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Enter and View Visit to	**Birch Heath Lodge** **Birch Heath Lane** **Christleton** **Chester** **CH3 7AP**
Date	**8th March 2017 arriving at 10.00 am**
Authorised Representatives	**Janet Lomas, Musa Mohammed**
Staff Present	**Ann Evans - Manager**
Background	Owned and managed by Maria Mallaband Care Ltd., Birch Heath Lodge (BHL) is one of 40+ similar establishments owned by the company across the UK. Though no other properties are located in Cheshire West and Chester, the company do offer services at a number of homes located in Cheshire East and Stockport. BHL offers services that include care with nursing and is registered with a capacity of up to 38 residents. At the time of our visit the home had 35 residents.
Overall Impression	BHL provides a clean, caring environment. The interaction that we saw between staff and residents was respectful and appropriate. We felt that there was a good use of first names and that overall the atmosphere was relaxed and good humoured. The enthusiasm and passion demonstrated by staff about their roles said a lot about their caring and standards and doing things well for the residents.
Any ideas or suggestions for improving service?	• Timed/automatic air fresheners at the entrance to Greenwood – considering the location of the toilet. • Display of achievement in main entrance • Signage on car park explaining how to enter the building on the main road • Clear advertising of 'en-suite' and what this encompasses specifically at the home. (En-suite generally means toilet, sink, shower or bath for each room. This is not the case at Birch Heath Lodge). • Consider replacement/refurbishment of hall carpets in Greenwood.

Environment
Located in the village of Christleton near Chester, the home itself is situated at the corner of Birch Heath Lane. The front of the main original house is on the village road with the home's named sign high up on a board in the garden. There is no visible sign of the name of the property on the front gate. Authorised Representatives entered the property at the rear as the visitors' parking was situated there. From the car park we noted that it was not clear as to where the main entrance/reception was. Later in the visit, it was

explained to us by the manager, that local residents had objected to any more signage and as such it was limited. An apology was offered.

Authorised Representatives were met by the administrator and shown round the facilities.

The entrance and waiting area was well lit, warm, clean and free from clutter. There was a notice board visible advertising the company's care awards, an activities planner for the month and events. Representatives noted that there was a commode in the reception area and felt this inappropriate.
A copy of the latest CQC report was available for people to access but was not advertised as being in the wall mounted leaflet rack. CQC had commented that the home had ***'improved'*** since their last visit in 2016 and as such Authorised Representatives felt that latest report should be displayed with greater prominence – as something to be proud of.
The manager commented to us that, ***"We will continue to strive for improvements and excellence in our targets."***
Feedback/review cards are available for people to take. The administrator explained to us that these are given out periodically and they welcome all comments. A Healthwatch leaflet was available for information.

The home is made up of two main areas these being Main House and Greenwood.

On entering Greenwood, Representatives were aware of an unpleasant odour. It was explained to us that a toilet was adjacent to the front door and that this was the reason.
Representatives feel that some of the corridor carpets in Greenwood were in need of refurbishment/cleaning.

Authorised Representatives met with the manager Ann Evans at the end of the visit as at the time of our arrival she had been carrying out an assessment with a possible future resident to the home. Authorised Representatives met with general staff during the visit including the chef and the activities co-ordinator. Representatives felt that everyone they met and spoke to were all pleasant, helpful and spoke passionately about their roles.

Birch Heath Lodge currently provides care for 35 people. Representatives understand that there are two people who share double rooms and that there are 13 rooms with en-suite facilities.
The bathroom we saw appeared clean, well lit and fully fitted. It was explained to us that residents of the same sex would share a bathroom in their vicinity for privacy and dignity.
All rooms had a washbasin.

There are two dining rooms available for the residents to use. Representatives understand that residents have a choice of where to have meals including having meals in own room - which is accommodated.
In the dining room tables were set and Representatives felt the area looked elegant with cloths, napkins and glasses in place.

The reception area of the main house is entered via the conservatory. The reception area itself is part of the original building and retains some of its features including a Minton tiled floor. Representatives felt that whilst the furnishings in this area were appropriate and in keeping with the house, it felt a little sparse of soft furnishings e.g. pictures, plants, lamps etc.

Representatives viewed one room that was awaiting occupancy by a new resident – new carpet and a fresh coat of paint was evident. Representatives were told that in terms of individual rooms, residents are encouraged to bring in own soft furniture and some belongings to make the room more personal and homely to their taste.

Health and Wellbeing

Food – Authorised Representatives met with the chef who explained how he arranged to meet up with all new residents to assess dietary needs, likes and dislikes. He told Representatives that he had been at the home for a long time and he spoke enthusiastically about, ***"How important it was to get to know everyone well!"*** He spoke of one resident liking grapes – he made sure that he left her a pot of grapes when the food delivery arrived. He commented that he was always able to offer an alternative to any resident if they didn't want anything on the menu. He further explained that he works in conjunction with other staff members to ensure that special dietary needs are met i.e. diabetes or swallowing problems.
One resident that we spoke to had coeliacs disease. She spoke highly of the home meeting her dietary needs.
The menu at the home offers a cooked breakfast each day if residents want this. There were two choices of meals at lunch and tea.
Hot drinks were available from a trolley mid morning and mid afternoon as well as by request.
We were told that visiting families and friends are also welcome to dine for a small charge.
Representatives did view the kitchen by invitation which appeared spotless and well organized.
The chef told us that he has systems in place to ensure resident's needs are met even when he is off duty.

Safety – Clear fire notices and marked exits were observed. An evacuation chair was noticed at the top of one of the stairs leading to a bedroom. Stair lifts and hoists were visible in the building but not used at the time of our stay. The manager informed Representatives that the company responsible for completing safety checks would be doing them this week. Radiators were covered appropriately.

Medication - Medication is stored in mobile units in each building. Representatives were told that medicines are dispensed by qualified nurses or care staff who have undergone extensive training to allow them to administer safely. All residents are registered with a GP and their needs are reviewed regularly with the staff and the multi-disciplinary team.

Laundry – The lady in charge of laundry showed the Authorised Representatives her routine and facilities. All clothes are numbered (with room numbers not names). The facilities, although small rooms, were spotless and well organized.

Activities and Community Links

We met the activities co-ordinator who has been in post since august 2016. She spoke with great enthusiasm about her new role and how much she enjoyed planning new activities and events. She said, ***"The residents give me feedback on what they like and what is not popular."***
There was an activities planner on the wall to see that included quizzes, exercise classes, outings and craft. The activities co-ordinator told us that she likes to include all residents and that she will take activities to those residents who wish to stay in their room; if they wish to participate.

Birch Heath Lodge — March 2017

Mon	Tue	Wed	Thu	Fri	Sat	Sun
Birthdays 2nd - Miss AJ 4th - Mr BJ 19th - Mrs BB		1 St Davids Day 2.30pm Elvis Tribute	2 1-1's Easter Crafts with Pat	3	4	5
6 11am Light Exercise 2pm 1-1's	7 11am Reminising 2pm Quiz	8 11am Armchair Exercises 11.30am Communion 2pm Easter Crafts	9 11am Crossword 2pm Easter Crafts	10 11am Light Exercise 2pm 1-1's	11	12
13 Commonwealth Celebrations Flag Flying	14 11am Light Exercise 3pm High Tea with Entertainment	15 Easter Crafts All Day	16 11am Coffee Morning 2pm Easter Crafts	17 St Patricks Day Celebrations Fancy Dress	18	19
20 1-1's All Day 12pm Luncheon Club	21 11am Daily Sparkle 2pm 1-1's	22 11am Light Exercise 2pm Easter Crafts	23 11am Crossword 2pm Easter Crafts	24 Garden Centre Outing	25	26 Mothers Day
27 1-1's All Day	28 11am Boogie Beat 2pm Quiz	29 11am Quiz 2pm Reminising Box	30 11am Quiz 2pm Easter Craft	31 1-1's All Day		

There are links with the local church in the village. Holy Communion was held in the home earlier that morning on the day of our visit. Representatives understand that there is a luncheon club in the village once a month and staff take the residents along.
Visitors and families take residents to the local pub in the village for refreshments and meals out.

Feedback

Authorised Representatives spoke to three residents during the visit and all three ladies said positive things about their care.

- ***"Spotlessly clean. Warm caring staff."***
- ***"Nothing but good to say about the care. I love my room – have my meals here. I like the quiet and like to listen to my music.***
- ***"It's not like home. It never will be. But it's very nice."***

Additional Comments

All members of staff appeared very presentable and linen and soft furnishings were all clean. Representatives would like to thank Ann and her staff for their time and information during our visit.
Ann, the manager, spoke of the efforts she goes to keep her team well trained, mentored and supervised to get the best from them. She told us all have comprehensive induction and tailor made support if they need it to ensure they are right for the role and that all staff have personal learning development plans which are reviewed four times a year.

Feedback from Provider of Service

Not sure about the reference to commode in the entrance hall- we have wheelchairs but no-one remembers a commode?
The CQC Report was new & had been left by the signing in book for visitors to see.
ANN EVANS – MANAGER 30/3/17