Healthwatch Cheshire West Enter and View Report	
Enter and View Visit to	**Crossways Residential Home** **Station Rd** **Lostock Gralam** **CW9 7PN**
Date and Time	**20th February 2018 arriving at 2.00 pm**
Authorised Representatives	**Chris Banfi and Neil Garbett**
Staff Present	**Patricia Welsh - Administrator**

Background

Healthwatch Cheshire CIC is the consumer champion for health and social care services. It works as an umbrella organisation for both Healthwatch Cheshire East and Healthwatch Cheshire West and Chester. We gather the views of local people and look at information about how well local services are performing. We then use that information to assist residents and communities to be listened to by the organisations that provide, fund and monitor services.

What is Enter & View?
Enter and View is part of the local Healthwatch Cheshire CIC programme. The Health and Social Care Act (2012) grants local Healthwatch representatives powers of entry, allowing them to observe service delivery and talk to service users, their families and carers on premises such as hospitals, care homes, dental surgeries and GP practices.

Purpose of the visit

As part of the work plan agenda for this year Healthwatch Cheshire CIC continue their work in monitoring Nursing and Care provision across the area.

This work has the full support of Health and Local Authority commissioners.

With this in mind, throughout the year, we visit a number of establishments with the intention of observing settings from a family perspective and gathering feedback from service users, relatives and staff. This report is based on these observations and conversations.

Highlights from the Visit

- An established and welcoming staff team
- A homely atmosphere with pleasant and spacious communal areas.
- A clean safe environment

General Information

Now 65 years old, Crossways is a purpose built residential care home owned and managed by Minster Care Ltd. Located in a mainly residential suburb of Northwich the home is near to a shop/post office, a pub, a newsagent and close to a bus route. The home is one of four similar facilities in the Lostock area.
Crossways provides residential and respite care for up to 39 residents in single rooms (32 at the time of our visit). None of the rooms have en-suite facilities. The majority of residents at this time are female.

Minster Care has only recently taken over the service. On their website the company states their mission is: ***"… to provide a Home that feels like a Home. We offer a comfortable and homely environment where Service Users can enjoy a good quality of life and be supported to make their own choices. We will provide a safe, friendly environment where the care is person centred and we celebrate the diversity of our Service Users. We aim to provide care for the whole person and maximise their potential, physically, emotionally and spiritually."***

Healthwatch Cheshire Representatives were keen on this visit to see how this mission statement is delivered at the home.

Alongside the recent change of ownership at the home there has also recently been a change of management with a new manager appointed and due to start in early March. We were told that the change of regime had meant staff having to adapt to new care plans and computer systems but gradually they were getting on top of things.

The home was last inspected by CQC in (April 2016) when it was still owned by the previous provider – Belong Ltd. It was then rated as 'Good' in all areas.

At the time of our visit the home was rated as 6.5/10 on Carehome.co.uk with internet reviews on a variety of platforms being broadly positive although some reviews do make a comment about the facilities at the home being a little dated.

Environment

Entrance to the home is from a small private car parking area at the side of the building. A vestibule porch leads to a key coded door for safety and security.
Representatives were welcomed by Patricia who took time to tell us about the new ownership and management changes. Representatives were then left to explore the home freely.

Representatives felt that the home had a welcoming but 'lived in' atmosphere. The entrance itself leads directly into a multi-purpose dining room area that has a lofty atrium - giving a light and airy impact to the room. On an upstairs balcony; that overlooks this room; green foliage plants are positioned to give an open and spacious feel to the area.

All areas observed were well decorated and maintained to a good order. There were no unpleasant odours.

The ground floor benefits from a separate open 'kitchen' where residents and guests, can make light refreshments and drinks. It was noted that this was also a popular spot for residents to meet with each other and at the time of our visit some residents were sitting and chatting in this area.
Another quiet lounge is available for those residents who wish to read quietly or watch television.

On both the ground and first floors the individual's rooms were of a similar size but personalised with small items of residents own furniture. An upstairs gallery area also provides an additional social space and was furnished with comfy chairs and a television. An afternoon music quiz was taking part here led by the activities co-ordinator.

Some photos of residents taking part I activity were displayed upstairs. Other wall decorations were mainly ornamental paintings with no specific theme.

Crossways has a lovely garden out the front and substantial, attractive outdoor furniture with cushions and umbrellas for better weather. We were told that plants are maintained by a member of staff who has an interest in gardening but has found she is often too busy to do much more than basic care. She used to grow tomatoes and green beans in the greenhouse but this no longer happens.

Patricia told a Representative that she would like a gate put across the entrance to the garden from the car park - This would enable a change round of the garden and allow more residents to make more of the space; encouraging better health and wellbeing. More raised beds could then be incorporated to encourage residents to be involved in the garden.

Beauty Salon – One room was dedicated as a hair salon - a "beauty room" designed by two members of staff - where residents have their nails done on a Wednesday. The hairdresser also comes on this day. This room was clean and tidy.

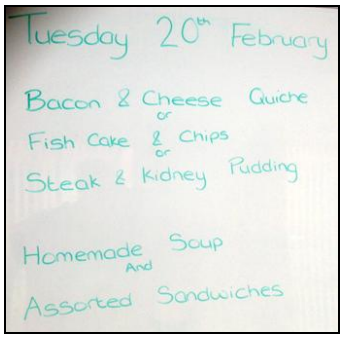
Health and Wellbeing

We were told that the previous manager had left the home on 16th February and that the new manager was due to start on 5th March. Having worked there for many years, Patricia was in a good position to give us some background to residents at the home.

She commented, ***"As they get older they want to go out less and are less involved with some activities."*** (Some residents have been at the home for many years). Patricia said, ***"Each one is judged as an individual and we work towards their needs."***

GP Provision – We were informed that most residents have moved to Middlewich Road surgery and that the doctor comes each Tuesday. Patricia commented that they had experienced no problems with local services. The home has a dedicated medicine room with lockable medicine cupboards in each bedroom.

Food and Menus – Viewed from outside, the kitchen appeared clean and well organised. We were told that the home is currently advertising for a cook and is using agency support without any problems.
Patricia told us that the home operates a three week rolling menu with the cook preparing all meals on site. We were told that residents have an input to food choices at residents meetings and in particular residents enjoy having a proper sweet trolley. Daytime meals usually take the form of a substantial lunch and a lighter evening meal.



Activities and Community Links

We met the activities coordinator who is currently working five days a week. She explained to us that she is due to go on maternity leave and she hoped that another member of staff would take over when she was off.
Whilst at Crossways Representatives viewed a music quiz. A timetable of activities was viewed on a whiteboard. The activities co-ordinator commented that residents used to go out more but that the needs of many residents were becoming complex. On at least one occasion a bus had been hired - only to find that some residents changed their mind at the last minute about going on the trip.

Activity Planning Board

We were told that staff have used their own cars in the past (those with business insurance) but not now. Some relatives help but not many. The home had no real volunteer helpers programme at this time.

The music quiz going on at the time of our stay was well attended although it took some effort and encouragement to move a number of residents (with physical disability problems) into the upstairs communal area.

We were informed that In the past they have had fundraisers such as a summer fair. Moneys raised were used to create a lovely outside area with raised beds and pergola. The activity co-ordinator said that there was very little contact in terms of joint activity and equipment sharing between the three other care homes within walking distance of Crossways.

Feedback

A number of residents were keen to speak to representatives:

- One lady who was new to the home said that she had found it hard to move from her own home to here - ***"But I know it was the right decision."***
- One gentleman commented on the food – ***"I like the food here there is always plenty to eat here and a good choice."***

- ***"We have Wonderful handyman. He'll do anything …a goodie! Decorates rooms as necessary - also does the borders in the garden!"***
- ***"I like my room."***
- ***"I think the staff team here is good – they all look after us."***

Additional Comments

In relation to Minster care's own mission statement - Observations by Representatives feel that the home is fulfilling its objectives in that it is comfortable and homely and residents are treated with respect, however in terms of fulhas some way to go in completely fulfilling and comments collected from residents, relatives and staff do seem to indicate that the home is fulfilling the aims as set out as its mission statement, however, we do feel that the home is currently lacking a forward direction that will hopefully be stimulated by the new manager.

Suggestions for improvement

- **Displayed artwork** – consider changing the rather non-descript paintings displayed throughout the home with memorabilia type artwork – e.g. reproduction movie posters, vintage advertisements, holiday destination posters and pictures of old Northwich and surrounding area.
- **Consider suggested garden improvements** - Putting in a new gate to enable a circular route to be created to encourage residents to walk outside and become more involved with the garden.
- Patricia pointed out to representatives that if a mezzanine floor was created above the dining room there would be a great space for dancing etc which the residents really enjoy. Representatives felt this a good idea.
- An extension or conservatory on the side of the dining room, utilising an existing area of three outside brick walls.
- Explore the possibility of liaising with other nearby homes in terms of sharing resources, equipment and entertainment activities.

Feedback from Provider of Service

At time of publication no feedback received.