Enter and View Report.

SABLE COTTAGE NURSING AND RESIDENTIAL HOME.

Care Home Contact Details: Sable Cottage Nursing and Residential Home, Chester Road, Kelsall, Cheshire, CW6 0RZ

Date of Visit: 19th December 2018
Time of Visit: 2.00 to 4.00pm

Healthwatch Cheshire Authorised Representatives:
Ros Haynes, Mike Askew

Staff Present: Sunil Patel – Owner, Johanna Houghton – Registered 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, Sension House, Denton Drive, Northwich, Cheshire, CW9 7LU. Tel: 0300 323 0006.

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1. Description & Nature of Service

Details of home (as taken from carehome.co.uk) :

- **Owner:** Sable Cottage Ltd
- **Person in charge:** Johanna Houghton (General Manager)
- **Local Authority / Social Services:** Cheshire West and Chester Council (click for contact details)
- **Type of Service:** Care Home with nursing – Privately Owned, Registered for a maximum of 39 Service Users
- **Registered Care Categories*:** Dementia • Learning Disability • Mental Health Condition • No Medical Intervention • Old Age • Physical Disability • Sensory Impairment • Younger Adults.
- **Specialist Care Categories:** Alcohol Dependence (past or present) • Alzheimer's • Asperger Syndrome • Bipolar/Manic Depression • Cancer Care • Down Syndrome • Epilepsy • Hearing Impairment • Huntington's Disease • Motor Neurone Disease • Multiple Sclerosis • Neuropathic • Orthopaedic • Parkinson's Disease • Profound & Multiple Learning Disabilties • Schizophrenia • Speech Impairment • Stroke • Visual Impairment
- **Admission Information:** Funded clients need to pay a top up, refundable deposit. Ages from 30 to 110.
- **Single Rooms:** 39
- **Rooms with ensuite WC:** 33

- **Facilities & Services:** Palliative Care • Day Care • Respite Care • Convalescent Care • Physiotherapy • Separate Dementia Care Unit • Own GP if required • Own Furniture if required • Pets by arrangement • Smoking not permitted • Close to Local shops • Near Public Transport • Lift • Wheelchair access • Gardens for residents • Residents Kitchenette • Phone Point in own room/Mobile • Television point in own room • Residents Internet Access

Latest CQC Report:

Report on Sable Cottage Nursing Home: In its last visit to Sable Cottage (June 2017) CQC rated the service overall as GOOD with a GOOD rating in all of the five areas inspected – Safety, Effectiveness, Caring, Responsiveness and Leadership.

Website information:

Sable Cottage has its own website that states:

Sable Cottage is a purpose built, privately run care home set in the heart of Cheshire's finest countryside, neighbouring the beautiful Delamere forest and 8 miles from the historic city of Chester.

Sable Cottage prides itself on providing complete holistic care for its clients. Services include in-patient nursing care, day care, respite care, or care for those with early stages of dementia.

Sable Cottage aims to encourage an environment in which residents can receive the highest level of nursing care appropriate to their needs; whilst retaining privacy, dignity and independence in all possible aspects of their life and care.

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 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

On arrival the representatives were given a warm welcome by the Registered Manager Johanna Houghton and introduced to the owner Mr. Sunil Patel. After a brief and enthusiastic description of the home. She was very open about some of the issues facing the home, particularly staff recruitment, explaining the home had increased pay rates in order to attract new recruits from a wider catchment area. She then gave the representatives a tour and left them alone being very happy for them to then wander around and talk to residents, families, visitors and staff.

6. Methodology

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

- 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 small friendly home with a very nice village location
- Very experienced, committed and motivated manager, who, along with dedicated and caring staff create what one person called a “lovely atmosphere”
- Decoration feels somewhat tired and in need of updating.

8. Detailed Findings

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

Located centrally in village of Kelsall, the home is easy to find and close to various amenities; shops, pharmacy, surgery and park. Externally the home appears modern and well looked after. The car park is somewhat limited in size and cars were double parked. There are steps up to the front door that may cause access issues, however we were told of an alternative side entrance for disabled access.

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

Representatives entered via a bell controlled outer door and were warmly welcomed into the small reception area. This area is clean and fresh with a lot of information regarding the home, policies, procedures and staff (including pictures). Families entering at the same time were warmly welcomed by Johanna, the home manager.

8.3 Facilities for and involvement with family/friends

The home offers very flexible arrangements for families visiting residents – they can use residents' rooms or a lounge to sit with them. They have also created a private room for relatives and GPs to use should it be required. Johanna operates an open-door policy to discuss any issues/concerns residents or families may have. The home has a complaints procedure, has regular meetings planned and also runs an annual survey. Families spoken to during the visit were generally supportive of the home, stating, ***"it's very friendly here and I have no concerns - it's like being in your own home"***, ***"staff are brilliant"***, ***It's very good value for money"***.
Those that had raised issues stated, ***"I did complain about some issues and eventually things were sorted"*** and ***"I did have few concerns but they have been resolved"***.

8.4 Internal physical environment

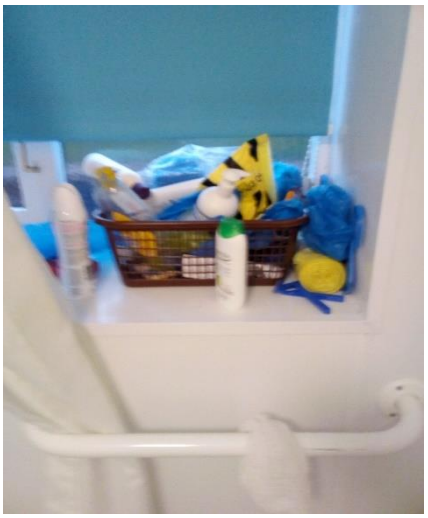
8.4.1 Décor, Lighting, heating, furnishing & floor coverings

Representatives felt the décor a little tired, dated and in need of updating. Walls and woodwork could do with painting to lighten/freshen, especially as corridors don't receive much natural light. The home is in the process of changing flooring in some areas – replacing carpets with a general easier to clean non-slip flooring. Although this is clearly very functional it was felt it might be less homely. We felt some rooms appeared quite small and plain – although residents are able to personalise if they want to, so this may be down to individual preference.
We had comments from some relatives regarding the décor too. One said, ***"some of the decoration is tatty"***. Another felt, ***"it needs some TLC"***, while a third commented, ***"it could do with a freshen up"***.

8.4.2 Freshness, cleanliness/hygiene & cross infection measures

Generally, quite clean with evidence of cleaning taking place and sanitising stations/gloves at hand throughout the home. Representatives did however, observe one or two things they felt deserved mention.

- Cleaning carts left in corridor causing blockages
- Some sanitising/glove stations untidy with no gloves
- Couple of toilet/bathrooms somewhat untidy
- Dirty washing not bagged and left in corridor
- Dirty towels in kitchen next to fridge.



8.4.3 Suitability of design to meet needs of residents

Care is provided over three floors with nursing, residential and dementia on separate floors. Stairs between the floors are protected by security gates. There is only one lift, although this is adequate as residents are not required to move between floors. There is an external fire escape that could do with moss being cleaned off, which was felt could be a slight risk.

8.5 Staff support skills & interaction

8.5.1 Staff appearance/presentation

Most staff were in uniform, apart from two new starters who were awaiting theirs. Staff were motivated and enthusiastic and those spoken to were happy and enjoyed working at Sable Cottage. Quotes from staff included, ***"I enjoy working here as it has a lovely atmosphere"***, ***"I like it here as everybody is so caring"***.

8.5.2 Affording dignity and respect/Approach to care giving

All staff observed engaged really well with residents, being courteous and using kind tones when speaking to them. Representatives observed staff members leaning in to touch and comfort a distressed resident and while serving drinks to residents in rooms there was plenty of conversation and care shown. A representative overheard what they felt was a great discussion between staff regarding the drinks a resident was struggling with and how best to deal with his hydration needs.

8.5.3 Effective communications – alternative systems and accessible information

There is clearly a very open style of management, and, sufficient systems in place around communications. Staff also appear very approachable and are actively listening to both residents and their families.

8.6 Physical Welfare

8.6.1 Appearance, dress & hygiene

All residents were clean, smart and well presented. The home has its own laundry with a dedicated member of staff who clearly manages this service very well. The laundry was clean and very well organised.

8.6.2 Nutrition/mealtimes and hydration

The home has a main dining room and a smaller room within the EMI unit. The main dining room is pleasant, overlooking the garden. The smaller facility in EMI is somewhat tired and would benefit from some decoration.
The home uses the Apetito system. This allows for easy monitoring of calorie intake and also means residents who need blended food receive meals that appear more attractive and appetising. We were told if residents specifically wanted something simple cooking then the kitchen would provide it. There was evidence of residents being served drinks and of conversations around specific hydration needs of a particular resident.

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

The home provides a really well organised and managed system of care, where resident's records and information are regularly updated. The home uses the "Biodose" system of pre-dispensed sealed medication pots that is a really effective system of controlling residents' medication. There were sufficient staff on duty with a good mix of experienced and newer recruits, who were all observed engaging appropriately with residents.
There appears to be clearly defined roles in place and staff were observed asking a more experienced/knowledgeable person about specific needs of a resident.

The home has specific nursing staff who are knowledgeable and well trained and provide support across all the floors if required. The local GP surgery operates a weekly visit to the home.
8.7 Social, emotional and cultural welfare
8.7. 1 Personalisation & personal possessions
Sable Court allows for some room personalisation and personal possessions a point commented on by one resident who stated, ***"I have my pictures and Christmas cards in my room"***.
8.7.2 Choice, control & identity
Residents seemed to have a wide choice as to their care and in particular how much or how little daily activity they wish to be involved with.
8.7.3 Feeling safe and able to raise concerns/complaints
All residents and family members who were spoken to commented that they would be confident in raising an issue if necessary and also certain that this would be handled appropriately. All residents were full of praise for the manager and her staff.
8.7.4 Structured and unstructured activities/stimulation
A list of twice daily activities was posted on a notice board, although at the time of the visit there was nothing happening. The representatives wondered if maybe a broader range of activities with the option for some individually focussed activity might be offered.
8.7.5 Cultural, religious/spiritual needs
Although not specifically explored during the visit the home website states that Holy Communion is offered to residents.
8.7.6 Gardens – maintenance & design/suitability for use/enjoyment
The home has a small well-maintained garden easily accessed from the dining room, that is used when weather permits.
9. Observations
9.1 Elements of observed/reported good practice
Owners/Management have reacted positively to previous recruitment issues by raising pay rates and broadening search area. Manager creates a really positive environment and staff appear to react by delivering high level personal care. Home has good and robust systems in place for managing care, particularly medication.
9.2 Other observations/findings of note applicable
Decoration is a little tired, dated and in need of updating.

10. Comparisons

10.1 Comparisons of observations against providers website

Based on observations and comparing against the home websites aim to: **encourage an environment in which residents can receive the highest level of nursing care appropriate to their needs;** representatives felt Sable Cottage delivers in terms of culture, environment, management and staff attitudes.

10.2 Comparisons with previous Healthwatch visit(s) where applicable

Owners/Management have reacted positively to the suggestion they needed to resolve the recruitment problems identified at previous Healthwatch visit.

The home has completed the new shower room mentioned at previous Healthwatch visit (in 2016).

11. Recommendations

Consider a planned programme of redecoration.

Explore a broader range of activities especially some more individually focussed and some designed specifically around dementia.

Feedback from Provider of Service

The Management of Sable Cottage would like to thank Ros Haynes & Mike Askew for their visit and inspection of our service. We are really pleased that you commented on our dedicated and caring staff team, as we are very proud of the positive culture we have created at Sable Cottage.
We have a planned, rolling programme of decoration at Sable Cottage, in which projects are prioritised. The maintenance schedule could have been made available on the day of inspection, to the representatives of Healthwatch.
In the last 12 months a bathroom and another shower room have been refurbished, a CCTV system has been installed and work to the exterior of the building has been completed. Since the inspection, the top floor dining room has been decorated as have 3 bedrooms and part of the top floor corridors. We are now prioritising decoration of all the corridors following comments made in the report.