healthwatch Cheshire West

healthwatch Cheshire East

Enter and View Report
Asquith House

Care Home Contact Details:
Asquith House
8 Waterloo Road
Chester
CH2 2AL

Date of Visit:12/04/2019

Time of Visit:10 am

Healthwatch Cheshire Authorised Representatives:
Jenny Young Joanna Brookes

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: MacIntyre

Person in charge: Sandra Earlam (Manager)

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

Type of Service: Care Home only (Residential Care) – Voluntary / Not for Profit Owned, Registered for a maximum of 6 Service Users

Registered Care Categories*: Learning Disability

Single Rooms: 6

Rooms with ensuite WC: 5

Latest Care Quality Commission* Report on Asquith House:

Overall rating Good.

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

Older type property that has been modernised to meet the needs of residents. At the time of the visit work was being carried out on a new en suite for a resident. Smart professional and well-presented staff.

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

Homely home. Friendly staff. The one resident present at the visit was happy and involved with the home. He does some gardening with the carers and was happy to show representative around.

8. Detailed Findings
8.1 Location, external appearance, ease of access, signage, parking
The house is a large Edwardian house situated in a quiet cul de sac close to the Chester Town centre. Restricted parking at the property. There was a skip at the property as some work was being done, an ensuite for a client and a new main bathroom. All was being privately funded for the home. Signage was appropriate for the house in the residential area. The home has 6 residents, 1 is moving the following week. All bar 1 resident were at their day centres. 2 Carers were present and 1 new staff member was present reading training manuals.
8.2 Initial impressions (from a visitor's perspective on entering the home)
Well maintained home. Clean light airy minimal noise despite work being carried out on the upper floors.
8.3 Facilities for and involvement with family/friends
Good facilities, kitchen a good standard. Clients encouraged to take part in food preparation, some cooking and serving of meals. Family can join for meals.
8.4 Internal physical environment
Rooms are a good size for client's, communal rooms well furnished.
8.4.1 Décor, Lighting, heating, furnishing & floor coverings
All at a good standard.
8.4.2 Freshness, cleanliness/hygiene & cross infection measures
The home is clean and had no odour.
8.4.3 Suitability of design to meet needs of residents
As an older property it has been sympathetically converted to suit the residents. To allow them to take an active part in their care. The only issue is the laundry is in the cellar and as such the carers are the only ones to access it. The entrance is kept secured.
8.5 Staff support skills & interaction
Staff are well supported and have the required training to support their clients. 2 staff members are on shift am/pm with 1 sleep in overnight. If they require assistance, they can call for assistance from the neighbouring home.
8.5.1 Staff appearance/presentation
Staff tidy and well presented.
8.5.2 Affording dignity and respect/Approach to care giving
Dignity and respect were shown to the resident who was at home during our visit.
8.5.3 Effective communications – alternative systems and accessible information
The resident present had some speech impairment issues and used Makaton the staff are also trained to communicate with him.

8.6 Physical Welfare
Good well fed and well dressed.
8.6.1 Appearance, dress & hygiene
The resident exhibited no issues of concern.
8.6.2 Nutrition/mealtimes and hydration
The weeks menu is discussed with the residents weekly and the staff and 1 client go shopping.
8.6.3 Support with general & specialist health needs/Maximising mobility & sensory capacities
Social services and local medical services assist with assessing for any specialist health requirements.
8.7 Social, emotional and cultural welfare
Residents get the opportunities to go on holiday.
8.7. 1 Personalisation & personal possessions
Each resident has their own room which they can personalise their possessions are secured in there.
8.7.2 Choice, control & identity
The residents have choice and take an active part in the home. The carers have been with the company for many years and the residents are happy with them.
8.7.3 Feeling safe and able to raise concerns/complaints
No problem identified.
8.7.4 Structured and unstructured activities/stimulation
The residents are out at various work day centres and on return home. They assist with tasks meal prep etc.
8.7.5 Cultural, religious/spiritual needs
N/A
8.7.6 Gardens – maintenance & design/suitability for use/enjoyment
Despite the time of year garden was in good order. The client who was at home had helped and enjoyed showing us around the garden.
9. Observations
9.1 Elements of observed/reported good practice
Well run home. New member of staff being trained in the down time while residents are out.
9.2 Other observations/findings of note applicable
N/A
10. Comparisons

10.1 Comparisons of observations against providers website
We concur with the providers web site.
10.2 Comparisons with previous Healthwatch visit(s) where applicable
No previous Healthwatch visit.
11. Recommendations
Nil to add to CQC found the home well run and good throughout.

Feedback from Provider of Service
Were you happy with the arrangements/requests prior to the visit? **Please feel free to comment as appropriate.** • Really pleased with this report and the feedback given • Feedback from the staff were very positive about the people who carried out this visit