healthwatch Cheshire East healthwatch Cheshire West

Enter and View Report
Crabwell Hall

Care Home Contact Details:
Parkgate Road
Mollington
Chester
CH1 6NE

Date of Visit: Thursday 21st June 2018

Time of Visit: 2pm

Healthwatch Cheshire Authorised Representatives:
Pam Hunter
Elizabeth Bott

Crabwall Hall Staff Present: Kirsty Jones – Deputy Manager

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 improve 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:** Brighterkind
- **Person in charge:** Charlene Beck (Home 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 43 Service Users
- **Registered Care Categories*:** Old Age • Physical Disability • Sensory Impairment
- **Specialist Care Categories:** Cancer Care • Hearing Impairment & Deafness • Speech Impairment • Stroke • Visual Impairment
- **Admission Information:** Ages 65+.
- **Single Rooms:** 43
- **Rooms with ensuite WC:** 43
- **Facilities & Services:** Palliative Care • Respite Care • Convalescent Care • Physiotherapy • Own GP if required • Own Furniture if required • Close to Local shops • Near Public Transport • Minibus or other transport • Lift • Wheelchair access • Gardens for residents • Residents Kitchenette • Phone Point in own room/Mobile • Television point in own room • Residents Internet Access *(Information taken from Carehome.co.uk)*

Latest Care Quality Commission* Report on Crabwall Hall Care Home: click here
The latest CQC report from an inspection completed 18th February 2016 rated Crabwall Hall as overall GOOD. It received GOOD in all areas Responsive, Safe, Well-led, Effective and Caring

Care home/ Company website states;

'The four principles of Brighterkind care:

1) *Identity - We implement a personalised care plan so you can get on with having fun and being you.*

2) *Independence - We encourage you to do the things you enjoy and live every day as you wish.*

3) *Collaboration - We embrace your opinions and ideas and will involve you in every decision about your care.*

4) *Community - We foster a strong social bond between residents, staff and the wider community.'*

Representatives, on this visit are keen to see how these aims are reflected in actual practice at the home.

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 Cheshire Representatives at the time of the visit.

4. Purpose of the Visit

- To enable Healthwatch Cheshire reps 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 reps to observe how the service delivers on the statements it advertises on its website

5. Introduction/Orientation to Service

On arrival Representatives were met by a senior care worker and Kirsty Jones, deputy manager - who were welcoming and open. They led us through to the office, provided with a drink and they were happy to answer any questions we had.

6. Methodology

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

- 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

- A welcoming homely feel to the facility
- A varied activities programme that appears to be tailored to residents interests.
- A caring family atmosphere.

8. Detailed Findings

8.1 Location, external appearance, ease of access, signage, parking

Crabwall Hall is a residential home located in a rural setting close to the village of Mollington on the outskirts of Chester. The home is part of the 'Brighterkind' care group.

The home has 43 single ensuite bedrooms and provides residential care for people aged 65 and over. It also provides respite care and palliative care. At the time of our visit the home had 41 residents (only 3 males) with one bed kept for respite use.
The home is set well back from a busy main road and approached via a shared road with a hotel of similar name, Crabwall Manor. There is a bus stop on the main road close to the entrance.

The home has a large car park for the home, which is clearly signed, and

Representatives had no difficulty locating the car park and entrance to the home which displays a large sign of 'welcome' above the reception porch.

There was a ramp to the entrance providing access for wheelchair users.
In the entrance porch there was a visitors signing in book and a notice adjacent to the book displaying dates of the up-coming residents and relatives meetings.

At the time of our visit workmen were present making some structural improvements to the home and the main door was open to allow them access. There was a notice requesting visitors to ring the doorbell and await a member of staff.

8.2 Initial impressions (from a visitor's perspective on entering the home)

After ringing the bell and a short wait we were greeted by a senior care worker, Sarah Jones. Sarah explained that usually there is a receptionist on duty at the desk in the entrance foyer but she was away on a course on that day.

The reception area felt welcoming with comfortable seating for visitors. There was a notice on the reception desk advertising today's activities and there was a well stocked leaflet rack giving information about the home and about Brighterkind care.

The home manager, Charlene Beck was not on duty at the time of our visit but Representatives were welcomed by Sarah Jones and Kirsty Jones, Deputy Manager, who was happy to answer questions and give us information about the home.

8.3 Facilities for and involvement with family/friends

There are a number of areas in the home where friends and family can meet up – including own rooms. The home holds resident/relative meetings bi-monthly. These are presented as a cheese and wine evening and we were told have good attendance. The meetings have an agenda and are minuted.

8.4 Internal physical environment

8.4.1 Décor, Lighting, heating, furnishing & floor coverings

The overall impression of the physical environment was very good. Décor was of a high standard throughout, furnishings were appropriate, well maintained and of good quality. Floor coverings were clean and in good condition.

8.4.2 Freshness, cleanliness/hygiene & cross infection measures

The home smelled clean and fresh and had a comfortable homely feel to it.

8.4.3 Suitability of design to meet needs of residents

The home has two floors. There is a lift providing access to the upper floor. Most of the communal rooms are on the ground floor although there is a library on the first floor which can be used for relative visits, family parties etc.

All bedrooms have an en-suite toilet and wash basin. The en-suite can be adapted to meet an individual's needs, e.g. with grab rails, raised toilet seats or toilet frames.

Representatives were shown a vacant room, which was a reasonable size. It was fully furnished including a TV - although we were informed that residents can bring their own furnishings if they prefer and can personalise their room to their own taste.

The room had a 'welcome pack' set out on a tray with information about the home, menus and a bottle of wine with glasses. Representatives considered this a thoughtful touch.

There are communal bathrooms and shower rooms, which are fully adapted to meet a variety needs. We were told that all staff are trained in moving and handling so that they can assist less able residents with personal care.

The communal areas on the ground floor have a very open plan feel to them, each leading into the next. This gives a feeling of space and light. There are distinct areas within this open layout which give residents choice about where they wish to sit - e.g. One area was designated primarily as an activity area while another was centred around a TV.

The open plan design made it easy for those with mobility aids or wheelchairs to move around independently and safely. Representatives felt that it could, however, make it difficult to find a quiet space when activities /TV viewing is taking place.

8.5 Staff support skills & interaction

8.5.1 Staff appearance/presentation

The staff team were well presented in smart clean uniforms, colour coded for their roles.

8.5.2 Affording dignity and respect/Approach to care giving

All staff spoken with during our visit spoke positively about working at Crabwall Hall. They were happy for us to record their comments.

Comments collected from staff:

- *"There's good team work here, we all get on well. If we need to get cover everyone chips in to help out."*
- *"I've been here 27 years, I am happy here. I feel supported by Charlene and Kirsty."*
- *"I love it here, if I can make people happy then I'm happy"*
- *"I enjoy my job and feel supported in it. I look forward to coming in to work each day"*

Staff were observed to interact well with residents, there was relaxed, light hearted 'banter' between residents and staff in the communal areas.

Staff were also observed to speak calmly and courteously to individuals showing respect and dignity. The pace of care giving was not rushed.

One resident commented, ***"The staff here are very kind without being in your pockets!"***

8.5.3 Effective communications – alternative systems and accessible information

Notices around the home are clear. We were told that if the need arose, residents could be supported

8.5 Physical Welfare

8.6.1 Appearance, dress & hygiene

All residents appeared as well dressed with a high standard of personal care.

8.6.2 Nutrition/ mealtimes and hydration

Residents comments on food were a little mixed some liking , others feeling there could be improvement. Menus are published with the home seeming to operate a rolling programme over several weeks. We were told that individual choices/diets can be catered for.

8.6.3 Support with general & specialist health needs/Maximising mobility & sensory capacities

Residents appeared to be supported in all areas where there was a need.

8.6 Social, emotional and cultural welfare

8.7. 1 Personalisation & personal possessions

As outlined above – residents are allowed to personalise their rooms with furniture and personal possessions.

8.7.2 Choice, control & identity

Our impressions are that are allowed to make their own choices and this includes food. Resident's thoughts and feelings appear to be considered in all aspects of care.

8.7.3 Feeling safe and able to raise concerns/complaints

We spoke to a number of residents who felt that if they had concerns they would be resolved quickly.

8.7.4 Structured and unstructured activities/stimulation

Crabwall hall employs two activities coordinators, although at the time of our visit one position was vacant, awaiting a new appointee to commence.

There is a full programme of activities, which follows the Brighterkind 'magic moments' programme.

The activity programme is reviewed every month with residents and aims to incorporate residents own interests and preferences as well as celebrating events such as the Royal Wedding. One resident, Mo, will be celebrating her birthday by going up in a hot air balloon, creating her own 'magic moment'.

The home has its own vehicle and outings are offered e.g. pub lunches, shopping trips. The pub lunches seemed very popular by residents spoken to.

There is a notice board in the home dedicated to activities on offer and showing photographs of past activities enjoyed. This was current with recent photos and this week's timetable, plus additional initiatives e.g. the ice cream van which calls fortnightly and the sweets cart incorporating the resident's favourite sweets from their childhood.

On our visit we observed a sing-along session facilitated by the activities co-ordinator, Karen Robinson. The session was lively with a lot of laughter and Representatives were invited to join in. there were about six female residents in the group.

Representatives spoke with Karen who was very positive about her job and spoke enthusiastically about the activities she organises both in the home and outside. The home is one of five pilot homes for an activity project called 'oomph' and has been supported by a social enterprise to get people active and engaged.
A recent activity supported by oomph gave residents a boat trip outing on the River Dee.
Karen also visits those residents who prefer not to engage in group activity. She sees them every day in their rooms for a chat about what activities they may like on a one to one basis e.g. has done hand massage with an individual and will accompany people on walks around the gardens and to tend to fish in the home's fish pond.
Representatives spoke with a resident who said, ***"There are lots of interesting***

activities and outings.” The resident told us about her visits to the neighbouring hotel’s swimming pool and Jacuzzi accompanied by Karen. ***“They have really nice facilities there and we have a nice coffee afterwards.”***

Another resident told Representatives, ***“There are lots of activities but you can chose whether to join in or not.”***

Animals appear to be popular in the home; it has its own cat, caged birds, fish and visiting PAT (Pets as Therapy) dog.

The home also has a hairdressing salon with visiting hairdresser and manicurist.

Another initiative being embraced by the home is the introduction of technology. Kirsty told us about an app that Brighterkind are rolling out across their homes which she described as a simplified Skype function to maintain contact with families. As well as the live chats with family it can also have photographs and videos to share. It can be used to build a personalised bank of memories.

Initial feedback from residents has been positive and they are excited to be rolling it out soon.

8.7.5 Cultural, religious/spiritual needs

We were informed that clergy regularly visit the home and arrangements can be made for relatives to attend a service at church if they wish.

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

The home has large well maintained gardens with a fish pond and raised flower beds. Residents can help out with gardening if they wish. The gardens overlook open countryside and provide a very pleasant outdoor area.

At the time of our visit no residents were in the garden area.

9. Observations

9.1 Elements of observed / reported good practice

Despite being in a rural and fairly isolated situation the home has formed links with the neighbouring hotel and organises outings for residents to community resources nearby.

The last CQC inspection in 2016 rated this home as ‘good’ across all areas and our impression is that this has been maintained.

9.2 Other observations / findings of note applicable

Representatives were particularly impressed by the way the current management team in Charlene and Kirsty have grasped opportunities to take on new initiatives and to forge ahead with improvements to the care of the residents and to the environment. Kirsty in particular spoke with passion, pride and enthusiasm for her work in enriching people's lives.

10. Comparisons

10.1 Comparisons of observations against providers website

Overall representatives have a very positive impression of this care home which compares well with the principles of the organisation. We heard evidence of personalised care planning, heard from residents about the choices they had and observed people having fun.

10.2 Comparisons with previous Healthwatch visit (s) where applicable

Healthwatch last visited in March 2016 when Representatives' overall impression of this facility was excellent. ***"We felt that the home was very comfortable and well furnished with some good homely touches throughout and a high quality 'hotel' feel. Residents appear to be consulted on many issues with their health and happiness being a top priority with the general manager and all of the staff."***

These comments appear to still reflect the position at the home.

11. Recommendations

- Continue to develop initiatives around activities, particularly the Oomph programme and the development of technology
- Ensure links with the community are maintained due to isolated situation
- Review food provider with residents and relatives due to mixed responses re quality of food from residents

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