Enter and View Report

Iddenshall Hall and Beeston View

Iddenshall Hall and Beeston View Care Homes

Rode Street, Clotton,

Tarporley, CW6 0EG

Date:31st July, 2018

Time of Visit:10:00am – 11:30am

Healthwatch Cheshire Authorised Representatives:

Neil Garbett, Jane Hines, Peace Anyanwu,

Staff Present:Suzanne Owen, 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

Iddenshall hall and Beeston Care Home are located in a rural community roughly 1½ miles from Tarporley on the main Chester Road off which the home has its own private driveway.
Iddenshall Hall; an adapted 16th century farmhouse; provides residential care whereas Beeston View, a new build, serves as a home for dementia residents.

The homes form part of the Barchester group.

Group: Barchester Healthcare Ltd
Person in charge: Suzanne Owen (General 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 44 Service Users
Registered Care Categories*: Old Age • Physical Disability • Sensory Impairment
Admission Information: Ages 55+.
Single Rooms: 48 (Beeston View), 39 (iddenshall Hall) – Total 87
Shared Rooms: 0
Facilities & Services: Day Care • Respite Care • Convalescent Care • Own GP if required • Own Furniture if required • Pets by arrangement • Close to Local shops • Near Public Transport • Minibus or other transport • Lift • Wheelchair access • Gardens for residents • Phone Point in own room/Mobile • Television point in own room

Information from carehome.co.uk

Care Quality Commission - In its latest reports (January 2016) rated Iddenshall Hall as Good in all areas and similarly Beeston View (March 2017).

Providers Website: The home benefits from a well constructed and easy to use website. Part of the site is used to describe a detailed activity programme –

"The activity programmes provided by our care teams are tailored to meet peoples residential care needs and capabilities – and are thoroughly enjoyed! These include gardening, baking, outings, gentle exercise, pet care and life-skills work. Other specialist activities such as reminiscence therapy, music therapy and complimentary therapies are also a part of our activities programmes."

On this visit, Representatives were keen to see how this programme is delivered to the residents.

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 Authorised Representatives were met by a member of staff who took us to the reception area. The receptionist later took the Representatives to see Suzanne Owen (Barchester Care Home Manager) who was 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 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

- The home appears clean, well-furnished and has lots of pictures/frames/arts work on display around the building in different themes.
- The garden appears as very well maintained with a number of pleasant outside seating locations for both individual and groups.
- Staff appear to have interest in their residents' welfare and staff development also appears good with regular weekly meetings/briefings amongst the management and staff.
- The home has two activity coordinators, and activity timetable/schedules are on display for everyone including families of residents.
- Food appears to be liked by residents.
- During our visit, no visitor was present to speak to in either home. Four members of staff and eight residents were interviewed to get their opinion on the care home.
- It is good that the company has given approval for planned kitchen refurbishment.

8. Detailed Findings

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

Set back off the main road, the home is located in a rural and quiet area surrounded by open farmland. The exterior environment is neat and litter free. Adequate car parking spaces are provided for at the front and side of the building

with a driveway that is tarmac covered and wide enough for larger vehicles such as deliveries and ambulance. Borders and hedges are neatly trimmed with a selection of flower beds.

The gardens are an important feature of the home - beautiful and well maintained with seats located at strategic points where residents can have a nice time outside.

The main offices and reception are located in the Beeston building.

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

The care home is well furnished, clean and decorated with lots of interesting artwork on display. The interior and furniture within looks clean and new. To the visitor it gives an impression of being well organised. The entrance hall itself has an activities timetable on display for all to see along with its various accomplishments and awards received. All staff were smiling and appeared welcoming.

An Outer view of Iddenshall Hall

Outdoor enclosed courtyard seating area.

8.3 Facilities for and involvement with family/friends

Both Beeston and Iddenshall have facilities that encourage interaction between families and friends such as a number of lounges of different sizes furnished with chairs of different types and height. Chairs are provided in the residents' rooms- many of which have direct access onto garden seating areas including a very peaceful courtyard area.

8.4 Internal physical environment

8.4.1 Décor, Lighting, heating, furnishing & floor coverings

The Care Home is well decorated with sculptures, frames and flowers. It has the list of its activities as well as awards received hanged on the wall. It has a good

lighting system and there are heaters strategically placed. It has new and beautiful furniture and floor coverings.

8.4.2 Freshness, cleanliness/hygiene & cross infection measures

Inside the Beeston care home looked neat and organised with the exception of the dining room. This was probably due to the fact that when we arrived, residents had just finished having breakfast.

The tables were untidy and the dining room door opened wide. On what was a very hot and muggy day this allowed some fresh air into the building, however, the down side to this was that quite a number of flies had made their way into the building and also a bee.

Throughout the duration of the visit, we noticed cleaning being done in a number of areas which seemed to be thorough.

Staff involved in cleaning resident's rooms appeared able to respect resident's needs and privacy. One resident who was still in bed when the cleaner came to do the room. In what was a discrete observation a Representative watched while the member of staff politely knocked on the resident's door (semi ajar) and asked for permission from the resident before setting to task on cleaning duties.

Later when the cleaner had completed tasks in the room they were available to comment, ***"I love working here and I like to do a good job with the rooms. Most of the residents can't do things for themselves and I think they appreciate what we can do for them."***

Another care worker also on the same coridoor overheard our conversation and commented, ***"It's right we're like a big family here – Everyone gets on with each other."***

Throughout the home there were no unpleasant smells and bathroom and toilet areas all appeared spotless.

8.4.3 Suitability of design to meet needs of residents

Whereas Iddenshall is a converted and adapted building Beeston is purpose built. This aside, both designs are well suited for the residents. It provides a disability friendly environment and clear signage allows easy navigation of the various parts - salon, lounges, garden and various outdoor seating areas.

The Iddenshall Hall section has its own library and a music room.

Toilets throughout the building were adequate although Representatives felt that a number were limited in terms of space for a frail residents using mobility equipment, or a visitor wanting to transfer independently from a wheelchair. We felt that there was probably scope to improve the door furniture in some of the toilets and also some of the facilities e.g. all mirrors appeared to be at a

reasonably high level.

The Iddenshall Hall had a lift and a small gate on the staircase of the top floor of the building which could be locked. We were told that this was installed to avoid falls from those with frailty. Representatives felt this initiative was a good idea.

8.5 Staff support skills & interaction

8.5.1 Staff appearance/presentation

Staff appeared as neatly dressed in their various uniforms each wearing a name badge. They presented themselves well as professionals.
All members of staff that we interacted with were polite, cheerful, welcoming and willing to answer questions which were asked.
We were told that staff members undergo training on good health practices such as safeguarding and infection control amongst others.

A staff member told us that she had undergone lots of training and was preparing to earn her NVQ level two. She commented, ***"If someone wants to get on with training they can here."***

We understand that the use of agency staff at the homes has recently reduced considerably.

8.5.2 Affording dignity and respect/Approach to care giving

They home has both male and female staff each having various tasks and ensuring that the residents were well taken care of, their needs are met and that they are comfortable. Authorised Representatives observed how the staff interacted with the residents. The staff were observed as being gentle and did not use hard tones or words to communicate with the residents. They were tender, used good eye contact and always asked the residents what they wanted before taking action (allowed the residents to make their choices). One of the residents told us that their dignity was preserved and that the staff were, ***"Always kind to them."***

Another resident commented, ***"Staff do their very best for us. Some residents; me included; are grumpy at times but the staff are good – they put up with our moaning."***

8.5.3 Effective communications – alternative systems and accessible information

The staff communicated well with residents. There were clear signs placed on doors to signify their functions, however, alternative language languages were absent.

8.6 Physical Welfare

8.6.1 Appearance, dress & hygiene

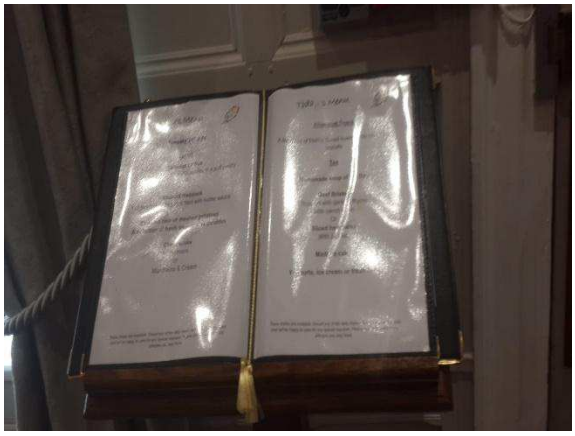
Residents appeared clean and well dressed. Many of the lady residents had taken time over hair and make-up. All looked bright and ready for the day.

8.6.2 Nutrition/ mealtimes and hydration

The home has its meal menu layout for all to see which suggests of a variety of nutritious choices. The dining room in the Iddenshall hall was more beautiful, clean, organised and decorated than the one in the Beeston View. The napkins, cutlery and table were well made.
We were informed by the manager that approval had been made to furnish/upgrade the kitchen/dining room in the Beeston View home.
Staff told us that meals could be taken by residents in their rooms at various times. The staff assisted residents with disability helping with feeding and constantly offering fluids.

The residents commented positively on the taste of the food.

There are a number of tea/coffee stations around the building allowing residents and guests to access beverages at any time.



Menu display

Tea and Coffee station

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

The home has various types of equipment available to aid mobility for people with disabilities. Regular exercise classes to encourage mobility and flexibility are held at both locations – and these were observed by Representatives. Residents with only limited capacity were encouraged to do all they were capable and classes

were well attended.

The manager told us that health checks are conducted regularly for the residents. She commented, ***"It used to be inconsistent but the two GP Services decided to run a system whereby one surgery looks after BV and the other looks after Iddenshall. Weekly rounds in place so the Service runs smoothly and efficiently and we have great relationships with both surgeries and The District Nurse Team."***

8.7 Social, emotional and cultural welfare

8.7. 1 Personalisation & personal possessions

Residents are given some freedom to personalize their own space with individual items of furniture and decorative items including photographs.

The manager of the care home notified us that pets could be kept by the residents with special arrangement.

8.7.2 Choice, control & identity

Representatives observed one of the carers encouraging a resident to do things themselves. Observations suggest residents are allowed to make their own choices of what to do, eat, drink amongst others. For instance, Representatives observed some residents making their own choices over drinks and snacks.

A door leading to the garden was left wide open and residents without disability were allowed to walk around the care home.

Each resident's room appeared well-furnished.

From the displayed timetable of activity, comments from the manager and residents it was obvious that the residents got the opportunity to engage in activities in the community.

Representatives observed that the residents were friendly amongst themselves laughing and talking and generally at ease with one another.

8.7.3 Feeling safe and able to raise concerns/complaints

The residents commented that they felt safe in the home and their opinions were held in high regard.
An example of this is the engagement of residents in selecting the employee of the month who is recognised and given award.

Representative's observations suggest that the residents communicated freely with staff.

8.7.4 Structured and unstructured activities/stimulation

Monthly activities grid – notice board size

Activities board

Weekly events

'You said – We Did' feedback

The Care Home has a detailed list of activities scheduled for the residents to partake in. However, two of the residents complained to us of not been able to pursue their own hobbies while in the home. Representatives were unable to delve into the specifics of what they wanted to pursue.

Another resident gave us an account of their visit to Blackpool which was an organized trip. They complained that; mainly because it rained on that day; ***"We didn't really enjoy it that much."***

The Care Home has two activity coordinators, one that works during the weekdays and the other during the weekend. They are in charge of the activities going on at Beeston and Iddenshall.

Scheduled activities include therapeutics and leisure activities such as exercise classes, music and dance, outing amongst others.

We were told that there are planned outdoor events where the residents are taken with the minibus to the communities to undergo some activities such as shopping, garden centre visits and the Blackpool event in which two of the residents complained about.

Whilst on the visit Representatives were able to view a full exercise class and speak to one of the activity coordinators who seemed committed to her role and very keen to expand the range of activity provided to include weekly and monthly themes.

"I have a personal interest in music and am keen to extend music activities with the residents."

When asked about her role she commented, ***"I feel well supported and I am keen to extend the remit of what I do. I feel that I am learning every day."***

8.7.5 Cultural, religious/spiritual needs

A resident complained to a Representative on the fact that a Church service had not been held in the Care Home for a while. When a member of staff was asked about this the Representatives were informed that the home do not have any available priest to help officiate their service.

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

The gardens on site are extensive and well tended. Trees are nicely pruned and borders neat. The garden paths are well maintained, safe and accessible to all residents with most pathways adjacent to a strong wooden fence which provides not only a security feature but also a grab rail.

Beautifully positioned seating areas have been provided for residents.

Views of the garden areas

Rear Garden

Paths and fence rail

Many rooms have direct access to the garden

Pleasant seating with tables

9. Observations

9.1 Elements of observed / reported good practice

- **The homes appear safe and well maintained**
- **The staff are polite, kind and appear well trained and attend regular meetings.**
- **The residents' dignity is preserved and their choices are respected.**

9.2 Other observations / findings of note applicable

Additional Photographs

Awards and fire evacuation plan

Who's Who? - Staff photographs

History of the hall

Additional views inside the homes

- An event was just concluded for residents on the 30th July, 2018 and was titled, "friendship day".
- No visitors were available in the Beeston View Care Home, this may be due to the fact that the assessment was carried out in the morning.
- Water dispenser on the floors in the residential home.
- The presence of a library in Iddenshall Hall.

10. Comparisons

10.1 Comparisons of observations against providers website

The home does appear to have a detailed and extensive activity programme.
As outlined on the website the homes are both neat, well decorated and furnished, and have a beautiful garden just as it in on the website gallery.

10.2 Comparisons with previous Healthwatch visit (s) where applicable

Reports following previous Healthwatch visits – Beeston View (March 2015) and Iddenshall (Nov 2016) were broadly positive. It appears that issues raised on these visits in relation to storage and some refurbishment of bathroom areas are now resolved.

11. Recommendations

- Liaise with Dioceses of Chester in regard to visiting clergy
- Extension of the Beeston view activity Beeston View.
- Consider installation of strip curtain (insect prevention) to be used when dining room doors are open.
- Encourage / develop further links with the local community.

Feedback from Provider of Service
The report is accurate and nice to read. Many thanks to you and your team for your time, **SUZANNE OWEN (GENERAL MANAGER - IDDENSHALL HALL & BEESTON VIEW) – 13TH SEPTEMBER 2018**