Enter and View Report
Grosvenor Manor Care Home Centre

Care Home Contact Details:
Hayley Bebbington
Grosvenor Manor Care Centre
87-89 Heath Lane. Chester, CH3 5SY

Date of Visit: Friday 19 April 2019
Time of Visit: 10.00 am

Healthwatch Cheshire Authorised Representatives:
Enter & View Representative: Jane Denton, Andrew Pleass, Pat Clare

Grosvenor Manor Staff Present:
Hayley Bebbington – Manager
Darren Molyneux – Head of Residential Care
Annette Doherty – Receptionist
Lynn Jarvis-Hughes – Wellbeing Coordinator

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: Grosvenor Manor Care Home Centre

Owner: New Care Chester (Opco) Ltd

Person in charge: Hayley Bebbington (Manager)

Local Authority / Social Services: Cheshire West and Chester Council (click for contact details)

Type of Service: Care Home with nursing – Privately Owned , Registered for a maximum of 81 Service Users

Registered Care Categories*: Dementia • Old Age • Physical Disability • Younger Adults

Admission Information: Ages 50+.

Single Rooms: 81

Rooms with Ensuite WC: 81

- **Facilities & Services:** Palliative Care • Respite Care • Separate Dementia Care Unit • Own GP if required • Own Furniture if required • Near Public Transport • Lift • Wheelchair access • Gardens for residents • Dining Room • Courtyard Private patio garden area Memory Garden Phone Point in own room/Mobile/secure cabinet • Television point in own room • Residents Internet Access Spa Bathroom Hairdressing Salon.

Latest Care Quality Commission* Report on Grosvenor Manor Care Centre: click here

Latest CQC Report– Grosvenor Manor Opened April 2018, Registered with CQC July 2018, Awaiting first full CQC inspection

Website information:website address :

Carehome.co.uk reviews Current average review rating 9.9/10 based on 29 reviews
Google reviews5 star (2 reviews)
Any jobs advertised at the home. Currently recruiting staff for expansion of Nursing unit (community) within home

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 purpose-built care home, interior-designed offering residential, residential with nursing, and dementia care services.
- Respite stays also available
- New Care Chester operates a number of other care homes In Cheshire, Wirral and NW England
- I year old at time of Healthwatch visit

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

- A purpose-built and new build care home centre situated in a popular residential area in a quiet location.
- Immaculate housekeeping & hygiene throughout
- The use of an OOMPH mini-bus facilitating access and opportunities for days out
- Well-designed courtyard and gardens offering choice, freedom to explore and take part in planned and unplanned outdoor activities and events.
- Compassionate, committed and caring staff who demonstrated a passionate and knowledgeable understanding of the needs and expectations of residents and their individual and changing needs in a 'holistic' and person-centred way
- Clear evidence of well-motivated, knowledgeable staff treating residents with dignity and respect
- Residents make full use of the in-house activities and total health &wellbeing activities
- Residents have use of an in-house hairdressing salon, spa assisted jacuzzi bathrooms and plenty of quiet spaces
- Residents interviewed felt happy, cared for and secure
- 100% positive feedback from staff, residents, relatives of residents, on-line reviews and social media.

8. Detailed Findings

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

- Located in popular residential area approx. 2 miles from Chester City Centre
- Clear signage from approach road that is sympathetic to quiet residential area. Wide access for incoming and outgoing vehicles and over 5 disabled allocated car spaces, conveniently located directly in front of reception
- Large L-shaped car parking area with flat surface, well maintained and level with no debris.
- Lawn and shrubs on approach to glazed reception area
- Modern, new well-maintained building. It is built on the site of a former farm. One small section of temporary scaffolding was in place to facilitate

current investigations. A smell of unknown origin had been reported and specialist contractors were in place to investigate and resolve.

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

- Bright, airy, interior designed reception area with smooth floors for easy wheelchair access. Hearing loop provided
- Two areas of comfortable low-level seating for visitors, one near small kitchenette area
- Staff photo and name display, signing in book and noticeboard
- Weekly menu displayed and information on allergens
- Book of resident and visitor memories and folder showing 'Thank You' cards available for visitor perusal.
- Hand sanitiser near visitor sign-in book and all other points of entry.
- Manager (Hayley Bebbington) on day-off at time of visit (Good Friday). Met by friendly receptionist (Annette) and Duty Manager (Darren Molyneux- Head of Residential Care)
- In meantime, the manager was offered a choice to come in and she accepted the invitation as had never had a Healthwatch visit before.
- They checked our ID, asked us to sign Visitors book, provided us with hot drinks and cakes, then phoned the off-duty care home Manager Hayley Bebbington to advise her of the Healthwatch visit.

8.3 Facilities for and involvement with family/friends

- Numerous quiet lounges on both floors for resident/ family privacy
- Large extensive gardens with seating areas
- Flexible visiting hours. Relatives also welcome at mealtimes ideally with 24 hours' notice
- Guest rooms available for short respite periods and for relative overnight stays when required.
- Complaints procedure, residents' service guide, niggles book all available in reception area
- 'You Said… We Did' board in corridor
- Resident and family meetings held for the 3 communities and properly minuted
- All residents were said by Manager to receive regular family visits.

8.4 Internal physical environment

8.4.1 Décor, Lighting, heating, furnishing & floor coverings

- Clean, fresh and interior designed throughout with bespoke comfortable high seated chairs and comfortable sofas in all lounges.
- Pleasant temperature with excellent lighting and ventilation.
- Ground floor residents' bedrooms also have their own patio door which opens onto their own patio area. They can choose to put their own garden furniture and plants on their patio as well as benefiting from the communal seated areas.
- Spacious corridors, lounges and communal rooms. All wheelchair-/walker-friendly

- Use of muted colour decoration, mostly grey and beige, throughout with a race horse 'Chester Races.' theme to reflect the local heritage.
- Front area and initial section of main corridor carpeted, remainder laminate-floored. All in excellent condition with no trip hazards or maintenance required.
- A variety of pictures on walls throughout
- Professional, 'personalised' memory boxes outside each residents bedroom on walls in dementia community to aid recall and identity of rooms: including for example medals/awards, personal effects.

Example of a residents bedroom.

8.4.2 Freshness, cleanliness/hygiene & cross infection measures

- Excellent cleanliness throughout with no splash marks on walls/surfaces
- All bathrooms clean and well-maintained
- Plenty of toilet facilities with grab rails, emergency cords etc.
- Hand sanitiser dispensers located on walls throughout the building and at appropriate points of entry.

8.4.3 Suitability of design to meet needs of residents

- Purpose-built with thorough consideration of the needs of elderly residents.
- Easy spacious flow from living to outside spaces for accessibility of walking aids, wheelchairs benefitting fragile users. Lifts also available.
- All 81 are single bedrooms. The largest have been allocated for married couples who wish to reside together. (Should one of the couple need dementia care then they are seated together in the lounge and dining room when suitable to do so)
- All 81 bedrooms are en-suite with shower facility. There is a spa-assisted bathroom on each floor.
- Dementia community has passcode-controlled access and exit
- Toilets and bathrooms readily accessible from communal areas, in addition to en-suite rooms.
- Residents appeared comfortable in each other's presence. 6 residents were observed sharing a communal activity with staff in the dementia

community. When the resident intake increases, the first-floor dementia community will be fully opened with opportunities for any resident couples to share as much time together as possible.

8.5 Staff support skills & interaction

- Communications are transparent in the company 'You said …… we did board' ***Fig (1)***
- Staff have regular meetings and review the 'niggles' book of concerns/complaints. The staff include residents to resolve any issues and communicate well with everyone to seek positive resolutions
- Staff receive ongoing training and are supported well by being involved in New Care community magazine/articles and management teams
- Staff do regular *'Self-reflection sessions'* and discuss ways of improving the live of residents and staff
- Staff have been trained on the use of specialist equipment eg de-choker.***Fig (2)***

Fig 1 You Said We Did Board

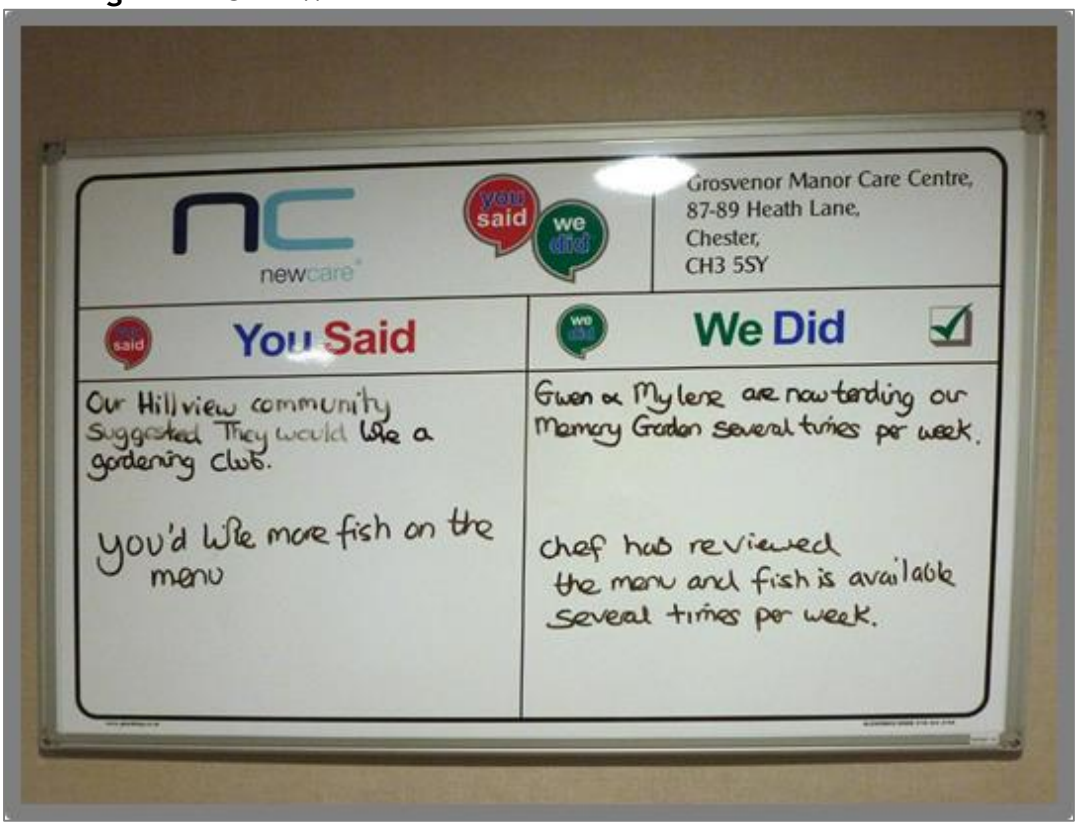

Fig 2 De-choker

8.5.1 Staff appearance/presentation

- Staff were all well-presented, all wore clean, ironed uniforms and name badges.
- Convoy Grey uniforms for care staff, Navy Blue for RGNs. Red piping in each case denotes seniority
- All staff encountered were friendly and polite. All addressed residents and visitors in a professional and welcoming manner.
- 5 male staff including 1 male nurse (currently)

8.5.2 Affording dignity and respect/Approach to care giving

- The Grosvenor Manor Care Centre provides a 'holistic' and resident-led approach to care giving. They also 'reflect in practice' and always strive to improve the health and wellbeing of all residents, relatives, staff and visitors. There was abundant evidence of this throughout the care home in terms of choice, access, opportunities and the many other facilities offered. The staff that Healthwatch ARs spoke to, all gave real life accounts of events that highlighted and demonstrated that '*This was a genuinely happy and homely, caring place to be'*.

  Comments from Darren Molyneux Head of Residential Care when talking about their time spent in the care home with residents.

  1) "It's not about the money, it's about the care……It's their home"

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2) "We do a lot of self-reflection here and discuss lessons learned"

3) "I even continue the monitoring of medicine via online system whilst on my holidays!"

Comments from Hayley Bebbington – Care Manager.

" We take a very holistic' approach to the care of our resident".

- Motivated staff: Care Manager Hayley Bebbington came in on day's holiday.
- The Residential Care Manager –
- *OOMPH programme - Our Organisation Makes People* Happy includes a minibus for outings that is done a rotational basis as only 8 seat capacity.
- Bereavement – A counsellor is provided for all residents to engage with should they wish to, in addition to receptive and caring approach of staff.
- End of Life Care – specialized individual care plans in place.
- The Memory Tree – is an idea that residents suggested via the 'make a wish tree system' in lounge *Fig (3)* and is now in practice as "*they wanted their own personal way of remembering* their friends in the care home" Darren Molyneux
- Self-Empowerment and responsibilities – Residents Gardening Club – Residents initiated their own formal meeting with the Care Home Manager Hayley to formally discuss their ideas and plans to put into practice their own organisation of a gardening club which includes responsibilities such as monitoring and choice of garden planting and design
- Residents have involvement with outside communities. A recent example of this, being the local primary school children coming in to visit and befriend the residents. They even have their own box of toys and books in the lounge to rekindle memories and re-engage joint activities
- Residents have access to alcohol and treats. M*edicine or special diet permitting to* support their total health and wellbeing
- Residents had access to 'quiet spaces' in garden and home
- Religion – a vicar visits C of E and Roman Catholic and pastoral services are offered
- Dog – Megan, a therapy dog visits on a regular basis to give residents an opportunity to love and care for an animal.

Fig 3 The Wish Tree and jar of resident wishes.

8.5.3 Effective communications – alternative systems and accessible information

- You Said… We Did board
- Gold postboxes and 'golden ticket recognition scheme' for residents to nominate and reward staff for special care provision or anything that the residents think the staff deserve
- Activity and advice boards displayed in a professional and informative way. ***Fig (4)***

Fig 4 Activity and noticeboards

8.6 Physical Welfare

8.6.1 Appearance, dress & hygiene

- All residents and observed were clean, appropriately dressed (seasonal clothing) and seemed happy, healthy and very well groomed
- Well-appointed hairdressing salon. Hairdresser visits each Tuesday morning. Plans are also in progress for a dedicated Barber area within the Hair salon to cater for male residents who are to also be offered a 'traditional wet shave' service in the future
- Chiropody services available every 6 to 8 weeks
- In-house laundry at top of building. Separate laundry services for the three communities.

8.6.2 Nutrition/mealtimes and hydration

- All food freshly cooked in-house by resident chef
- Flexible mealtimes, some residents were enjoying a late breakfast at time of Healthwatch visit
- Weekly menus published in advance with alternative choices available
- Spacious, airy dining rooms, tables laid with serviettes, condiments etc.
- De-choker and burns kits available in dining room servery area.

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

- Manager and deputy manager are both experienced Registered General Nurses
- On the day of Healthwatch visit 1 RGN was on duty with 2 support staff for the 9 nursing residents. 3 carers were on duty for the remainder of residents
- Care plans and electronic medication reports are all in place
- Electronic, raising beds in bedrooms
- Activities coordinators conduct morning exercise sessions: all residents are encouraged to participate
    - Armchair exercises, pompoms & excercise instruments, Tai-Chi
- Residents' walking club: conduct circuits of gardens
- **Specialist Health Needs** - Counselling services available: 1 resident sees a bereavement counsellor once a week.

8.7 Social, emotional and cultural welfare

8.7. 1 Personalisation & personal possessions

- Residents are able to personalise bedrooms with their own possessions and furniture
- Memory boxes displayed outside bedrooms in dementia community.
- No evidence seen or discussed of personal pets. Meg a Therapy Dog visits with her owner each Tuesday. Her owner also gives French Lessons to residents
- Bowls champion in dementia community

8.7.2 Choice, control & identity

- Residents have keys to their own rooms (other than in dementia unit)
- Ground floor rooms have their own patio and small garden/planting area
- Resident Garden Coordinators have been elected: to ensure gardens are kept neat and tidy. They point out to manager when items need attention
- All bedrooms have TVs with Freeview. SKY and Netflix are available to residents by separate subscription
- Wi-fi is available to residents, staff and guests
- Relaxed lounges available.

8.7.3 Feeling safe and able to raise concerns/complaints

- 96 year-old female resident. *'This is where I want to be. I'm happy and feel safe here'*
- Niggles Book seen by Healthwatch Representatives. Manager responded to each and every issue raised
- 'You Said … We Did' board
- Resident and family meetings.

8.7.4 Structured and unstructured activities/stimulation

- An Activities Coordinator is in place, supported by two Wellbeing Co-ordinators. A fourth member of the team will shortly be appointed
- Weekly activities programme displayed
- Pictures of past events
- Eggtastic morning planned on the day of our visit. Party on Easter Sunday.
- Recent party to celebrate 1st year anniversary of Grosvenor Manor.
- All residents encouraged to participate in activities
    - 1 to 1 sessions for less mobile residents
- Use of OOMPH minibus; 1 full day per month, & 2 half days per month
    - Can accommodate 8 people, including 2 wheelchairs.
    - Visit to Ice Cream Farm planned for the week after Easter
- Memory boxes being made with help of library
- Bishops High School Students visit each Tuesday
    - Evidence seen in Memory Book of how well- appreciated visits are both by students and residents
    - Also host work experience volunteers who get a lot out of visiting the residents. Comments in the visitor book (as shown by Daniel Molyneux) were very positive and heart-warming)
- Noah's Ark Nursery School visits once or twice per month. Residents help children with crayoning etc. and colouring chalk on flagstones in the garden.
- Baby ballet school visiting soon
- 2 Local Police Community Service Officers base themselves in Grosvenor Manor
- 6 residents in main lounge observed happily participating in a jig-saw activity around table with 2 staff members.

8.7.5 Cultural, religious/spiritual needs

- RC/ C of E services alternate bi-monthly undertaken by the respective priests/vicars
- All Nursing and senior care staff have undertaken End of Life Training
    - Manager: *'It's all about communication and being able to talk to family members'*
    - Coroner happy for Grosvenor Manor nursing staff to verify death directly.

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

- Very large level garden to rear. Many points of access including from ground floor bedrooms. Plenty of comfortable seating and tables. Pergola. Numerous residents enjoying garden on day of AR visit
- Memory gardens with a memory tree. Remembrance of recently deceased residents
- Garden coordinators.

9. Observations

9.1 Elements of observed/reported good practice

- CarehomeUK user reviews score 9.9/10
- Very supportive parent company e.g. CEO visiting residents dressed in character (Willy Wonka from Charlie & the Chocolate Factory) to promote the new staff reward 'Golden Ticket Scheme'.
- Donations and 'Thank You' messages from ex-resident families
- Well-paid staff with appropriate training.

9.2 Other observations/findings of note applicable

- Just over half full at 45 service users
    - 23 General residential users currently/max. 41
    - 13 Residential with Dementia/max 18
    - 9 Residential with Nursing care/max 22
- Currently recruiting additional staff to man the nursing community.
- Will eventually move the current 9 nursing residents from residential community by first 'mirroring' the current layout to match the upstairs ' Hillview dementia level'. This will minimise relocation for residents by better orientation and recreating 'familiar' surroundings. This demonstrates good planning and consideration for residents.
- Hillside is not currently in use as the dementia residents are few in number and integrated with the lower floor residential community.

10. Comparisons

10.1 Comparisons of observations against providers website

- No discrepancies observed but website could provide more detail of services and facilities available.

10.2 Comparisons with previous Healthwatch visit(s) where applicable

- No previous Healthwatch visits

11. Recommendations
• **Installation of silent call system is already being investigated** by New Care as frequent ringing is heard throughout the building on a regular basis. Extra training to all staff is therefore recommended to minimise possible undue anxiety to residents • **Red Book Bag system** – Problems have been encountered, when residents return from a hospital visit and the documents are sometimes not all there, including Medicines, Body maps and DNR Forms. However, staff always request them and chase the hospital for them. It is important that the Red Book Bag system is fully complete in all its contents upon admission into the care home. It is suggested that Healthwatch Cheshire support the care home in raising this risk, in collaboration with appropriate persons/authorities. This suggestion will significantly reduce/eliminate the risk of any possible DNR scenario whilst 'awaiting' documents. • **Automated De- Fibrillator** – recommend that one be purchased as none in the home on any floor. This recommendation is at the discretion of New Care Ltd.

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