Enter and View Report
Upton Dene

Care Home Contact Details:
Upton Dene
Caldecott Close
Chester
CH2 1FD

Date of Visit: 16th January 2019

Time of Visit: 13.00hrs

Healthwatch Cheshire Authorised Representatives:
Jenny Young Joanna Brookes

Staff Present: 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.

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1. Description & Nature of Service

Details of home: Owners Sanctuary Care. Upton Dene residential and nursing home provides a range of support options including residential care, dementia care, nursing care, palliative care and respite care. The service has 74 bedrooms all with ensuite.

Carehome.co.uk describe as: Designed with comfort and luxury at the forefront, Upton Dene provides residential, residential dementia and nursing care in beautiful surroundings.

Positioned alongside the Countess of Chester Hospital, the home boasts luxurious features, including beautifully decorated lounges, a cinema room and a hairdressing and beauty salon. The spacious en-suite bedrooms are have television and telephone points and Wi-Fi. Sky TV can also be set up in residents' rooms if desired.

The Grosvenor Suite is an integrated suite at Upton Dene and supports residents living with various forms of dementia to lead contented lives. The suite has been designed to make life more comfortable for those living with dementia, adopting dementia-friendly design standards for colour, decoration, lighting, noise and artworks.

The sensory gardens are landscaped with raised flower beds and are the perfect place to relax in the sunshine, enjoy summer garden parties and the weekly gardening club.

Group: Sanctuary Care Ltd

Person in charge: Nick Hughes (Home Manager)

Local Authority / Social Services: Cheshire West and Chester Council

Type of Service: Care Home with nursing – Voluntary / Not for Profit Owned , Registered for a maximum of 74 Service Users

Registered Care Categories*: Dementia • Mental Health Condition • Old Age • Physical Disability • Sensory Impairment

Specialist Care Categories: Alzheimer's • Parkinson's Disease

Admission Information: Ages 60+.

Single Rooms: 74

Rooms with ensuite WC: 74

Facilities & Services: Palliative Care • Respite Care • Convalescent Care • Physiotherapy • Separate Dementia Care Unit • Own GP if required • Own Furniture if required • Smoking not permitted • Close to Local shops • Near Public Transport • Lift • Wheelchair access • Gardens for residents • Residents Kitchenette • Phone Point in own room/Mobile • Television point in own room

Latest CQC Report –May 2018 identified Good Care and issues identified in previous report 2017 re breaches had been addressed.

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

A very modern design display bright colours and welcoming. Met by staff who were friendly and informative

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.

New home purpose built in a new housing development close to amenities and on a bus route. 3 storeys spacious clean. Parking adjacent to building disable access.

Reviews from visitors

"My father has been at Upton Dene since December 2018. I cannot fault the care my father has received since arriving. The staff are all very friendly and willing to speak to you at any time if you have any concerns. My father is on the nursing floor which is more like a hotel than a care home and has a lovely relaxed feel about it. The lounge is very homely and the dining room is always set up nicely ready for meal times. My father has settled in really quickly. Thank you all".

Review submitted on 17 January 2019 from a Postal Card by **Susan W** (Daughter of Resident). on Thursday 17 January 2019. Relates to January 2019.

"Since he moved to Upton Dene for residential care last August my father has received excellent care and support.
The ground floor team have shown him great kindness, particularly when he has been unwell. I think they all do a superb job. Thank you".

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

Clean lines automatic doors wide easy access clear signage. Plenty of parking. Very smart professional image.

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

Welcoming reception area clean and bright with some reception desk leading to a lounge area. (Professional picture taken from website) Carehome.co.uk.

8.3 Facilities for and involvement with family/friends

Lounges and refreshment facilities for personal space for visitors. Relatives meetings bi-monthly reasonably well attended minutes available.

8.4 Internal physical environment

8.4.1 Décor, Lighting, heating, furnishing & floor coverings

Well decorated clean light airy new furnishings (only 3 years). Maintenance person attends to minor issues.

8.4.2 Freshness, cleanliness/hygiene & cross infection measures
Five/six Domestic staff are available to ensure cleanliness. All have infection prevention training and equipment available for cleaning different areas and PPE for cleaning up spills etc.
8.4.3 Suitability of design to meet needs of residents Designed to meet the needs of residents. Spacious recreational spaces, bedrooms. doorways, lifts between floors and stairways.
8.5 Staff support skills & interaction Appropriate staffing for level of residents, Managerial support good interaction between staff and residents noted while at visit.
8.5.1 Staff appearance/presentation
All levels of staff had uniforms which made them easily identifiable. Pictorial chart to assist with identification. This assists in creating a friendly atmosphere.
8.5.2 Affording dignity and respect/Approach to care giving
Afternoon visit so minimal care being given but interaction that was observed was caring.
8.5.3 Effective communications – alternative systems and accessible information
Staff gave time to clients to ask questions and respond it was not rushed. No evidence of alternative communication required at the time of visit. There is a hearing loop facility in place.
8.6 Physical Welfare Good. Seven GP practises have input to the Care Home. They have achieved Gold Standard in End of Life Care.
8.6.1 Appearance, dress & hygiene
All clients looked well dressed and clean.
8.6.2 Nutrition/mealtimes and hydration
Food prepared on the premises by the resident chef resident chef. Weekly menus are available on the tables in cafes and bistro. Clients make a choice on daily basis. Each floor has a kitchenette for evening meals and any snacks for the staff to prepare at any time.
8.6.3 Support with general & specialist health needs/Maximising mobility & sensory capacities
Gold Standard in End of Life Care District Nurses and GP practises support the home. Regular visits from GP or Advance Nurses.
8.7 Social, emotional and cultural welfare No issues identified.

8.7. 1 Personalisation & personal possessions

Each client has their own room with space for their own possessions.

Photograph from site.

8.7.2 Choice, control & identity

Client and family choices are exercised within reason.

8.7.3 Feeling safe and able to raise concerns/complaints

Clients and relatives felt safe and able to raise concerns and feel they are listened to and concerns receive a response.

8.7.4 Structured and unstructured activities/stimulation

Activity co-ordinator employed 5/7 days. A variety of activities displayed client take up is variable.

8.7.5 Cultural, religious/spiritual needs

Not observed. But there is access for any denomination to visit local services

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

Gardener and maintenance are a combined role. January does not show gardens to their best.

8. Observations

9.1 Elements of observed/reported good practice

Home had a comfortable atmosphere. Agency staff numbers employed have reduced due to improved staff training and leadership.

9.2 Other observations/findings of note applicable

Manager stated he and the Clinical Manager were intending to stay in post for some time which will give continuity, stability and leadership.

9. Comparisons

10.1 Comparisons of observations against providers' website -

Care appears to reflect CQC report which rated the Home as Good.

10.2 Comparisons with previous Healthwatch visit(s) where applicable
Not previously visited.
10. Recommendations
Review in 6/12 months to observe whether standards are maintained.

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.

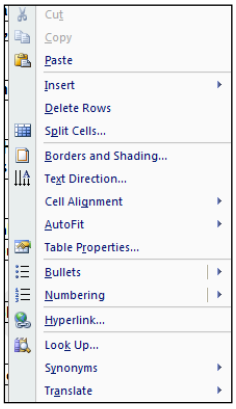
***Please do not add any page breaks**. If a box flows over into the next page simply leave it. Final editing at the office will remove all lines and organize pagination throughout the document.*

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*



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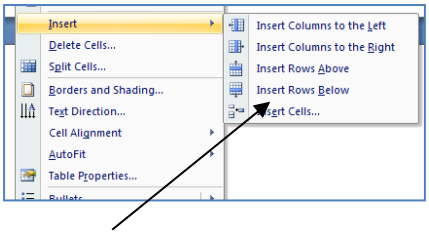

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