Healthwatch Cheshire East Enter and View Report	
Enter and View Visit to	**Winsford Grange** **Station Rd,** **Winsford** **CW7 3NG**
Date and Time	**6th March 2018 arriving at 2.00 p.m.**
Authorised Representatives	**Chris Banfi, Janet Lomas**
Staff Present	**Jane – Deputy Manager**

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. 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 its work plan agenda this year Healthwatch Cheshire CIC continues to work in observing 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

- **Calm, warm atmosphere throughout the building with light, spacious rooms and corridors.**
- **Welcoming staff, happy to talk and tell us about them and the home.**
- **Clean, tidy and well maintained.**
- **Programme of improvements and training ongoing to raise quality and standards.**

General Information

Winsford Grange is owned by Community Integrated Care (CIC). It has 60 beds with 51 currently occupied. There are four units within the home and these cater for the elderly, frail person, those with dementia, Elderly Mental Illness and end of life care. There are also eight dedicated beds which are for people recently discharged from acute hospital care but not yet ready to return home. These places are coordinated with Mid Cheshire Hospitals Trust (MCHT) and occupational/physiotherapy services are provided.

The home was last inspected by CQC in March 2015 with an overall rating of 'Good', however, they did identify some problems with the homes 'Effectiveness' rating this as 'Requiring Improvement.'

Further need for improvements at the home were identified last year following inspection from CWAC and the unit closed to admissions for a period.

In relation to their residential care homes the Community Integrated Care website states:

*"We're committed to delivering truly person-centred residential care. To achieve this, **we focus on really getting to know the people we support** - their life-story, what is important to them and their personal aspirations."*

And:

"All of our services deliver a** varied programme of activities and events**, built around the passions and interests of people we support."

Healthwatch Cheshire Representatives were keen on this visit to see how these statements are reflected in the service delivered at the home.

Representatives met with deputy manager Jane Edmunstone. The home manager Marek was not at the home on the day of our visit. We were told both that Jane and Marek have a hands on approach in their management of the home. Both tour and inspect the unit and meet with the residents when they are on duty. A relative told us that they, ***"Feel comfortable to talk to management at any time,"*** and further commented, ***"We do see them in the unit."***

Jane reiterated that, ***"The staff have worked very hard to get the things back on track and a lot has been done to improve documentation and record keeping, audits of care and quality, new care plans for all residents and processing of document applications."*** Representatives were informed that staffing numbers have been greatly improved with only two vacancies at the present time. There is now considerably less usage of agency staff.

We were informed that all staff have undergone a programme of training and a spreadsheet was seen identifying more specialist areas for training once the basics/mandatory training had been completed.

There is an advanced carers scheme in place to develop staff competencies and skills. This includes administration of medication and basic observations, venipuncture and catheter care.

Supervisions of the staff take place, and there are unit meetings, nurse meetings and group reflections that take place.

Environment

Winsford Grange Care Home is situated close to the railway station and a short bus ride away from the town centre. It is set in a semi rural setting with trees, spacious grounds and car parking available. The grounds looked well maintained and welcoming.

Representatives were welcomed and everyone we met seemed pleasant and helpful.

The main entrance was tidy, clean and odour free. All information was easy to read, relevant and tidy.

The main building was accessed by an electronic door switch and there was someone in reception to greet us. There was a pleasant seating area and appropriate decor to make it welcoming. We were shown the newly decorated hair/beauty salon which was great. There is a weekly hairdresser who visits.

We visited two of the units, saw pictures, and photos on walls, walked along wide corridors and saw residents in several areas and small lounges. Some of the chairs were showing signs of wear but were clean and not ripped.

There was a large dining room which was being used for staff training on the day we visited. There is a designated activities room with lots of art and craft materials evident.

The outside garden areas looked well maintained and accessible for residents use. New garden furniture was identified as needed in one area we saw. There is a designated handyman who visits weekly to help mend and maintain things.

Health and Wellbeing

The residents are registered with one of the two GP practices that visit each week. Their health needs are all care planned and supervised by the qualified nurse in each unit. Residents taking up one of the eight beds used in providing rehabilitation support; following a Leighton Hospital discharge; have their own dedicated GP who also links with along with Elmhurst Rehabilitation Unit.

Staff were seen to be interacting in a dignified and respectful way towards the residents.

Another gentleman kept going to the door and raised his voice saying he wanted to go out. The staff member redirected him to another activity very gently and calmly which worked well.

Another member of staff told us that they were encouraged to spend any free moments talking to the residents and not made to feel that they weren't doing something.

The home continues to use 'Apetito' meals for the main meal at lunch time. (Meals provided directly from the catering company Apetito) Whereas breakfast, teas and suppers are all prepared on site and there is some flexibility to cater for individuals needs. Some residents like to have their meals in their rooms whilst others use the dining facilities.

Activities and Community Links

There is a dedicated activities coordinator who had access to a mini-bus. We were told that staff in the units, support the residents also with activities when possible. We were told about unit based activities such as, paid singers, pets as therapy dogs, a zoo lab and the brownies visiting. An activity schedule included bingo, arts and crafts and seasonal activities also e.g.; Easter bonnets currently being made.
There was no set programme of activities planned for each week/month but events coming up were advertised when decided upon. We were told about BBQs taking place in the summer with families and residents.

Raffles and fundraising also take place to support the unit with extra things. Some families get involved and support with volunteering, painting the hair salon and activities.

Feedback

Representatives met with staff and relatives as well as residents:

- Wife of resident: ***"Staff are wonderful - I'm so grateful. I can't fault anything… They take care of me as well."***
- Nurse: ***"I love it here have had lots of training since I've been here" (6 months) the residents are spoilt rotten which is as it should be. They love the singer - joining in and clapping. Some love the bible study group. They've done all sorts!"***
- Daughter of resident: ***"Wonderful care. The staff are lovely. My dad always looks clean and tidy. It was a hard decision for us as a family, to no longer be able to care for dad at home. We are very happy with the care here."***
- Staff: ***"I like working here. I have been able to do some photos and pictures for each resident's room to help them recognise their room."***

Additional Comments

In regard to the company objectives outlined in the General Information part of this report Representatives feel that the home is able to demonstrate many of the 'person centred' ambitions, however, in terms of the activity catered to individual interests there is still scope for investment and expansion of the programme. *N.B 'Suggestions for Improvement.'*

Suggestions for Improvement

- Expansion of activities programme, with increased coordinator hours, to cover sickness, leave, training etc. To include group activities and one to one activities. (*The representatives felt it is a lot for one activity coordinator to provide the needs of potentially 60 people with group one to one and off unit activities.)*

- Recruitment of more volunteers for involvement in activities, e.g. gardening, baking, quizzes, IT, dancing, keep fit/exercise classes.
- Consider using reception/foyer to display some of the works, photos and, events etc that have taken place to promote the good work. Consider the use of computer /TV display where the pictures are uploaded and are on a rolling programme, easy to add to and change.
- Dementia training - environment should be developed in line with evidence based practice and guidelines from such bodies as Alzheimer's Society and Dementia Champions. This could be developed through training initiatives with the staff teams.

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