Enter and View Report: ASTBURY LODGE

Care Home Contact Details:
Astbury Lodge, Croftwood Care,
Randle Meadow, Hope Farm Estate
Great Sutton
Cheshire
CH66 2LB

Date of Visit:
20th June 2018

Time of Visit: 1pm.

Healthwatch Cheshire Authorised Representatives:
Jem Davies
Chris Banfi

Astbury Lodge Staff Present: Debbie Ellis

What is Enter and View?

Healthwatch Cheshire (HWC) is part of a network of over 150 local Healthwatch across England established under the Health and Social Care Act 2012. HWC represents the consumer voice of those using local health and social services and trades as both Healthwatch Cheshire East and Healthwatch Cheshire West.

The statutory requirements of all local Healthwatch include an 'Enter and View' responsibility to visit any publicly funded adult health and social care services. Enter and View visits may be conducted if providers invite this, if HWC receive information of concern about a service and/or equally when consistently positive feedback about services is presented. In this way we can learn about and share examples of the limitations and strengths of services visited from the perspective of people who experience the services first hand.

Visits conducted are followed by the publication of formal reports where findings of good practice and recommendations to improves the service are made.

Contact Details: Healthwatch Cheshire, Denton Drive, Northwich, Cheshire, CW9 7LU Tel: 0300 323 0006

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1. **Description & Nature of Service**

Group: Minster Care Group

- **Person in charge:** Deborah Ellis (Manager)
- **Local Authority / Social Services:** Cheshire West and Chester Council (click for contact details)
- **Type of Service:** Care Home only (Residential Care) – Privately Owned , Registered for a maximum of 41 Service Users
- **Registered Care Categories*:** Dementia • Old Age • Physical Disability
- **Specialist Care Categories:** Alzheimer's
- **Admission Information:** Ages 55+.
- **Single Rooms:** 39
- **Shared Rooms:** 1
- **Rooms with ensuite WC:** 3
- **Facilities & Services:** Day Care • Respite Care • Convalescent Care • Separate Dementia Care Unit • Own GP if required • Own Furniture if required • Pets by arrangement • Close to Local shops • Near Public Transport • Lift • Wheelchair access • Gardens for residents • Residents Kitchenette • Television point in own room • Residents Internet Access]

2. **Acknowledgements**

Healthwatch Cheshire would like to thank the service provider, care home manager, residents, visitors and staff for their contributions to this Enter and View visit.

3. Disclaimer

This report relates to findings gathered on a specific date of visiting the service as set out above. Consequently, the report is not suggested to be a fully representative portrayal of the experiences of all the residents and/or staff and/or family members/friends but does provide an account of what was observed and presented to Healthwatch Representatives at the time of the visit.

4. Purpose of the visit

- To enable Healthwatch Cheshire Representatives to see for themselves how the service is being provided in terms of quality of life and quality of care principles
- To capture the views and experiences of residents, family members/friends and staff
- To consider the practical experience of family/friends when visiting the service in terms of access, parking and other visitor facilities
- To identify areas of resident satisfaction, good practice within the service and any areas felt to be in need of improvement
- To enable Healthwatch Cheshire Representatives to observe how the service delivers on the statements it advertises on its website

5. Introduction/Orientation to Service

Astbury Lodge is located on the outskirts of Ellesmere Port and sited in the centre of a large residential housing area known locally as the Hope Farm Estate.' The home is well signed off the road and has adequate car parking at the front and side of the building.
On arrival Representatives were met by Debbie Ellis, home manager who was very welcoming. She spoke passionately about the home and how she is committed too making it the best for the residents and was happy to answer any questions we had. The manager has been in place for six years and she told us how the home has evolved over the years.
Astbury Lodge has two floors. The ground floor is residential whilst the upper floor provides a large open plan dementia household. This has helped residents to move around freely and therefore, remain calmer. Debbie explained that she has the expectation that all staff will 'enter their world' so there is a greater understanding of the residents and more empathy is experienced.
We were introduced to the Activities Coordinator Kerry Haig, who was able to tell us about how she ensures activities are inclusive and individualised for residents.

6. Methodology

Representatives were equipped with various tools to aid the gathering of information. The following techniques were used by the ARs:

- Direct observation of interactions between staff and residents
- Participant observation within therapeutic/social activities where appropriate
- Assessing the suitability of the environment in which the service operates in supporting the needs of the residents
- Observing the delivery and quality of care provided
- Talking to residents, visitors and staff (where appropriate and available) about their thoughts and feelings regarding the service provided
- Observing the quality and adequacy of access, parking and other facilities for visitors

7. Summary of Key Findings

- This is clearly a well led home and there is evidence of this throughout.
- All of the staff we spoke with or observed were caring, compassionate and enthusiastic about their role and the home.
- A large emphasis on inclusion during activities and meal times of all residents.
- Excellent knowledge and use of resident's life experiences to influence decoration and themed areas e.g. corridors has names such as 'Memory Lane, Abbey Road, Baker's Street.
- Good links with local community e.g. local school children coming in to have lessons delivered on site and high school children involved in work experience.
- Well thought out and accessible gardens
- Individualise care for residents and strong involvement of family.

8. Detailed Findings

8.1 Location, external appearance, ease of access, signage, parking - Astbury Lodge is a purpose build care home located in Ellesmere Port. It is clearly sign posted and has a small car park. There are additional parking facilities at the free public car park across the road from the home. The building and grounds are both neat and well maintained.

8.2 Initial impressions (from a visitor's perspective on entering the home) - We were immediately impressed with the welcome we received from staff and residents. Upon entering the building, the first room is the is the main dining room there is sufficient room for all the residents to dine and it was noted that some residents were also having drinks with relatives in this area. There are two further 'Bistro's' on each floor giving flexibility at mealtimes and enabling choice.

There is also a small shop, which has been styled in a 'bygone era' – to jog memory and provide stimulus for residents.

The home felt spacious and was free from any unpleasant odours.

8.3 Facilities for and involvement with family/friends - During our visit we observed families visiting relatives. They were having drinks in the main dining area. The additional 'Bistros' allow residents and families to have more private dining. We were told of one resident's spouse who joined meal times once a week which was felt mutually beneficial to all. Families and friend are welcome to join in all the activities and we were told that the quiz nights are very popular. One resident told a Representative, ***"Me and Debbie team up and we can answer all of the questions."***

Staff encourage residents to maintain their friendships and help wherever they can, for example, one resident has a friend from Harrow and staff assist them with letter exchanges.

There is a closed Facebook page for residents and relatives, which helps provides some reassurance to relatives who cannot visit as often as they would like. The manager told us how one lady would see her husband working in the vegetable patch in the garden and found this very reassuring as this has always been his hobby.
We were told of coffee mornings with dementia buddies (visitors who support the individual) and so that families can drop in and ask questions/receive advice.

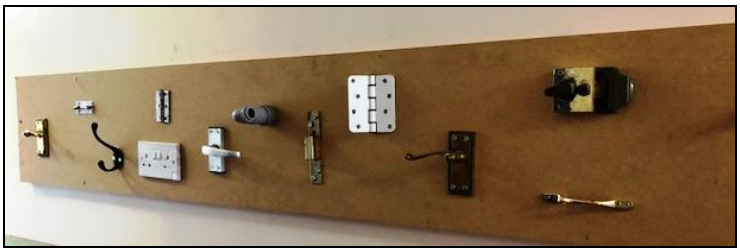
8.4 Internal physical environment

8.4.1 Décor, Lighting, heating, furnishing & floor coverings - Great attention to detail in the décor and furnishings was evident throughout the home. We saw several sitting rooms that were being used and had a homely feel about them and provided excellent areas for residents and their families if they want a more intimate area.

Staff really wanted to impress upon us that the building in terms of the residents, is 'their home' and they should feel that they can 'own the space'.
A shining example of this is that each corridor has been given a road/street name e.g. Abbey Road, Memory Lane, Canal Street and have been decorated with the residents in mind.

Two examples of wall art displayed at Astbury Lodge.

A number of ladies residing in another 'street' were seamstresses and the corridor had dress making patterns from the era in which they had worked. Alongside there is a wonderful display of a resident's wedding dress from the 'swinging sixties'. A further street, 'Abbey Road' has lots of Beatles memorabilia on display, including wall art, records and photographs.



Two gentlemen residents were previously locksmiths and joiners. One of the walls had a number of old locks which they enjoyed 'fixing' on a daily basis.

On the day of our visit the weather was overcast and windy, all of the areas we viewed in the building felt well-lit and heated appropriately. It was also noted that all of the areas we saw afforded natural light and ventilation.

8.4.2 Freshness, cleanliness/hygiene & cross infection measures - All areas that we saw were clean and fresh. There were no areas that we saw that we felt required attention. The toilets and bathrooms were of a good standard and were accessible for all residents. Debbie told us that they were waiting for an additional wet room. The funding had been approved and the equipment had been ordered.

8.4.3 Suitability of design to meet needs of residents - Astbury Lodge is a purpose built home designed with residents in mind. There are wide corridors which are broad and spacious providing plenty of room to manoeuvre equipment and allowing resident with walking aids, wheelchairs to pass freely.
The residents rooms are of a good size and residents can bring their own furniture if they wish.

8.5 Staff support skills & interaction

8.5.1 Staff appearance/presentation - The staff at Astbury Lodge do not wear a uniform, although all do wear identification/name badges. This is a conscious decision by the management for staff to appear approachable to residents and visitors. They told us that housekeeping staff, carers and cook will all step in to care for the residents and all have had the appropriate training. All staff were dressed appropriately and their badges were visible.

8.5.2 Affording dignity and respect/Approach to care giving - All the interactions that we observed between staff and residents indicated good relationships and mutual respect. Residents were treated with dignity in the way staff spoke with and assisted them. There was plenty of good humour and laughter as residents made their way to the summer fair meeting.

8.5.3 Effective communications – alternative systems and accessible information - There is a bi-monthly newsletter produced for residents and families and this is prominently displayed. There are pictorial menus for meal times to assist residents to make choices. Throughout the home there is information regarding standards of care expected, leaflets from organisations such as the Alzheimer's Society and Dementia information.

8.6 Physical welfare

8.6.1 Appearance, dress & hygiene - At the time of our visit the majority of residents were up and about and wearing day time clothes. A few residents were in their rooms in bed and as a result were still dressed in nightwear. All of residents we saw were clean and appropriately dressed.

8.6.2 Nutrition/ mealtimes and hydration - At the time of our visit lunch had just finished and there were appetising aromas of the meal. We were shown the menus which were varied and appeared to cater for the majority. The manager explained that if there was not anything that a resident wanted on the day, the cook would come and speak with them to offer something different. In all of the resident's rooms, were jugs of water/juice and staff

were continually going around offering drinks to residents and visitors.

We were told that the home has access to a nutritionist team who will come whenever requested. Residents told us they were happy with the food and we were also told that the smaller Bistro kitchens are occasionally used by the residents for some home baking.

8.6.3 Support with general & specialist health needs/Maximising mobility & sensory capacities - The home is fortunately placed next to a GP surgery and a Pharmacist. Furthermore there are two nurse practitioners from the GP surgery who visit the home on a Monday and Wednesday and carried out regular checks and clinics. The home also has good links with the speech and language team who will provide advice and assistance when required.

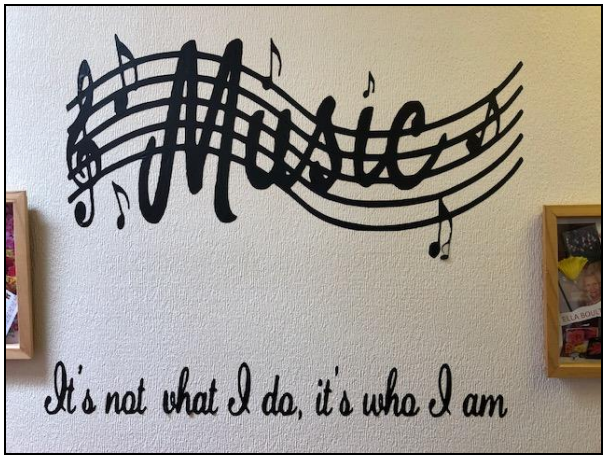
8.7 Social, emotional and cultural welfare

8.7.1 Personalisation & personal possessions - We were very impressed at the lengths Astbury Lodge have gone to ensure personalisation of the home. There are excellent examples of this throughout the building as alluded to in 8.4.1. All residents are allowed to bring personal possessions and small furniture if they wish. Each of the resident's rooms has a memory box just inside the door as a reminder of what is important to them. The staff encourage residents to maintain and create new social links both within the home and outside **(see 8.3, 8.7.2 and 8.7.3).** We were also told about the local youth football team that had raised funds via a charity car wash and used the money to buy the residents Christmas presents. These actions were warmly welcomed by residents with one gentleman 'moved to tears' by the generosity of the young lads.

8.7.2 Choice, control & identity - Residents are encouraged to maintain friendships and where possible continue with activities they enjoyed prior to living at Astbury Lodge. For example, one gentlemen regularly attends his local social club and there are private arrangements, between the home and the club, to ensure that he both gets there and back safely. For those residents who like to use cash, their money is stored in the safe and can be used when needed.

8.7.3 Feeling safe and able to raise concerns/complaints - All of the residents and family we spoke to stated they felt confident in raising a concern if they had one. We spoke to one gentlemen who stated that he had complete confidence in the home and that his father has settled well and he didn't worry as much about him. Another resident regularly visits her friend to stay in touch and maintain some independence.

8.7.4 Structured and unstructured activities/stimulation - During our visit we spoke to the activities coordinator who was able to tell us all of the things she had arranged. She stressed that the residents are the people who decide on activities and during our visit there was a resident's meeting on planning the Summer Fair. Kerry told us how she tried to ensure that there are opportunities for the residents of both floors to socialise and take part in activities together. She gave examples of how one gentlemen liked to research and plan the quizzes with her. She further explained how residents in the dementia household enjoyed wrapping books for the Summer Fair.
One of the most interesting story was regarding a visit from the heritage centre about the history of Ellesmere Port and residents were shown some archived footage. Amazingly the footage included a man cycling across the newly opened Westminster Bridge, that man was actually one of the residents. During the same presentation there was footage of some school children in their class, again it was identified that it was the children of another resident. The lady has never seen the footage despite knowing of its existence. Both the residents now have personal copies of the film.



Another example of the interesting displays at the home.

Whilst there is the occasional trip out, e.g. recently a trip to the boat museum, we were told the residents like to stay in, so they try to 'bring the outside in.' There has been 'Ladies Day' at the races, St Patrick Day, afternoon Tea Dances and dance demonstrations from ballroom dancers.

Additionally, there are regular knitting, art and pool activities. The home has purchased three empathy dolls*, which have proved very popular with the residents in the dementia household. The

local school have excellent links with the home where the pupils have visited and they have read and carried out craft activities with residents. This has been so successful that from September they are going to be holding weekly joint P.E. classes alternating between the home and the school for gentle exercise.

**(Having a doll to interact with can improve the person's communication, which can produce improvements in communication with other people.)*

8.7.5 Cultural, religious/spiritual needs - We were told that the home celebrates all major religious holidays and events. When a resident comes to live at Astbury House a full life story is taken to ascertain if they have any cultural, religious or spiritual needs and they would ensure that these are met. The home has a lay preacher who visits regularly and offers communion to those who wish to be involved.

8.7.6 Gardens – maintenance & design/suitability for use/enjoyment -

The gardens are an excellent example of how Astbury Lodge has made efforts to ensure the whole environment represents the lives of the residents.

The garden was renovated by the Princes Trust as part of their community project. When Representatives entered the garden, not only are they well maintained and spacious but they are a voyage of discovery.

There is a Cheshire County Council bus stop on the patio, this followed on from conversations staff had with two residents. They discovered whilst the residents didn't know each other personally, they had stood at the same bus stop at the same time for almost 40 years. Since the bus stop has been put in place they residents often go and stand their and have a chat on a morning.

The gardens also include raised beds of both flowers and vegetables, a herb garden, a sensory area and also a pitch and putt

9. Additional Areas of observation

9.1 Comparisons of observations against providers website - There is a very detailed Welcome page on Astbury Lodge's website. During our visit were saw evidence of all facilities listed. There are links to the CQC report and to a care home review website.

9.2 Comparisons with previous Healthwatch Visit(s) where applicable - Healthwatch last visited Astbury Lodge in January 2014. We were largely impressed with the service with plenty of good practised identified. Since this visit there has been a change of both provider and manager, albeit the current manager was part of the team then. It is pleasing to note that the service has maintained a good level of service and there is good evidence of the home reflecting on the previous suggestion of enhancing the 'life plans/stories' of each resident to ensure and individualised approach.

9.3 Comparisons with the most recent CQC report - Astbury Lodge was lasted inspected by CQC in January 2015, at this time it was judged GOOD in all areas. The report stated that the service was well led and the management were visible and approachable. It went on to stated that residents were happy with the care and support they received and it was a relaxed and dignified environment.

10. Elements of Observed/Reported Good Practice

- Excellent knowledge of resident's life stories and inclusion into the physical environment of the building.
- Good links with local community e.g. school and local football team
- A good ethos of all staff are 'there to care'

11. Recommendations

- None at this time

Feedback from Provider of Service
At time of publication – no feedback received.