Enter and View Report

Leftwich Green

Care Home Contact Details:

Old Hall Road
Leftwich
Northwich
CW9 8BE

Date of Visit: Thursday 7th June 2018

Time of Visit: 2pm

Healthwatch Cheshire Authorised Representatives (Ars):
Neil Garbett
Janet Lomas
Georgina Hulme

Leftwich Green Staff Present: Jenny Carter

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 improves 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 -** Leftwich Community Support Centre is a short stay and respite service; where people stay for a short period of time and do not live there permanently.
   The service is a registered to provide accommodation for persons who require nursing or personal care for up to 31 people. The home is situated in its own grounds in a residential area of Leftwich, roughly one mile to Northwich town centre. Public transport runs close to the home.

   - **Group:** Cheshire West & Chester Council
   - **Person in charge:** Jenny Carter (Manager)
     - **Local Authority / Social Services:** Cheshire West and Chester Council (click for contact details)
     - **Type of Service:** Care Home only (Residential Care) – Local Authority Owned , Registered for a maximum of 32 Service Users
     - **Registered Care Categories*:** Dementia • Old Age • Physical Disability • Younger Adults
   - **Single Rooms:** 32
   - **Latest Care Quality Commission* Report on Leftwich Green:** click here

   The latest CQC report from an inspection completed 18th July 2016 rated Leftwich Green as overall GOOD. It received GOOD in areas Safe, Effective, Caring, Responsive and REQUIRES IMPROVEMENT in Well-led.

   Care home/ Company website information - This service does not appear to have a dedicated website as it is run by Cheshire West and Chester Council.

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 HWC ARs at the time of the visit.

4. Purpose of the visit

- To enable Healthwatch Cheshire ARs 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 Representatives were met Jenny Carter, who was welcoming and open. Jenny led us through to the office, provided with a drink and was happy to answer any questions we had. Jenny told us that she was currently on secondment to cover Maternity Leave, and has been at Leftwich Green for three months.

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

This service appeared well organised and calm.
Parts of the home are not able to be used because of staffing restrictions. Staff limitations mean that at the time of our visit only three out of a possible four units were occupied.

All residents seemed very content with their surroundings and had many favourable comments to make about staff support.

8. Detailed Findings

8.1 Location, external appearance, ease of access, signage, parking - Leftwich Green is located on a residential estate approximately 1.5 miles from Northwich Town Centre.
There are shops and schools nearby and easy access to main road links.
Representatives were able to park on the day with no problems.
The main entrance leads into the main atrium with reception desk displaying the necessary signs in book and visitor information.
There were lots of notices at the main entrance for visitors to take note of.

8.2 Initial impressions (from a visitor's perspective on entering the home) - First impressions were very good, no odours, light, airy, tidy, clean and the space well used with lots of different things to do in designated spaces.

8.3 Facilities for and involvement with family/friends – Leftwich has many open areas and plenty of space with sitting areas for residents to engage with visitors. The lounges themselves are not overpopulated with many quiet corners. We were told that refreshments were available to visitors on request.

8.4 Internal physical environment -

The building potentially accommodates 31 people maximum but at the time of our visit housed only 16 people all staying as part of respite provision.
We were informed that there is one emergency bed. There are four units, all with bedrooms, bathrooms facilities and lounge/kitchenette area for drinks and snacks.
One of the units is used for people living with dementia, each unit has access to a garden area and seating outside.

8.4.1 Décor, Lighting, heating, furnishing & floor coverings - All furniture, fittings, decor and flooring seen was in a good state of repair. We were informed that there is a new call system due to be fitted in the near future. Adjacent to the main entrance is a large atrium area that can be used for a variety of activities and dining. This was a pleasant and airy space.

8.4.2 Freshness, cleanliness/hygiene & cross infection measures – To the visitor the home appeared fresh and clean. This building has obviously been cared for over the years and although showing signs of age with a few bumps and cracks on woodwork is in an excellent state of repair.

8.4.3 Suitability of design to meet needs of residents – This is a purpose built centre. All areas were suitable; however, representatives did feel that certain improvements could be made. And have noted these under suggestions below.

8.5 Staff support skills & interaction –

8.5.1 **Staff appearance/presentation** - All staff wore uniform – care staff, senior and kitchen staff. All appeared very respectful, welcoming and happy to talk to the Representatives. Some staff we spoke to had been at the centre for over 15 years stating, ***"We love working here."***

8.5.2 **Affording dignity and respect** - We saw staff interacting with the people in a respectful, dignified way, offering a blanket to one wanting support with an activity.
We saw people sitting in small groups or on their own with care staff doing an activity. One staff had obtained drawing books from the Art shop for one person who has a love of drawing and copying pictures.

8.5.3 **Calm, empathic approach to care giving** – all care staff were observed as interacting with residents in a gentle kind way.

8.5.4 **Attentiveness and pace of care giving** – Care staff appeared to show great patience and understanding to residents. Care being delivered in a calm but effective way.

8.5.5 **Effective communications – alternative systems and accessible information** – Lots of notices inform residents what goes on. There are a number of themed displays around the building that give an indication of activities that have taken place.

One corner of the atrium is reserved for a memorabilia themed display that had a selection of reproduction newspapers and ephemera from past years.

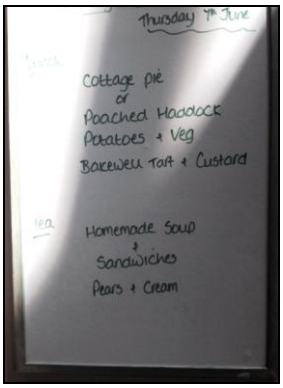
8.6 Physical welfare

8.6.1 **Appearance, dress & hygiene** - Everyone we saw today appeared clean and dressed appropriately and wore shoes or slippers.

8.6.2 **Nutrition/ mealtimes and hydration** - We met with the cook and kitchen staff who showed us a four week programme of meals. We also witnessed one of the staff consulting with the people on menu choices for future weeks.

Each kitchenette has a good supply of drinks both hot and cold at all times and visitors have drinks offered also. Special meals are available for individuals and alternatives are available if people don't want either of the two choices at lunch / tea time meals. If people go to day care then they have a packed lunch choice also.

Meal choices for the day are posted on a whiteboard in the dining area.



Whilst we were at the centre we witnessed staff completing a drinks round with all residents given the option to have a drink of choice both hot and cold.

8.6.3 Support with general & specialist health needs - All residents are supported by GP practices within the area including district nurses, a regular chiropodist visits the centre and any other appointments that maybe required.

8.6.4 Ensuring comfort – The home appears to maintain a calm environment with both a range of activities available in a range of lounge settings. Most residents spoken to appeared to watch television – two ladies in particular commented that they enjoy watching daytime TV quiz programmes. Most residents are only at the centre for a short period, as a result there is little opportunity to personalise individual rooms with photographs and artefacts.

8.6.5 Maximising mobility & sensory capacities – Adaptive and mobility equipment is available for those who need its use. As the main objective of the centre is to provide respite opportunities, with residents we were told that most residents bring with them their own equipment (mainly for walking). All staff have knowledge of changing hearing aid batteries.
The manager told us that she felt that the 'red bag' scheme had been implemented and she felt that this was, ***"A good idea."***

8.7 Social, emotional and cultural welfare -

8.7.1 Personalisation & personal possessions - Generally people are at Leftwich Green for short stays and only take a few belongings for the duration of their stay. Residents appeared very friendly towards each other.

8.7.2 Choice, control & identity – Residents are encouraged to do as much for themselves as possible. Visitors are welcome at any time. Residents are not involved in the preparation of meals.

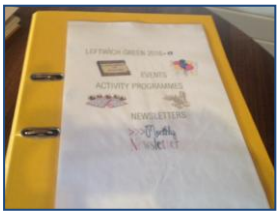
8.7.3 Feeling safe and able to raise concerns/complaints – The manager commented that there was an official complaints policy but mentioned that most issues are resolved with a simple conversation.

8.7.4 Structured and unstructured activities/stimulation - Representatives saw lots of pictures, photos and displays of the many activities that have taken place with people in recent months i.e. Royal wedding buffet, football tournament pending, Father's Day and an Elvis evening held the previous week to name but a few.

Two of the many displays on show.

There is an activity coordinator but all staff do activities with residents. We discussed and suggested the use of community volunteers to assist with some activities – from college, schools, churches and gardening groups.

There is a large visual activities board, showing that bingo, quiz, crafts, paper and karaoke planned for. Activities may change depending on staffing. All are recorded and all are asked if they wish to join in. This, too, is recorded on file.



There are albums to look at and share with visitors, corners of activities for TV, radio, arts and craft, card making, music and so on.

A hairdresser visits each week, however, a designated salon for hair and beauty would enhance this experience for all.

8.7.5 Cultural, religious/spiritual needs – Local clergy visit and often residents are visited by a vicar or priest from their own neighbourhood.

8.7.6 Gardens – maintenance & design/suitability for use/enjoyment – Leftwich Green has a small garden that can be accessed by residents. Representatives feel that this is an area of the home that would benefit from further development. Representatives discussed with Jenny the possible opportunities for developing the outside garden and seating areas. Most of the seating needs replacing and updating with more attractive arrangements to entice people to use the outside area.

9. Additional Areas of observation

9.1 Comparisons of observations against providers website – Leftwich green has no specific website. There are no reviews for the service on either google or care home information sites.

9.2 Comparisons with previous Healthwatch Visit(s) where applicable – This is the first time that Healthwatch has visited this service.

9.3 Comparisons with the most recent CQC report – This report was good with some comments regarding improvements in management structure. It would appear these issues have been resolved.

9.4 Other observations/findings of note –

The following comments were recorded from residents and staff:

- ***"I like working here, good team."***
- *"I have been here for 18 years, I love this job".*
- *"People are very kind here".*
- ***"The food is good, don't always like the two choices but I could have something else."***
- Manager Jenny – ***"I love coming to work here. It's a good team."***

10. Elements of Observed/Reported Good Practice –

- Excellent interaction between residents and staff members.
- A broad range of activity – some of which is current – relating to happenings in the world and celebration days.
- A calm relaxed atmosphere throughout the home.

11. Recommendations

- Development of outside areas including new seating and garden furniture - Umbrellas, pots of flowers, raised beds, BBQ area would all enhance the experience of being outside weather permitting.
- Consider ways to raise funds, encourage carers, staff and volunteers individuals to help – maybe some sponsorship from a local business.
- Consider use of community volunteers for activities - links with schools, colleges and church groups.

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