Enter and View Report

Oaklands Nursing Home

Care Home Contact Details:

Oaklands Nursing Home
10 Tarvin Road,
Littleton,
Chester
CH3 7DG

Date of Visit: Thursday 10th May 2018

Time of Visit: 2pm

Healthwatch Cheshire Authorised Representatives (Representatives):Pat Clare, Jenny Young and Joanna Brookes

Oaklands Nursing Home Staff Present: Clare Hullett

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

- **Owner:** Conifers Care Homes Ltd
- **Person in charge:** Charmaine Hollis (Matron)
- **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 50 Service Users
- **Registered Care Categories*:** Old Age • Physical Disability • Sensory Impairment • Younger Adults
- **Admission Information:** Ages 60+.
- **Languages Spoken by Staff (other than English):** German, French, Hindi, Dutch, Russian, Tamil, Urdu
- **Single Rooms:** 46
- **Shared Rooms:** 2
- **Rooms with ensuite WC:** 44
- **Facilities & Services:** Day Care • Respite Care • Physiotherapy • Own GP if required • Own Furniture if required • Pets by arrangement • Near Public Transport • Minibus or other transport • Lift • Wheelchair access • Gardens for residents • Phone Point in own room/Mobile • Television point in own room
- **Latest Care Quality Commission Report -** Oaklands Nursing Home April 2018 – Overall – "Requires Improvement"

  Stated Values - Neither the Care Home of the provider have a website so no values based information is available. In terms of values expressed by the service; on our visit; we saw no up to date mission statements displayed. In the home most of the evident certificates were 2/3 years out of date and displayed around the staff room. The new manager has only been in post for a few months.

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 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 Representatives were met Clare Hulett - Manager since February 2018. We were later joined by Mrs Clare. They led us through to the office where the manager indicated she had a meeting to attend and, ***"Did not have time to answer any questions we had or to show us around."***
This aside we were actually chaperoned by Clare and Mrs. Clare throughout the visit.

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 primary entrances now had digital locks to enhance security of the building
- The majority of residents, at the time of our visit, were attending a church service in the Sun Lounge
- No major refurbishment or building upheavals were in evidence at our visit.

8. Detailed Findings

8.1 Location - The home was easy to access from the main road with adequate parking spaces. The garden was in need of maintenance however the weather had not been conducive to early spring garden maintenance.

8.2 Initial impressions (from a visitor's perspective on entering the home) – We felt that the building was In need of redecorating and some refurbishment. The building itself is of Edwardian in age having been converted over time to become a Care home with a 40 year plus history as such.

8.3 Facilities for and involvement with family/friends – We were told that Relative meetings are held monthly.

8.4 Internal physical environment - Décor, Lighting, heating, furnishing & floor coverings all appeared adequate. No further improvements to the building fabric are currently scheduled. In terms of cleanliness and hygiene, no major issues were identified by Representatives.
Suitability of design to meet needs of residents – The original structure was formerly an Edwardian family house which has been subjected to alteration over the years. Representatives felt some of the corridors are quite narrow.
The rooms are of a reasonable size for the residents and have small toilets and washbasins

8.5 Staff support skills & interaction - What few staff we saw were well presented. We were informed that The Oakland's sister home, Tarvin Court, had recently been closed down and staff that wished too, are being absorbed into the Oaklands staffing team and some have already made this transfer.
On this visit we saw very little interaction between staff and residents.
In terms of communication we saw a notice board and a suggestion box. On this visit we were unable to see much interaction between staff and residents.
It should be noted; that as outlined in the initial paragraph of this report; Representatives of Local Healthwatch have a legal right to view and service providing health or social care at any time.

8.6 Physical Welfare - All residents looked well dressed the new laundry addition to the home.
In terms of food, mealtimes and hydration – Representatives understand that dining arrangements are being restructured and the meals are on a seasonal two week rotation using local sourced fresh food. We were told that the home are considering using the previous supplier of Tarvin Court.

8.7 Social, emotional and cultural welfare – Because of the arrangements of this visit we were unable, on this occasion to have any involvement with residents or visitors. As such it was difficult to view any interaction or judge feedback. On this

visit we were closely supervised by the new manager and assistant so that free Walkabout was not possible. The Enter and View was what they wanted us to see.

We were made aware that in terms of visiting times these were open with relatives and friends being able to come and go at any time. In addition we saw a suggestion box for new ideas and were told that residents meetings do take place and that minutes of such meetings were available.

In terms of activity, we were told that Lorna Clare is the activities lead. She has now learnt to drive the mini-bus so hopes to be able to arrange more outings. We were also told that gardening activities are available.

9. **Additional Areas of observation** – On the whole Representatives felt that since our last visit and report on the home (2016) there had been no real major change. Representatives felt the home was a quiet peaceful environment although there did not appear to be many staff in evidence. It was also apparent that the new management representatives did not appear comfortable with this Healthwatch visit.
   At the time of our visit, some visitors were in the building, however, we were not able to speak to them at the time of the visit. As we were closely by Clare and Mrs Clare we were unable to wander as freely as we would have liked.

10. **Elements of Observed/Reported Good Practice** – None to report on this occasion.

11. **Recommendations**

- The manager secures a contract as soon as possible.
- Support given to Manager to complete DOLs and ensure IT systems meet security requirements.
- Extension of garden and outside activity making use of the extensive grounds of the property.
- Check dates and names attributed to displayed certificates and notices.

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