Healthwatch Cheshire West Enter and View Report	
Enter and View Visit to	**Mount Pleasant, Norley, Cheshire WA6 8LE**
Date and Time	**21st November 2017**
Authorised Representatives	**Jenny Young and Joanna Brookes**
Staff Present	**Jane Cockburn Manager and Christine Pattern Owner**

Background

Healthwatch Cheshire CIC is the consumer champion for health and 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

- A welcoming and pleasant home with personalised bedrooms.
- Extensive gardens with two enclosed areas with benches for residents and relatives to use when visiting.
- The garden at the back of the home has a washing line, which is used weather permitting; some residents enjoy assisting staff putting washing out. They also enjoy seeing the washing on the line.

General Information

Mount Pleasant is a 24 bedded residential home located in a very rural setting. The base is a large house which has been converted into a residential home with a number of extensions added over the past 32 years. It is registered to provide care in the category old age.

CQC visited the home in August 2017 and assessed the service overall as 'Requiring Improvement' being rated as 'good' in the care category but in the Safe, Effective, Responsive and Well-led categories 'Requiring Improvement.' Representatives understand from conversations with the manager that issues raised in the report are now resolved.

Environment

The home is based in a large family home. Accommodation is over two floors with a lift between floors if required by residents.
All rooms vary in size and shape with differing decors. Residents are encouraged to bring in small items of their own furniture. There is one room with an en-suite - the other rooms have a commode and vanity unit. Most rooms have lovely views of the grounds from bedroom windows. All rooms have their own telephone and TV point if required.
The home has four bathrooms all with adapted baths for use by residents.
The dining room has a homely appearance and set with china tea sets and plates and mugs. We were told that places are laid according to the residents' preference for cups or mugs.
The home appeared clean and all equipment appeared to be stored appropriately. Most of the residents require a walking aid and there was there was a noticeable number of walking frames in both in the entrance hall and with the residents in the various lounges.

Health and Wellbeing

Representatives felt that all residents looked well, were well dressed and happy.

Food – We were told that meal menus are rotated on a four weekly basis and the winter menu had just commenced. We were also told by staff that vegetarian meal options are available.

Staffing - Most staff members have been at the home for many years and have embraced procedure changes. We were told that night duty staff manage the laundry as part of their work.
Staff do not have a uniform most tend to wear trousers and polo shirts - Representatives felt that this added to the relaxed feel of the home.
Staff appeared as caring and understanding of the residents needs, as their interactions were observed by Representatives.

Activities and Community Links - There is no dedicated activity organiser, however, activities are arranged organised by individual staff members. Currently the residents are involved in daily Domino challenges.
The home's location is challenging in terms of forging links with organizations such as schools that are not really within walking distance.

The Manager is relatively new in post having come from a social services role in Wales. She is slowly changing practises. On the day of our visit we understand that she had been at the home since four a.m. in order to carry out supervision with her night staff.

We were told that significant strides have also been made in training opportunities and that the manager is making efforts to improve record keeping. Records were viewed –files are individual and appeared detailed.

There is currently no web site for the home but were told that this is under development.

Feedback and Additional Comments

All residents spoken to seemed happy and contented. One commented, **"I feel well looked after."**

Mount Pleasant has courteous and considerate air about it which gives the service homely feel. It is not the most dynamic establishment that Representatives had visited; however, the home's culture suits its rural village surroundings.
We were told that residents can often walk with a carer or relative to the village's only shop.

We discussed 'Operation Hubert' and implications for the residents who may go out of the home.

Suggestions for improvement

- Continue to develop record keeping and staff training.

Feedback from Provider of Service

At time of publication no feedback received.