was scheduled later that week but from the appearance of the carpet this was long overdue and may not be sufficient to address the problem.

On the Enter & View team's arrival the ground floor dining room was set for breakfast with jugs of fruit juice / squash in the centre of each table. There were 4 tables with room to seat five people at each - sufficient for only half the residents on that floor. We were told that approximately half of the residents prefer to take their meals in their rooms. There was also a smaller dining room further down one of the corridors but this was infrequently used by residents.

The seating in the main lounge areas on each floor was arranged in groups but little interaction between residents was observed. A TV was on in both lounges but none of the residents appeared to be paying attention to it. The main lounge areas

were rather cramped with insufficient seating in relation to the number of residents on each floor. We observed that lack of space presented difficulties when transferring residents with mobility issues from chairs to wheel chairs. Most chairs had access to low tables where drinks etc. could be placed. An Enter & View representative noted that an upholstered stool in the downstairs lounge was missing a wheel. This made it unsafe to sit on, as was discovered when the representative tried to sit on it, in order to be next to a resident she was talking to. A member of staff was aware of the situation but appeared unconcerned. This was brought to the manager's attention, who removed the stool straight away.

On the upper floor there was an open plan lounge and dining area that appeared particularly cramped in relation to the 25 residents living on that floor. The lounge and some of the other public areas appeared quite noisy and lacked a homely atmosphere. The team were told that in the upstairs communal area there was usually a radio playing as well as the TV.

Each of the floors was served by a small, recently refurbished, kitchen area, for residents' use and where staff could prepare toast and hot drinks for residents. On the ground floor there was also an activities room with comfortable chairs arranged around 3 tables and where activities such as board games and crafts take place and which is available for residents' use even when facilitated activities are not taking place.

The lounges, dining and other public areas were scored 2/5

Observations of Resident and Staff Interactions

The Enter and View team observed the interaction between staff and residents, staff numbers, response times and the quality of person centred care offered. During the visit there appeared to be an adequate number of staff on duty. Staff were observed interacting with residents in a friendly manner and for the most part addressing residents by name.

The buzzer alerting staff to calls for assistance from residents' rooms was sounding almost continuously throughout the visit. We were informed that this is a feature of the call system, whereby room calls from both floors sound the buzzer downstairs, which only stops when the last call has been dealt with and starts again when another room call is made. The manager reported that this had been looked into but had been told there was nothing that could be done to improve the system. Some residents and families commented that this constant noise was irritating to them and that it could also be disturbing at night.

It was observed that the moving and positioning of a resident was done in such a way as to compromise her dignity. The resident was being transferred from a chair to a wheelchair, in the middle of the lounge, using a sling to assist. As the resident was supported in a standing position her dress had ridden up to thigh level and her underwear and stockings were on view. The member of staff did then adjust the lady's clothing. It was also observed that the same lady, on her return to the lounge, was left in the wheelchair for an extended period of time, waiting for a member of staff to come with a sling to assist in transferring her to a chair. The resident was calling for help and a representative of the Enter and View team had to seek out a member of staff to attend to the resident, who was becoming obviously distressed. The lady's upper legs were on view while she was sitting in the wheelchair. Once the lady was transferred back into a lounge chair a staff member attempted to cover the ladies knees with what looked like a sweatshirt.

During the Enter & View team visit a resident commented on this lady's legs and underwear being visible when sitting in her chair and found this offensive. Another resident also made comments to this effect. The Enter & View team noted that the lady in question was unable to help this but no apparent action had been taken by staff to address this problem.

A variety of activities take place at Cuerden Grange, facilitated by the Activities Co-ordinator, who is relatively new in post. A computer has recently been installed in the activities room and the activities co-ordinator is teaching residents how to use 'Skype' so that they can keep in touch with distant relatives. Alpacas have recently visited the home and the team were told that this has been arranged to take place on a regular basis to engage residents and promote conversation.

A visual display board of the week's activities has been set up on the corridor between the reception area and the ground floor lounge and dining room, although it was noted that this did not match up entirely with the typed list of activities for the week that was displayed in reception. The team were told that there is flexibility with regard to activities to take account of residents' preferences. We were told that there is no budget to develop new ideas and that the activities co-ordinator resources a number of the activities herself. At the time of the visit 2 residents were observed playing board games with the activities co-ordinator.

The Enter and View team scored this area 3/5

**Overall the Enter & View Project
Officers rated the environment and
facilities as 3.6 out of 5**

Additional Information

The manager told us that:

- Both herself and the team leader were leaving Cuerden Grange within the month.
- Residents are supported to complete an 'Advanced Care Document' outlining their preferred preferences for care at end of life and a member of the Enter & View was shown an example.
- Residents are allocated 30 minutes per week of 'my time' – one to one uninterrupted time with a member of care staff. Residents are encouraged to create a 'My Life' book of their life history and experiences and an example was shown to a member of the Enter & View team.

Environment

Summary of responses:

- All of the respondents were happy with their rooms, describing them as “big” and “nice”.
- All respondents said they could watch TV in their rooms if they wanted to.
- All respondents said they had brought items of furniture and possessions with them if they had wanted to.
- Most respondents felt that they had privacy in their own rooms, with staff knocking before they entered most of the time.
- All residents that we spoke to used the residents’ lounges.
- Most respondents were unaware of a quiet room within the home other than their own room.
- All respondents said the home was pleasant & clean.
- Most respondents were aware that they could sit outside but only two referred to a garden at the rear of the home.

Quotes from residents:

“I have my own TV and watch Sky.”

“I brought my own furniture even a fridge for my room.”

“I have brought my favourite ornaments with me.”

“The staff don’t interfere with you. I don’t bother them and they don’t bother me.”

“My door is always open - I like to have it open.”

“Doesn’t matter to me - some staff knock and some don’t.”

“I like to watch TV out here for a bit and then go back to my room after lunch.”

“I like to do the activities here (in the lounge).”

“I can go anywhere (in the home) but I prefer my own room.”

“I’m only temporary. I wouldn’t like to stay permanently.”

“I use my own room as the lounge can be very noisy.” (In relation to receiving visitors)

“Cleaners are here every day.”

“It’s not used much” (referring to the garden).

“There is a garden at the back and I like to sit outside when the weather is OK.”

“Just a small gazebo at the front entrance - also used as a smoking shelter.”

“You can come in and out as you like - a member of staff will take you to Sainsbury’s if you ask.”

Care

Summary of responses:

- All respondents found the staff helpful and friendly.
- Respondents felt treated with dignity and respect, although one qualified this with “most of the time”.
- Most of the respondents told us they know staff by name, although a few said they have problems remembering names.
- Most respondents felt staff know them well.
- Respondents said they had a choice about when they got up and go to bed.
- All respondents felt safe living at Cuerden Grange.
- All respondents said they could talk to a member of staff if they had any concerns or were unhappy.
- All respondents knew how to let staff know if they needed help at night.

Quotes from residents:

“I get on smashing with the staff.”

“They can’t do more for you.”

“Yes definitely, I know their name and they know mine.”

“I know all of them. Mostly I forget names.”

“The managers are lovely – I will really miss them when they leave.”

“Staff are marvellous.”

“Staff seem to know me well.”

“The senior care staff could get to know you more. The main carers know you well.”

“We are well looked after.”

“I wake up at 10am to 11am and the staff will come whenever I press the buzzer.”

“I need to have eye drops /medication at 6am / 6.30am so I am woken up for that.”

“If you want to stay up all night you can.”

“The buzzer is always going off and sometimes wakes me up if I’m not in a deep sleep.”

Food and Nutrition

Summary of responses:

- The majority of respondents were not happy with the meals they received, stating they lacked variety and imagination. We were told that soup and sandwiches are served for lunch everyday.
- All respondents knew there was a second option at the evening meal but felt it was a poor second choice to the main option.
- All respondents reported having access to drinks when they wanted them.
- All respondents said they could choose where they ate their meals.

Quotes from residents:

“I’m fussy. I don’t like the sloppy stuff. I like more solid food.”

“I buy a lot of my own food, something I can put on a plate. The food is repetitive and not varied.”

“The soup is always nice.”

“I don’t like sandwiches.”

“It’s alright but could do with more variety.”

“If I don’t like it (the food), I ask for scrambled eggs.”

“Beans on toast for tea as a second choice.”

“They cater for my needs and give me anything / everything I want”.

“Very nice food, especially the homemade cakes.”

“Same thing every week.”

“I live on sandwiches as the food is so poor.”

“I eat in the dining room with my friends.”

“You can choose where to eat. I sometimes eat in my room if I want to watch one of my programmes.”

“I eat in the lounge area. I don’t like the dining room because there is too much bother with the other residents.”

“Always a jug of water in the room.”

“Yes, just ask and you will get one.” (A drink)

“I like coming in and out when I want and they save me some food for when I get back.”

Activities

Summary of responses:

- All respondents said they had opportunities to get to know other residents.
- All respondents said that family and friends could visit at anytime.
- All respondents said there were opportunities to engage in activities and most knew the Activities Coordinator. Many reported enjoying playing darts, dominoes, crosswords, bingo, and when the Alpacas came to the home.
- Many residents said they had continued with previous interests such as reading and crosswords but also enjoyed new activities on offer in the home such as singing, dancing, and bands coming in to entertain them.

Quotes from residents:

“A special activities room has just got going.”

“We do all sorts.” (Of activities)

“The activities board tells you what’s on each day.”

“We have been to St. Anne’s for the day. I enjoyed that.”

“We sometimes go to St. Saviour’s for afternoon tea.”

“I like crafts (i.e.) making Christmas cards.”

“We have guest speakers who bring in things from the olden days.”

“Activities leader is very good.”

“A lot of the residents sleep all the time but I chat to those who are awake.”

“I miss going out the most, as I’m not allowed to go out without a nurse - someone goes with you to the hospital.”

“I always read as I like my own company.”

Relatives and Friends Views

Summary of responses:

Four visitors completed the 'Friends and Family' questionnaire. Relatives were given a leaflet about Healthwatch Lancashire which included contact details for the organisation.

Views expressed / quotes:

- Most of the respondents were positive about the service provided by the home.
- Most respondents said their relatives had made friends at the home.
- All respondents said their relative felt safe living at Cuerden Grange.
- Most respondents felt they were kept informed about their relative e.g. in relation to ill health or care plans.
- Most respondents knew what arrangements were in place in case of an emergency.
- All respondents said they had been encouraged and informed of activities in the home so that they can join in with their relatives.
- Most respondents said they were happy with the level of support their relative received from other local health services such as, GP, dentist, and pharmacies services. One person was unsure about this.
- Most of the respondents would recommend this home to others; however one person described the level of care as basic. Another relative had concerns about the current Manager and Deputy Manager leaving within the next few weeks.

Quotes from relatives and friends:

"I think the service is good, the girls work hard."

"The care home is quite good, the food is good and there are activities regularly."

"They do try to help you with problems."

"Absolutely brilliant."

"Only adequate. Very basic. (name) left to own devices."

"Encouraged to join activities but doesn't want to."

"(Name) has made friends since coming here."

"Yes (name) has a lot of friends."

"Won't go out. Happy enough here."

"Absolutely (feels safe) Staff are brilliant. Spend a lot of time with residents."

"Feels very safe, she has been looked after very well."

"I used to be kept informed but not any more. A key contact would be helpful."

Relatives and Friends Views continued...

Quotes from relatives and friends:

“They are very good about informing us about health matters and appointments”

“If you ask they will tell you.”

“We all join in with activities, they are very kind.”

“Clothes go missing and other peoples clothes appear.”

“Not aware of residents and family meetings.”

“The call bell rings all the time which is very irritating and makes me wonder if they are being attended to.”

“Other places (care homes) have had considerably lower standards than here.”

Staff Views

We had an opportunity to speak to seven members of staff about their experience of working at Cuerden Grange.

Staff responses:

- Most staff told us that sufficient staff were generally on the staffing rota but that staff sickness could present difficulties. We were told that the home tries to get cover internally and if that isn't possible then the home tries to engage the services of agency staff.
- All staff said that they felt supported to carry out person centred care.
- All staff felt that they have sufficient training to carry out their duties well.
- All staff reported being happy working at Cuerden Grange.
- All staff said they would be happy to recommend the home to a close relative.

Quotes from staff:

"I feel very supported and encouraged"

"When there is staff sickness other staff are asked to cover and if necessary agency staff are employed. On the management side there is only the manager and the team leader. Carers and senior carers can be hard to recruit."

"We complete training modules each month as well as group training in team meetings and e-learning. The manager is also very 'hands on' and will work with the staff if areas for improvement are identified."

"I am (happy working here) - we seem to get on well together."

"Yes (in relation to recommending the care home to a close relative) - I feel that the staff here all try to provide person centred care at all times. I also feel confident that the staff have a good knowledge of how to deal with acute illness."

Response from provider

Results of the Enter and View visit were fed back to the Cuerden Grange Residential Home Registered Manager, Gina Kidd.

The Registered Manager was given the opportunity to respond to the findings in this report prior to its publication. The response below was provided by Christine Stafford, Acting Registered Manager.

- The brochure that was not available is now available with extra information included.
- There are now two seats in the reception area.
- All residents now have a room number and pictures of the resident and key worker on bedroom doors.
- All bathrooms have been checked and they now have bins in place.
- For the carpets in the lounge and dining room that were stained, we now have a rota for shampooing the carpets in place and we are awaiting delivery of another carpet cleaner.
- We have removed some chairs from the lounge area to make it more spacious.
- The stool in the downstairs lounge that had a foot missing has been disposed of.
- Staffing levels have been reviewed so appropriate staffing levels are in place on each day.
- The home has employed a Training Co-Ordinator who will be delivering refreshers for all staff on moving and handling.
- Residents who are in wheelchairs are encouraged to sit in comfortable arm chairs and staff are aware to treat all residents with dignity and further discussions will take place during the next staff meeting.
- The activities plan is being reviewed with residents input.
- We have the decorator in currently doing painting and touching up of rooms and the lounges will be more than likely complete in the New Year.
- The company is having a Manager's Meeting so that all menus can be reviewed and changed at the beginning of 2016. There are always second options offered.
- We continue to strive to meet all our compliances and interact with the residents to include them with any decision making and we listen to all concerns and ideas. We have regular meetings with residents and families to support our residents with all their needs and we take on board any comments from professionals who come into the home to make sure that we have excellent standards and a clean and safe environment.



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