Enter and View Report
Sutton Beeches

Care Home Contact Details:
Alvanley Road
Great Sutton, Ellesmere Port
Cheshire CH66 3JZ

Date of Visit: Thursday 28 June 2018

Time of Visit: 10am – 12.40 p.m.

Healthwatch Cheshire Authorised Representatives:
Elizabeth Bott and Karen Chamberlain

Sutton Beeches Staff Present:
Michelle Brookes, Manager. We met other staff members briefly.

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

---

1. **Description & Nature of Service – (**Information taken from Carehome.co.uk)

- **Sutton Beeches provides planned respite and short term assessment or review of care.**
- **Person in charge:** Michelle Brookes, Registered Manager [5 years in post]
- **Cheshire West & Chester CouncilAdult Health &Social Care**run and organise the funding of this service.Sutton Beeches does not have its own separate website.
- **Residential Care Home: – Community Support Centre:** Registered for a maximum of 30 Service User Beds, currently 20 beds open: 19 respite and 1 EDT/emergency out of hours bed. The centre's business is being reviewed; staff at present in post complement adequately the 20 beds open.
- **Registered Care Categories:** Normally 18 yrs upward, short termrespite and/or assessment/review for a wide range of categories/needs
- **Single Rooms:** 30
- **Rooms:** all service users have wash-hand basins, their own key and their emergency call buzzer; staff will always knock before entering room.
- **Facilities & Services:** Respite Care • Convalescent Care • Physiotherapy • Own GP if required • Own Furniture if required • Close to Local shops • Near Public Transport • Minibus or other transport • Lift • Wheelchair access to all rooms • Garden for residents • Residents Kitchenette and self service facilities • Phone Point in own room • Television & radio in own room • Residents Internet Access

- **Latest Care Quality Commission* Report on Sutton Beeches**

The latest CQC report 30th March 2017 from an inspection completed on 1st February 2017, rated Sutton Beeches as overall GOOD. It received GOOD in all areas - Safe, Effective, Caring, Responsive and Well-Led.

Sutton Beeches: Statement of Intent & Philosophy of Care:

Sutton Beeches is one of Cheshire West & Chester Council's Community Support Centres which offer a wide range of respite short term services planned in advance of admission and planned to meet each service user's individual needs – regardless of race, gender, disability, age, faith or sexual orientation.

Person Centred Care:

Published information on the service states that: ***"Sutton Beeches is committed to providing services to the highest standard; staff [available 24 hours a day] will work with each service user so that he/she achieves his/her overall aims, gets the greatest possible benefit and enjoyment from his/her stay and becomes enabled to live as independently and as fulfilled a life as possible."***

also

"Whilst here you should feel that you have been able to exercise control and choice, that you have been treated with dignity and respect, in a person centred approach."

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 Health Watch 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 by Michelle Brookes; the Manager; who was welcoming and open.
She led us through to the office, provided us with a drink and was happy to talk about Sutton Beeches current situation and address the many queries 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

Core good practice was evident which included examples of:

- Working together
- Co-production between service user and staff of person centred care plans and the monitoring of these.

8. Detailed Findings

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

Sutton Beeches is around ½ mile from Ellesmere Port Town Centre – from The town centre proceed up Sutton Way. Sutton Beeches is located behind Tesco's. Nearby there are two local convenience stores, a hairdressers salon, a charity shop, beauty salon, chip shop, a bookmakers and also a bus stop.

Sutton Beeches frontage easily found across from the parking area and includes accessible parking bays inside its enclosed walls. There was one bench available to sit on just by the accessible entrance. At the time of our visit a sizeable lorry was parked in the middle of the parking area. We were later informed that this was because new gas boilers were being fitted, as the home was changing from oil.

Also on the front of the property we noted a large outdoor, much overloaded, waste bin; awaiting emptying/recycling.

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

All residents spoken to by representatives confirmed that family and friends are welcome at all times. Staff are able to help with communication by whatever means residents prefer. There is a coin operated payphone for calls out and incoming calls - though the majority of residents use their own mobiles.

8.3 Facilities for and involvement with family/friends

Visitors are generally requested to avoid mealtimes but if this not possible due to distance or time available etc, then they will be offered a meal. Also there are pleasant informal refreshment facilities [tea stations] for making own drinks etc, included in each dining area. Visitors must always sign in the visitors' book on arrival and sign out on departure.

Joint meetings of service users, their relatives, family or friends with staff are normally held on a regular basis every few weeks.

8.4 Internal physical environment + garden/outside area

8.4.1 Décor, Lighting, heating, furnishing & floor coverings - Generally the décor, including furnishing and floor coverings were quite satisfactory with carefully painted, fresh light coloured room walls and corridors and some more brightly decorated sections. Walls were enhanced with a variety of pictures and areas/notice boards designed and populated by staff and/or residents.

The impression and feel given was of a carefully functional but homely place – the environment itself appeared comfortable. Windows and lighting were adequate. Most rooms were wheelchair accessible without steps and having wide doors.

On the day of our visit the weather was extremely hot. As a result, in various parts of the building, curtains had been drawn (to reduce the strong heat). This had the effect that some parts did appear rather dark and dreary with practically all lighting switched off.

Photographs of the dining room area and an open plan kitchen area where residents can make drinks and snacks.

8.4.2 Freshness, cleanliness/hygiene & cross infection measures - It was pleasingly reassuring that every area the Representatives observed smelled fresh and clean, and was tidy. We observed cleaning taking place in toilets and bathrooms. Staff wore protective aprons and gloves.

Bathrooms were well equipped and appeared fresh and clean.

8.4.3 Suitability of design to meet needs of residents – Representatives understand, as referred to above, the optimal functioning of this establishment; to best meet the needs of service users etc.; within the total scheme of Adult Health & Social Care and available finance from the local authority is under review. As a result long term planning for the establishment is difficult.
Michelle said that she and her staff await West Cheshire's offer regarding future staffing levels.

8.5 Staff support skills & interaction

8.5.1 Staff appearance/presentation - All the staff met were welcoming, alert, clean, tidy and wearing the correct designated uniform for their role, and each displayed their personal name badge. The cook & kitchen assistants wear neat white tunics.
Surprisingly, in the current "Who's Who" list that the Representatives were given, the Activities Co-ordinator was not included.

8.5.2 Affording dignity and respect - At no point during the visit did the Representatives encounter less than respectful interactions with residents. One felt the staff generally enabled the residents met to feel quite relaxed and 'at home.'

As the Representatives walked around, all the staff seemed friendly and quick to respond to/acknowledge each resident. A resident spoken to by the Representatives said that, ***"I feel safe. If I have any concerns I can speak to staff about them."***

Staff always aim to enable information sharing for around an hour with each newly arrived resident so that he/she can "make the most of their stay" from the start.

Residents if sufficiently independent can arrange to go out themselves for a walk, to shop etc. so long as staff clearly know what they are doing and with a book being signed before leaving the premises and on return.

Smoke free premises - Sutton Beeches is smoke free with a full range of smoke detectors in place, but those who feel they must smoke can do so in a smoking shelter at the back of the building.

8.5.3 Effective communications – alternative systems and accessible information - As part of the person centred care, there is a full emphasis placed on communicating in an effective, suitable, helpful and timely way with each individual resident and all others involved in the centre.

Representatives found that all residents are actively encouraged to make the most of their abilities and to take part in/try activities that they might like and to gain a sense of achievement. In terms of movement an aim is to become as mobile as they safely can - with or without assistance from supporting staff, relatives etc.

Representatives observed staff showing support in a respectful manner. People with limited mobility were supported with kindness and patience and staff took time to engage in pleasant conversation without rushing.

Staff were calm and seemed to pick up on residents needs quickly. There appeared to be good interaction between residents and staff. The Representatives gathered the strong impression through the encounters and verbal/non-verbal communications witnessed between staff and residents that calm, unhurried and empathic care-giving was embedded in the culture of this facility. The staff clearly gave attention to residents first when it happened that there were

two simultaneous demands on their time. - Staff took time to engage in pleasant conversation without rushing.

8.6 Physical welfare

8.6.1 Appearance, dress & hygiene - Residents were all dressed appropriately and clothes appeared clean and well laundered. The neat & clean, pleasantly designed care staff uniforms have already been mentioned above.

There were suitably adequate hand washing facilities and Representatives did not witness any unhygienic behaviour/incidents during the visit. We saw staff wearing protective plastic aprons & gloves while cleaning the toilets and bathrooms.

We were informed that, generally, residents take a shower, though there were two baths available – one on each floor.

8.6.2 Nutrition/ mealtimes and hydration – The home has a 5* food hygiene rating. Representatives found that a nutritious, varied diet menu is displayed on a notice board in each dining area and there are a range of choices available.
We were told that special diets are personally planned and catered for and that meals can be served in resident's own room if requested with advanced choice also available.
Staff appear to be flexible to individual needs and preferences, encouraging independence whenever possible.
Residents that we talked with, confirmed that this was the case; one spontaneously saying, ***"The food was delicious."***
Another commented, ***"There is so much choice!"***

Meal times were displayed - but we understand these are flexible to some extent.

- Breakfast available from 7.00 a.m.
- Lunch available at 12.30 p.m.
- Tea available at 4.30 p.m**.,
- Supper from 7.30 pm.

Re hydration - the new extra and pleasantly designed drinks self service stations had almost all been completed – an aim here, we were told, is to improve the hydration of residents.

8.6.3 Support with general & specialist health needs -

- **Food:** help/encouragement given with eating plus specialist support e.g.
  Vegetarian food plans for individual residents put in placeand regularly reviewed.

- **Continence Aids:** These are available if needed, however most Residents will have brought equipment of this nature into Sutton Beeches at start of their stay. We were informed that each resident bringing in equipment of this nature must ensure this is clearly name labelled.

- **G Ps:** Residents are able to maintain contact with their own GP/GP practice if in area but a temporary arrangement has to be made for out of area service users. Pre-booked transport to a health appointment can be re-scheduled to pick up the individual from Sutton Beeches and staff are able to assist if required if informed promptly; will assist with this as appropriate.

- **Other health & welfare professionals:** Community nurses are requested by staff to attend a resident as necessary.

- **Medication:** All medicine is handed in on resident's arrival to the Senior Service Supervisor, we were told, ***"So that it can be recorded for legal reasons."*** We were informed that it will then be returned and housed in the medication cabinet in the resident's bedroom.

  The Senior Service Supervisor will assess the support the resident may need to successfully take the medicine required. However, we were told by staff that, ***"Residents are supported and encouraged whenever possible to manage their own medication and to be involved in the development and planning of their own care throughout their stay."***

Medication cupboards – for current and stock medicine.

8.7 Social, emotional and cultural welfare

8.7.1 Personalisation & personal possessions - Bedrooms are always warm (hopefully a suitable temperature for the individual occupant?) and well equipped.
Residents customise their room as they wish bringing in their own furniture and other objects etc. The TV in each bedroom has full digital and radio channels and wi-fi facilities are available.

Representatives observed these arrangements when invited to look at some of the rooms.
We were told that bed linen is changed ***"regularly."***

Laundry - clothes must be name labelled. We were told that this can be done by the laundry assistants at Sutton Beeches for the resident by arrangement or a relative, partner or close friend may undertake this, collecting and returning clothes as appropriate. Representatives met one laundry assistant in the laundry room area ironing.

8.7.2 Choice, control & identity – The homes policy papers given to new residents as part of their introduction are clearly written and emphasise personal choice as outlined in the three examples below:

- ***"Personal choice and exercise of your independence extends to all aspects of daily life. We will do our best to accommodate each individual need, for example: With regard to "Night Times" people "have different preferences for when they get up and go to bed. Along with other decisions about your life, when you do things is up to you"***

- ***"Staff do not want to disturb your sleep and will therefore not routinely check on you during the night. However if you need a regular check, please ask a member of staff.***

- Re personal bedroom keys etc, ***"Please ask if you wish to have a key… staff will always knock before entering your room…There is a secure storage area for any medication in the bedrooms."***

8.7.3 Feeling safe and able to raise concerns/complaints –
Residents spoken to by Representatives told us that they felt comfortable with raising any issues with staff if a problem occurred. All appeared to be appreciating their, 'home from home,' respite stay at Sutton Beeches and felt free to express themselves and talk over things with staff.
It was clear to the Representatives that service users were encouraged verbally and in writing to communicate their feelings and views to staff, whether positive or negative at all times about the "Service you have received."

Representatives were informed that "the staff are trained in all aspects of the current health and Safety legislation": all have mandatory training in First/Emergency Aid, Medication, Manual Handling, Safeguarding, Mental Health Capacity/DOLS and QCF level 2/3.

Fire - In the event of a fire Sutton Beeches has a comprehensive fire detection system installed in the building which staff are trained to

respond to immediately if the alarms sound. Special 'evac-mats' are available in case of an emergency evacuation.

Safe keeping facilities for residents - For money up to £50 and any valuables is available.

Safe oversight & care of medicines - Clearly all labelled for each resident:

Safeguarding of service users walking outside Sutton Beeches suffering from dementia or in confused state - 'The Herbert Protocol' is used when necessary, deployed in collaboration with the police. Representatives were shown the easy read pamphlet about this useful system allowing for early intervention when a vulnerable person goes missing.
Carers and family members prepare a form recording all vital details relevant to the person who could potentially go missing; this would be transferred promptly to the police when necessary.

8.7.4 Structured and unstructured activities/stimulation - Entertainment and a comprehensive range of Activities are co-ordinated by the Service Supervisors on duty. We were told by the manager that, ***"If a resident has a specific area of interest which they would like to pursue during their stay at Sutton Beeches, residents are asked to make the staff aware of this."***

In lounge areas there is a selection of audio/visual equipment + tapes and CDs, also a selection of reading material, newspaper and magazines available.

Activities include musical entertainers, crafts, quizzes, board games, puzzles, bingo, jigsaws, dominoes etc, gardening and exercise classes.

We were told that Local clergy conduct church services once a month

We were further informed that staff have access to an I team account enabling them to up-skill and in turn help residents to make use of Apps etc.
KC reported to us, "One resident was very excited to receive an Amazon parcel, she had ordered her own personal CD player and CDs.

Going out - Residents (if appropriate) are encouraged to enter and leave the building independently as they wish: they were given a compliment slip (address & phone no.) in case they forgot. Staff are able to assist if needed.

We were informed that the Activities Co-ordinator has recently left the home and staff are now covering using planning that the activities coordinator completed previously.

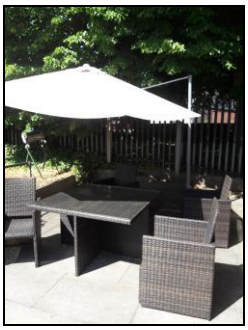
Hairdressing and Chiropody - Appointments may be made with a hairdresser who visits each Monday and Thursday. Chiropody appointments can be arranged through the local Health Centre or if a resident wishes, a private appointment [£20] may be made with a local chiropodist.

8.7.5 Cultural, religious/spiritual needs - Reference already made to local clergy above – Representatives got the impression that staff generally did their best to encourage service users to build on their spiritual, religious, philosophical and cultural interests where these were existing and always starting from the standpoints of the service user who would be encouraged to expand her/his horizons.

8.7.6 Gardens – maintenance & design/suitability for use/enjoyment - Even small gardens can be made to look very beautiful, colourful and comfortable to relax in. Representatives felt that this moderate size garden needed a lot more attention and that if this was given, the area could become a real outdoor asset. We feel that the garden could make an effective, enjoyable difference for everyone's pleasure.

The garden benefits from some pleasant outside seating – however, Representatives feel that the view is a little 'barren' and lacks a selection of planted material.

A 'bus stop' like smoking den is provided for those wishing to smoke on site.



Maybe volunteers from a local college can be recruited, and children from the Brookside Primary school [almost next door] could also assist.

9. Observations

9.1 Elements of Observed/Reported Good Practice

Good practice elements were observed and felt by the Representatives to be pleasingly pervasive throughout Sutton Beeches life and functioning and fulfilment of its present purpose. Of particular note:

- Welcoming atmosphere
- Caring and thoughtful staff
- Residents appear to have choice
- Range of activities on offer

9.2 Other observations/findings of note

Representatives only saw and spoke with some of the service users – several had not yet emerged for their rooms or were in the process of getting up etc- perhaps good to do visit later in day. We met with two visitors to a service users with muscular dystrophy. This service user had been there about 18 months, much longer than other residents awaiting completion/customising of earmarked suitable "independent" living accommodation. The two relatives and the service user were highly appreciative of the services given.

10. Comparisons

10.1 Comparisons of observations against providers website

Representatives could not find a Sutton Beeches website separate from Chester West and Chester Council's. Representative's observations were generally in compatible with the detail and description picked up from other sources online before the visit.

10.2 Comparisons with previous Health Watch Visit(s) where applicable:

These were not really applicable. Sutton Beeches has radically changed its overall functioning since March 2014 when a Healthwatch visit last took place.

10.3 Comparisons with the most recent CQC report

Representatives considered their observations and comparisons with the most recent CQC report [30.03.2017]to be favourable in all sections, though CQC omits any reference to Sutton Beeches outside, garden area!

11. Recommendations

- Re uncertain future: Need for good "Co-review" together with staff & everyone involved from start;
- Need for replacement of Activities Co-ordinator, of good quality
- Despite the uncertainties, need to fully maintain good quality and properly sufficient staff per numbers and person centred needs of service users
- Create own Sutton Beeches Website
- Representatives considered that the outdoor garden area really needs and would benefit from sustained attention – a pleasing outside space plus suitably comfortable furniture is very important for residents' wellbeing.

As the matter was not mentioned, we wonder what particular policy &especially practical provision is in place for persons who are partially blind, deaf, with degree of memory loss or needing interpretation/translation into their "own" language?

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