Enter and View Report

The Laurels - Winsford

Care Home Contact Details:

The Laurels,
Walnut Drive,
Winsford CW7 3HH

Date of Visit: **20th November 2018**

Time of Visit: **10.00am**

Healthwatch Cheshire Authorised Representatives:
Mark Groves Susan Farragher

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**

Group: Minster Care Group
Person in charge: Carla Grocott (Home 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 40 Service Users
Registered Care Categories*: Dementia • Old Age • Physical Disability • Younger Adults
Specialist Care Categories: Alzheimer's
Admission Information: Ages 55+.
Single Rooms: 40
Rooms with ensuite WC: 0
Facilities & Services: Day Care • Respite Care • Convalescent Care • Separate Dementia Care Unit • Own GP if required • Own Furniture if required • Pets by arrangement • Close to Local shops • Near Public Transport • Lift • Wheelchair access • Gardens for residents • Bar/Cafe on premises • Residents Kitchenette • Phone Point in own room/Mobile • Television point in own room • Residents Internet Access
(Information taken from carehome.co.uk)

Latest Care Quality Commission (CQC)* Report on The Laurels:
Following the most recent visit (February 2016) CQC gave the home an overall rating of GOOD. Sections on Safety, Caring, Responsiveness and Leadership were all assessed as GOOD, however,service Effectiveness was marked as REQUIRING IMPROVEMENT.

Since this report was published the owner of the Home has changed. CQC has not inspected the Home since this change.

Website and Web based information: The Laurels has a dedicated page on the Minster Care website - http://www.minstercaregroup.co.uk/homes/our-homes/the-laurels on this is states:

In relation to activities –***"… are varied and regular, and enable residents to take advantage of facilities within the home, as well as involving the local community. Regular in house activities include arts and crafts, dominoes and cards, bingo, sing-a-longs, manicures, quizzes, a monthly social evening, a monthly bring and buy sale and regular visits from the local library. Residents are also able to enjoy gardening and use of the dedicated computer for residents. The Laurels also encourages animals into the home and is part of the Pets as Therapy scheme, enjoying regular visits from dog, Molly."***

In relation to mealtimes –***"The Laurels operates Marvellous Mealtimes and aims to make meals as pleasant and positive an occasion as possible. There is a varied and wholesome menu, and all special dietary requirements and preferences are catered for. Healthy snacks and drinks are available throughout the day, and the hot meal of the day is served at lunchtime."***

Representatives on this visit are keen to see how these statements are reflected in their observations of actual practice at the home.

On the website carehome.co.uk, the laurels has a rating of 8.6/10 based of six reviews received. Three reviews posted on Google are extremely positive (Five Stars).

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 eps 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 Authorised Representatives were met by a staff member and asked to sign in whilst we waited for the Home Manager (Carla Grocott). Representatives were offered a drink and we chatted to Carla Grocott. Representatives then received a guided tour of the Care Home by the Home Manager.

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 has a calm, quiet atmosphere and appears well ordered and well organised.
- Residents appear to have choice and are treated as individuals.
- Care seems to be delivered with consideration to the individual's need.
- The home appears clean and well maintained.

8. Detailed Findings

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

The Laurels is well located on the Greville Estate in Winsford, within walking distance of a number of amenities. These include Wharton Park & Bowling Green, Winsford United Football Club, a post office, hairdresser, mini

supermarket, library and Wharton and Trinity churches.
The Laurels in also on the bus route to the main shopping centres in Winsford, Northwich and Crewe.

The grounds of the home are impressive and well maintained. The wrap-around gardens were large well maintained and tidy.

There is plenty of parking available and the property is easily located with a large sign positioned at the drive entrance.

On street parking is also available.

The large modern building appears to be in good condition and well maintained.

The Home is divided into three areas. The main home and then two dementia units, Willow and Cherry.

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

Our first observations on arrival focussed on information displayed in the entrance hall.A number of notice boards were in the reception area and dining room which provided information on insurance, general information about the home and an events planner.

An additional notice board in the reception area contains notices of events - information and pictures. There is also a more formalised area with all the required information for visitors e.g. signing in book, fire information, home information and notices.

A monthly newsletter was also available and displayed.

The reception area leads into the large airy dining room.

From our initial walk around the home, with the Home Manager, we gained an impression of a home that has a calm, comfortable environment and many pleasant displays and features.

All areas appeared clean and fresh with no unpleasant odours.Staff appeared friendly and open.

Corridor displays were interesting and had several pictures of old ration books and old adverts for Marmite etc.

LEFT - One of the display boards

BELOW - Two examples of corridor decoration

8.3 Facilities for and involvement with family/friends

Communal areas are provided for residents and visitors, inside the building and outside in the extensive garden area.

The Home has small lounge area for family and friends to meet away from the main lounge.

Visiting is allowed at anytime but discouraged at meal times. In cases of serious illness or end of life, it is possible for relatives to stop overnight if rooms are available. Visitors can visit at anytime they are discouraged from visiting at mealtimes.

8.4 Internal physical environment

8.4.1 Décor, Lighting, heating, furnishing & floor coverings

There are a number of places in the home where residents can meet their guests including small, quiet sitting areas and the extensive gardens.

Relatives are able to stay overnight if a resident is at end of life if there are rooms available.

All décor and floor coverings were clean and functional. Furnishings were comfortable and fit for purpose. Each of the lounge areas were well decorated and clean and tidy. Corridors were bright and the walls were decorated with

memorabilia including large ration books and replicas of large pre-war metal advertising signs.

8.4.2 Freshness, cleanliness/hygiene & cross infection measures

The Home appeared clean and fresh there were no unpleasant odours nor were there any strong odours used to mask potentially unpleasant odours. The Home appeared comfortable and warm.

8.4.3 Suitability of design to meet needs of residents

The Home was purpose built as a Care Home. Support rails are in all areas ofthe home. There is a lift to access other floors to avoid the stairs whenrequired.

Doors are wide enough for wheelchairs and there is plenty of roomto get from a chair to the toilets. Hoists are available when using the bath.

Tables in the dining room were suitable for wheelchair users.

8.5 Staff support skills & interaction

Representatives felt that staff interacted well with residents they were empathetic and supportive.

Staff took the time to interact well with residents and showed gentleness and concern when dealing with residents.

8.5.1 Staff appearance/presentation

All staff were presentable and appropriately dressed.

There were two male staff members.

8.5.2 Affording dignity and respect/Approach to care giving

Staff were observed as demonstrating great care to residents and were both attentive and encouraging.

A game of dominoes organised by one of the members of staff was observed by

Representatives this was well received and the residents interacted well and were obviously enjoying this activity.

8.5.3 Effective communications – alternative systems and accessible information

A monthly newsletter is produced. There is a hearing loop installed. Staff replace the residents hearing aid batteries as required. Large print books are available from the local library.

All residents had their names on the doors

8.6 Physical Welfare

8.6.1 Appearance, dress & hygiene

All the residents appeared clean and well dressed and all rooms were odour free. Both baths and showers are available to the residents. Most residents require assistance from the staff to have a shower or a bath.

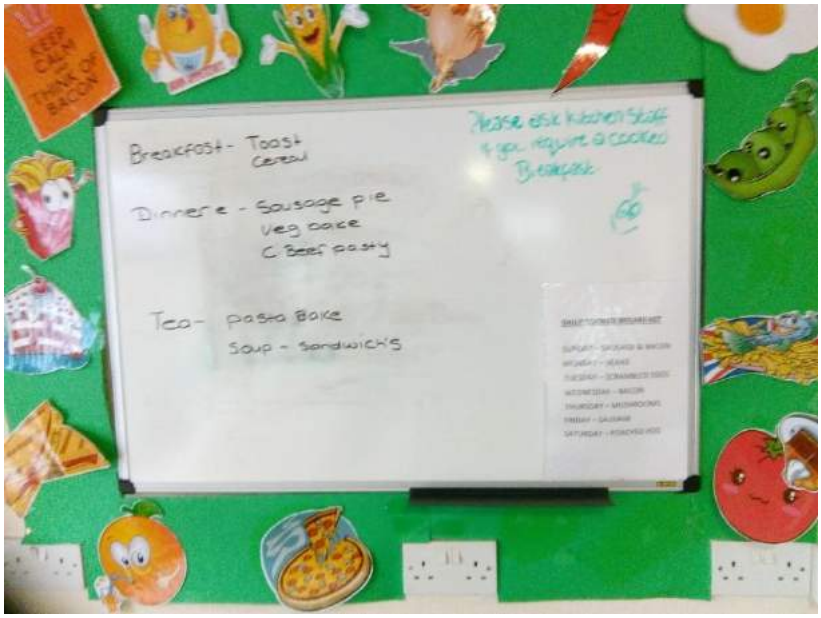
8.6.2 Nutrition/ mealtimes and hydration

We were not on site during the meal periods.
Drinks were available all day for residents and visitors.
All meals are prepared on-site by the homes catering staff.

Menus were clearly displayed in the dining room.

We were told that the menu changes daily.

Representatives felt that the menu available on the day of the visit was limited and not particularly healthy.



Menu available on the date of our visit.

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

Representatives understand that GPs visit the home regularly from Weavervale surgery.

Residents are allowed to keep their own GP if they prefer.

A District Nurse visits daily. A Physiotherapist visits on a regular basis.

A Podiatrists visits every six weeks.

8.7 Social, emotional and cultural welfare

8.7. 1 Personalisation & personal possessions

Residents are encouraged to personalise their rooms. Representatives saw evidence of this during their visit. Residents are permitted pets.

The Home does have a cat and staff often bring their dogs in to work for the residents to pet.

There is also a budgerigar in one of the lounges.

One resident stated, ***"I was able to bring my own bed from home."***

8.7.2 Choice, control & identity

Staff do support residents with things that they are interested.

We were told that several residents visit Winsford town centre.

A smoking shelter is provided in an outside area.

Residents are allowed alcoholic drinks but only after a medication assessment.

8.7.3 Feeling safe and able to raise concerns/complaints

We understand that resident's meetings are held quarterly.
Some residents benefit from having an advocate or relative to speak up for them.

The home's complaint policy is clearly visible in the entrance to the home.

8.7.4 Structured and unstructured activities/stimulation

A notice board with the months activities was clearly displayed, however, Representatives felt that there could be more activities for the residents. The planner suggests that some weekshad only three scheduled activities planned.

Whilst Representatives were visiting we were able to watch a member of staff organising and supporting a game of dominoes with the residents. This was well received and well organised and the residents were obviously enjoying the game.

Trips into Winsford town centre are organised on a regular basis.

Visits from the local school take place several times a year.

8.7.5 Cultural, religious/spiritual needs

Clergy from the local church attend the Home when required.

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

There are large lawned gardens extending round three sides of the building. The gardens appear to be secure. They are well maintained with several seating areas. There is a greenhouse which the residents have the opportunity to use to grow their own plants and vegetables. At the time of the visit no residents had chosen to take up this opportunity.

View of The Laurel's extensive garden space.

9. Observations

9.1 Elements of observed / reported good practice

Staff were very friendly and supportive. There appeared to be a high standard of hygiene throughout the Home.

9.2 Other observations / findings of note applicable

The Home was found to be well maintained clean, light and airy.

Representatives viewed most of the toilets and bathrooms in the building and found them to be clean.

The Home had a calm, relaxed and welcoming feeling.

10. Comparisons

10.1 Comparisons of observations against providers website

The Laurels is part of the Minster Care Group and does not have a dedicated website. It has a single page of description on the Minster Care Group website.

10.2 Comparisons with previous Healthwatch visit (s) where applicable

Healthwatch previously carried out an Enter and View Report in January 2016. The Home was managed by a different provider at that time.

11. Recommendations

- A more extensive menu
- Healthy options at mealtimes

Feedback from Provider of Service
Provider satisfied with reports and offered no feedback received in regard to recommendations.