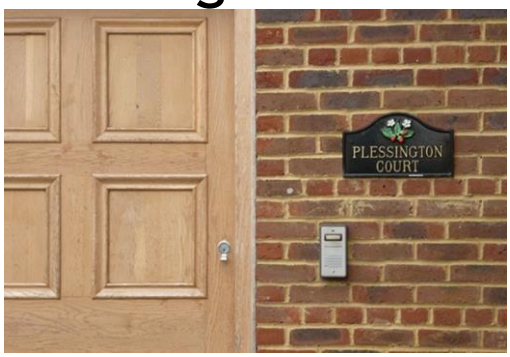
Enter and View Report
Plessington Court



Care Home Contact Details:
Plessington Court Chapel House Lane Puddington Neston CH64 5SW

Date of Visit: 1 March 2019
Time of Visit: 10.30 a.m.

Healthwatch Cheshire Authorised Representatives (ARs):
Pat Clare, Andrew Pleass

Plessington Court Staff Present: Claire Williams - Manager

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, Sension House, Denton Drive, Northwich, Cheshire, CW9 7LU. Tel: 0300 323 0006.

1. Description & Nature of Service

Details of home:

Group: Dementia Resource Community

Person in charge: Claire Williams (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 20 Service Users

Registered Care Categories*: Dementia • Old Age

Specialist Care Categories: Alzheimer's

Admission Information: Ages 65+.

Single Rooms: 20

Rooms with ensuite WC: 19

Facilities & Services: Day Care • Smoking not permitted • Lift • Wheelchair access • Gardens for residents

Latest CQC Report –

The latest CQC report is Good with Outstanding for responsive service –inspected Feb 2018. There have been staff changes since that date.

Healthwatch ARs were not able to corroborate a number of aspects of Plessington Court's website: many activities are listed which we did not see at the time of our visit. Vacant posts were advertised including a post of activities co-ordinator.

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 Healthwatch Cheshire Representatives to observe how the service delivers on the statements it advertises on its website.

5. Introduction/Orientation to Service

Plessington Court is a care home within the Dementia Resource Community, privately owned by the Moore family and is a sister facility to Chapel House nursing home located on the same site. Plessington Court is a small residential home catering for elderly service users with dementia. It is registered as an Elderly Mentally Infirm (E.M.I.) care home. The present manager has been in situ for approximately 7 months at the time of visit, having previously been employed as a Governance Lead for a BUPA facility in St Helens.
Plessington Court has 19 beds. Current occupation is 17, all female; 2 male residents having recently left, one needing additional mental health care, the other, a respite care user, having returned home.

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

- Passionate, committed manager with many ideas for new initiatives and service improvements
- Happy, contented atmosphere among residents and staff, despite being very stretched on the day we visited
- Staff were observed dealing sympathetically and compassionately with residents
- Visiting relatives expressed their complete satisfaction with service to their family members
- ARs engaged with 4 members of staff in addition to manager, with multiple residents and 4 visiting relatives.

8. Detailed Findings

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

Plessington Court was purpose built 14 years ago and is located in a quiet rural setting, approached by a country lane. External signage could be more prominent as previously noted in visit to Chapel House (August 2018). There is a large car park, which is shared with Chapel House. There are extensive gardens to rear with an outlook over fields. A CCTV camera is visible on building exterior

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

The attractive solid front door was locked. The bell was answered by female carer. We were shown into small reception lobby and asked to sign the Visitor Book. A Food Hygiene/ rating 5 sign was displayed. Other pertinent notices, such as the latest CQC report and the Healthwatch letter advising our intention to visit, were not observed. Hand gel dispenser was noted. We were escorted down a bright well-lit main corridor and taken to see Claire, the manager who was in main lounge with residents.

The manager wasn't expecting our visit. She showed us to a bright, airy dining room where she explained the service and answered our questions. Also with the manager were 2 care staff and a newly appointed carer for nights who was present as part of her staff induction.

Healthwatch ARs noticed an unusual smell, possibly lingering smell of food, disinfectant and other indications of an aged population.

Main corridor

Locked lounge

8.3 Facilities for and involvement with family/friends

The visiting hours are unrestricted. We observed relatives in the main lounge which was fully occupied. The manager would like a conservatory to be added to increase sitting areas.

There is a separate private lounge immediately left on entering main corridor, which was locked. Apparently one resident thinks it is her bedroom. Also there are two small seating areas at end of bedroom corridors (one ground floor, one upper floor).

Some of the larger bedrooms are suitable for residents and relatives to sit comfortably.

There are meetings for family members every three months but are generally not well attended. The manager plans to make these more relevant to family members by choosing a specific topic for focus at each meeting and making them more of a social occasion, e.g. cheese and wine evenings.

8.4 Internal physical environment

8.4.1 Décor, Lighting, heating, furnishing & floor coverings

The décor is in good condition throughout with plain pastel coloured walls.

There are various pictures on the walls including resident's photographs.

All flooring was laminated with the appearance of wood.

The furniture was in good condition and all chairs were supportive for residents.

The airy dining room has an open aspect to rear gardens. The furniture is well-spaced with table cloths, plastic flowers on tables and an aging potted plant on window sill. Fresh daffodils were put on dining tables before lunch was served – it was St David's Day.

We were shown two empty rooms and two occupied rooms.

St David's day lunch

Dining room

8.4.2 Freshness, cleanliness/hygiene & cross infection measures

- All areas visited including bedrooms toilets and bathrooms appeared clean and well-maintained
- Hand-sanitisers in evidence

- Deep cleans undertaken on night-shifts
- Morning shift-handover meeting attended by manager, discusses any safety issues and any required cross-infection prevention measures.

8.4.3 Suitability of design to meet needs of residents

- Corridors, communal rooms (including-dining room) and bedrooms are spacious enough to cater for wheelchairs and walking frames
- Clear signage for toilets, wet rooms, emergency exits, communal rooms
- Names and photos on bedroom doors
- Bedrooms vary in size; some are very spacious. All visited have external views. Larger rooms have a surcharge
- All bedrooms are en-suite with either a bath or shower
- Bedroom doors are unlocked apart from 1 lady who likes her door locked
- All residents have DOLs in place. Entry to and exit from building by keypad
- Bedrooms have call buttons. Use of pressure mats where necessary. Hourly checks on night shift
- CCTV throughout (but not in bedrooms).

8.5 Staff support skills & interaction

- Day-shifts comprise 1 senior carer, 2 care assistants, housekeeper, kitchen assistant and cleaner
- Night shifts currently consist of 1 senior care and a care assistant. A vacancy for a further care assistant is in the process of being filled
- The manager stated *'I'm very proud of my team'*
- 1 senior lead has been in position 4 years and is the unofficial deputy to Claire
- There has been a number of staff leaving since previous manager left his position, with a consequent recent intake of new staff members. Agency staff are sometimes used – one was present at our visit
- Team appraisal meetings are taking place in 3 weeks
- Manager plans to review training portfolios and appoint lead roles to develop staff empowerment and motivation.

8.5.1 Staff appearance/presentation

- All care staff wear turquoise tunics with Dementia Resource Community logo
- Staff name badges not used at present but there are plans to introduce them soon
- A male agency worker, covering for staff absence, who is a regular temp at Chapel House, was wearing a light blue polo shirt
- Staff were all polite, friendly and cheerful
- Staff (including the manager who was very "hands on" on at lunchtime) worked very hard to give a special St David's Day afternoon tea instead of the usual lunchtime meal.

8.5.2 Affording dignity and respect/Approach to care giving

- Staff were observed dealing with residents, some of whom were showing assigns of agitation, in a calm, sympathetic manner

- Breakfasts are served up to 11am–ARs observed toast being served mid morning
- Whilst we were waiting in the dining room for the manager, one carer was heard in the lounge next door saying *'Hello everyone, I've come with the newspaper'* and proceeded to read out items from it. Then undertook an impromptu quiz
- Another staff member was heard to say *'Hello Gorgeous. Have you had a cup of tea'*
- The kitchen assistant had come in on her day off to bring in bara brith and welsh cakes for residents to celebrate St David's Day
- A discussion with family members, the daughter and the husband of a lady with Alzheimer's disease who has been a resident of Plessington Court for 8 months, professed themselves to be '*more than happy'* with the care and attention their relative was receiving. They had looked at many homes prior to selecting Plessington Court stating it was the *'best one we visited. The staff are all so kind. Everyone is so happy here'*.

8.5.3 Effective communications – alternative systems and accessible information

- Clear signs on all communal areas and bedrooms
- A Memory board displaying photos of old film stars and similar celebrities is displayed in the dining room (see photo)
- A Happy Birthday board showing pictures of all residents and the date of their birthday is displayed in a corridor
- Dementia Resource Community employs various techniques (The Listening Programme, Namaste programme) to assist communication with and by the residents of its care homes

Dining room board

Main corridor board

8.6 Physical Welfare

8.6.1 Appearance, dress & hygiene

- Residents were all in the lounge or nearby. All appeared clean, properly and individually dressed.
- Despite varied levels of cognition they appeared comfortable in each other's company, several offering comfort to one lady who was agitated asking for a glass of water
- Baths and showers are available to residents.

8.6.2 Nutrition/mealtimes and hydration

- The dining room is well decorated and pleasant (see previous photo)
- There are three tables with place settings for 11 residents. The manager explained that several like to take meals in the lounge or to sit with their visitors
- A relaxed breakfast timetable is maintained with availability until approximately 10.30 to 11.00 am to allow for individual preferences
- A hot lunch is normally offered at approx. 12.15 -12.30 p.m.
- Meals are provided by the Appetito service, tailored to individual diets and reheated on site. On the day of our visit one lady needed a soft lunch and that was prepared separately
- There is an adjacent on-site café which residents sometimes visit.

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

- Plessington Court is served by 2 GP practices in Neston and 1 in Willaston
- Admiral Nurses (community dementia nurses) visit regularly and are often the source of new referrals to the home
- A chiropodist visits every 6 weeks
- One lady had very badly chipped fingernails which needed trimming
- A hairdresser visits weekly which always creates *'a good atmosphere'* according to the manager
- Plessington Court had lottery funding for a programme of chair gymnastics which was very well received. There is no activity co-ordinator at present

but staff try to carry on with the exercises learnt as a result of the chair gymnastics funding
- The site transport is out of action but it is hoped to have it repaired before the summer. The on site café is available for relatives to take residents
- Nursing support is available as required from Chapel House. The Manager commented that dementia care levels are becoming more complex at both facilities
- All residents are encouraged, but not forced, to vacate their rooms each morning to ensure mobility and social interaction. Quieter times for relaxation are generally observed in afternoons
- Plessington Court is accredited for the "Six Steps" end of life programme.

8.7 Social, emotional and cultural welfare

8.7. 1 Personalisation & personal possessions

- Some personalisation of bedrooms was evident with personal items of furniture visible in larger bedrooms
- One lady likes to hold dolls and soft toys

8.7.2 Choice, control & identity

- As commented, all residents have DOLs but are able to accompany relatives on external visits
- All have personalised care plans
- One lady enjoys a glass of wine even in the bath.

8.7.3 Feeling safe and able to raise concerns/complaints

- There did not appear to be any concerns in this regard from discussions with residents, relatives and staff. The manager feels she is available to discuss any concerns raised by relatives.

8.7.4 Structured and unstructured activities/stimulation

- Although there is no permanent activities coordinator, the manager maintained that *'activities are a priority on the agenda'* of the care home
- A quiz was observed taking place in the lounge
- Staff brief is to *'do something with residents one hour before lunch and before other meal times'*
- Music activities are said to be an important post-lunch therapy as is time for relaxation
- All birthdays are celebrated
- Movie afternoons are held. A theatre company is booked to visit in April
- Photo displays of past resident activities are in evidence
- In warmer months residents use the gardens and visit the on-site café.

8.7.5 Cultural, religious/spiritual needs

- A lay minister visits monthly to administer communion to Roman Catholic residents
- One lady is accompanied to church each Sunday.

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

- Level rear gardens contain areas of seating with open views over adjacent fields.

9. Observations

9.1 Elements of observed/reported good practice

- Enthusiasm and passion of manager
- Empathetic, motivated staff

9.2 Other observations/findings of note applicable

The manager expressed many ideas for initiatives to improve experiences for residents and staff and to progress towards an 'Outstanding' category at the next CQC assessment. We felt some concern about a possible dilution of specialist skills with the loss of some experienced staff. The new manager has management skills but is not a qualified clinician. She is very motivated to gain more knowledge but is aware that she also has to build the morale of her staff. The last CQC report was impressed by the training records and skills of the staff at that time, so it should be a priority to train and retain any expertise..

The day we visited was extremely busy with a member of staff missing as well as St David Day plans in place. Despite this, the Manager spent a long time showing us round and explaining her vision. We are grateful for the efforts she made on our behalf. We were offered a drink initially and one of us stayed to sample the lunchtime treats. Her approach was "we have nothing to hide".

10 Comparisons

10.1 Comparisons of observations against providers website

The Care Home's own website still has Kim Dawson named as the manager. When Healthwatch visited Chapel House in 2018, she was the named manager there but was on a year's maternity leave at that time. She has now left and Claire Williams has been in post for 7 months at Plessington Court.

10.2 Comparisons with previous Healthwatch visit(s) where applicable

Favourable impression gained in October 2016 visit by Healthwatch was repeated on this occasion.

11 Recommendations

- Improve visibility of signage at entrance to site
- Consider employing an activities co-ordinator to free up more clinical time for care workers
- The laundry has been relocated from within the grounds to inside the building. This is seen as an improvement but the area where it is located needs to be redesigned as the toilet is used as a storage area and the fire/exit door is blocked. This is not an area open to residents.

Feedback from Provider of Service
To be completed prior to publication from comments received from feedback form.

Notes for completion.

This new template has been designed for ease of use.
Simply type responses into the box below each section – the box should expand automatically as it fills up.

Where possible complete all sections even if it is only a basic sentence.

Do not worry about the lines – these will be removed prior to completion.

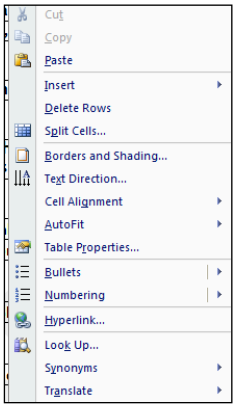
***Please do not add any page breaks**. If a box flows over into the next page simply leave it. Final editing at the office will remove all lines and organize pagination throughout the document.*

Pictures either simply add these by email to the office or by pasting them to the end of the report.

Those with advanced skills may want to drop them into the report itself; a nice way of doing this is described below.

Adding a picture:

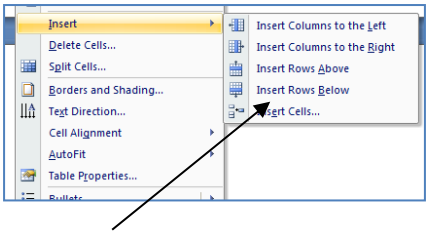
1. *Decide the cell/section where you would like your image.*
2. *LEFT Click into that section*
3. *RIGHT Click to reveal options*



Select 'Split Cells'

Then simply follow the menu choices.

Choose from the option that best fits your photo or photographs. This will provide extra cells for either text or photos that can be copied in. Some photographs will have to be re-sized to fit.



Using the Insert – 'Cells Below' from the above drop down will allow you to put in an extra row for additional text following the picture insert.