Enter and View Report

Darley Cottage (MacIntyre Care)

Care Home Contact Details:
Darley Cottage (MacIntyre Care)
6 Hoole Road Chester Cheshire CH2 3NH

Date of Visit: 16th April 2019 Time of Visit: 10.00am

Healthwatch Cheshire Authorised Representatives:
Janet Lomas and Sheila Williams

Staff: Sandra Earlam – 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.

•Description & Nature of Service

Details of home:

Group: MacIntyre

Person in charge: Sandra Earlam (Manager)

Local Authority / Social Services: Cheshire West and Chester Council

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: 2

Latest Care Quality Commission* Report on Darley Cottage:

https://www.cqc.org.uk/sites/default/files/new_reports/INS2-2555939892.pdf

•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.

•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.

•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.

•Introduction/Orientation to Service

On arrival the AR's met by a staff member who was unaware of the visit having not received any mail from Healthwatch Cheshire. Manager engaged with representatives and gave access to the premises.

•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.

•Summary of Key Findings

- Friendly Informative staff.

- Residents engaged in activity.
- Refurbishment on going

•Detailed Findings

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

Darley Cottage is situated on the main road with access via front gate. The name of the property is etched into the stone gate posts. There is additional access at the back of the property with limited parking for staff. First impression was that the garden to the front needs attention, there are lots of shrubs, trees and grassed areas that need cutting back. There are some lovely blue pots waiting to be filled with plants. The exterior of the building and frontage would be enhanced with paint.

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

Initial impressions on entering the house were of a comfortable friendly house. The ARs received a warm welcome and we were introduced to the 2 residents who were present throughout the visit. The other 4 residents were out at day services/in the community.

8.3 Facilities for and involvement with family/friends

The ARs were informed that family and the relevant people were invited to the residents care planning meets and were welcome to visit anytime. A few of the residents have regular home leave visits.

8.4 Internal physical environment

The lounge/dining room was suitably furnished with good seating, tables, chairs, wall pictures and potted plants. New flooring is being planned.

8.4.1 Décor, Lighting, heating, furnishing &floor coverings

There has been a new modern kitchen installed recently and they are waiting for the walls to be decorated to complete the work.

8.4.2 Freshness, cleanliness/hygiene &cross infection measures

The areas we saw including the kitchen, office, shower room downstairs, small lounge and a resident's bedroom all appeared clean, tidy and no smells anywhere.

8.4.3 Suitability of design to meet needs of residents

8.5 Staff support skills &interaction

8.5.1 Staff appearance/presentation

Staff appeared appropriately dressed for they work they were undertaking.

8.5.2 Affording dignity and respect/Approach to care giving

The ARs were impressed that the 2 staff members asked the 2 residents if it was alright to share information and show us their personalised folders. They did this on every occasion which is excellent practice. Both residents were free to talk to the ARs in their own time and not interrupted and took part in the visit. One

resident asked if the AR would like to see the pet budgie and showed the AR her room.

8.6 Physical Welfare

8.6.1 Appearance, dress & hygiene

The two residents seen today appeared clean, tidy and dressed appropriately for the weather.

8.6.2 Nutrition/mealtimes and hydration

Meals are prepared at the house taking into account the residents likes and dislikes. All food and drink ingested is recorded on the Healthcare calendar.

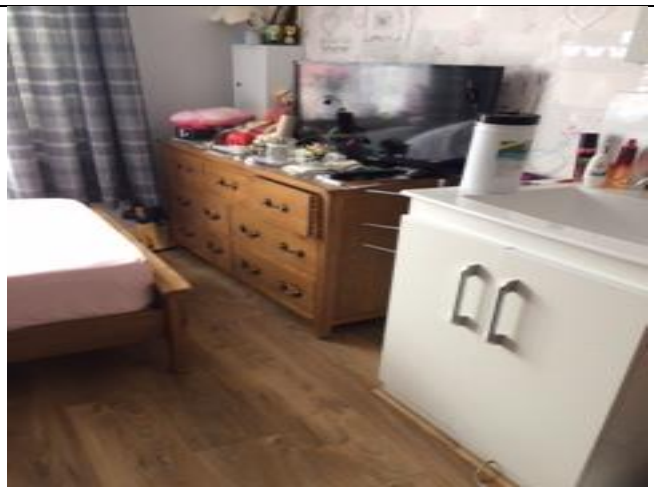
8.6.3 Support with general &specialist health needs/Maximising mobility & sensory capacities

Referrals are made to the specialist services when necessary, including the community learning disabilities team. Contact is made on a regular basis and information is kept to date.

8.7 Social, emotional and cultural welfare

8.7.1 Personalisation &personal possessions

Residents are encouraged to have their own belongings and personal possessions.



And can therefore have personal belongings in their own room. This photograph was taken with the consent of the resident and manager.

8.7.2 Choice, control & identity

All residents are included in their care planning and activity plans. The ARs saw excellent examples of the activity plans for each resident. A star is added to each activity undertake and completed. These are also recorded in the residents file.

8.7.3 Feeling safe and able to raise concerns/complaints

The staff undergo 'E' learning including Safeguarding, Mental Capacity Act and DOLs. The ARs noted that the front door was locked on arrival however; the ARs were informed that the back door is always open and the residents are free to leave if they wish. There are no residents on DOLs at present.

8.7.4 Structured and unstructured activities/stimulation

4 of the residents where out of the premises occupied with activities at time of visit. 2 residents had declined going out and where spoken to by the representatives.

There is a Wellness diary highlighting activities and events.

8.7.5 Cultural, religious/spiritual needs

Not witnessed by AR's.

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

The gardens are in need of attention both to the front and back of the property. To the rear is an area that is in need of tidying ready for the residents and staff to enjoy in the summer. There is a mixture of new and old garden furniture/seating. There is an area for residents to plant vegetables and flowers and there are pot planters. There is a garage that has a games table in and once cleared of the rubbish will be a valuable addition to the home facilities once sorted, cleaned and reorganised it will be an enjoyable area for a BBQ, sitting outside in the summer and socialising.

•Observations

9.1 Elements of observed/reported good practice

- Asking the residents before sharing written and/or verbal information to the ARs.
- Extensive documentation including: one-page profiles, how to support me documents and Care plans. Healthcare calendar which includes: sleep, behaviour, nutrition
- Involvement of the specialist community health services when required Referrals made to the community learning disabilities team at the Countess of Chester Hospital
- It was reported that the residents are well supported by their GP practice. Time is given to the residents during appointments and respect and dignity shown.

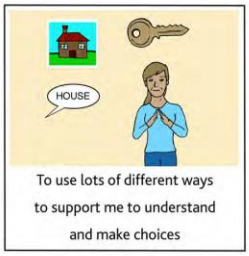
9.2 Other observations/findings of note applicable

- Staff undergo 'E' Learning including fire, food hygiene, safeguarding/MCA + DOLs, moving and handling. One of the residents told the ARs about the weekly fire alarm test. Staff have NVQ2&3 qualifications and one is currently doing their care certificate. Staff are rotated according to the activities planned, who is out, on leave etc. Staff do a late sleep in and then an early.
- There is a long list of work identified that the staffs are hoping will take place this year. This includes the leak to the upstairs ensuite, new blinds, kitchen walls decorated, new flooring. The upstairs ensuite is currently out of action. The two female residents use the downstairs shower ensuite which is accessed by the office, which also includes the staff sleeping in bed. The ARs did not think this appropriate and maybe this needs a rethink.
- There were the appropriate official documents displayed in the corridor as well as the house and local information. The AR suggested that it could be reorganised to show the information to staff and visitors in a more methodical, tidy, presentable way.

•**Comparisons**

10.1 Comparisons of observations against providers website

MacIntyre describe promises that they make to the residents who live and are supported in their homes. See pictures below:



10.2 Comparisons with previous Healthwatch visit(s) where applicable

Not previously visited

Recommendations

- To complete the work on the property
- To do the gardens front and back to a level that the staff can maintain with the residents as part of activities i.e. pot planting, growing vegetables' etc.
- To redesign interior layout especially with regards to toilet/bathing to improve privacy and ease of use.

Feedback from Provider of Service

8.5.2 – really good feedback around excellent practise and personalised files
8.7.2 – excellent examples of activity plans
8.7.6 – both back and front gardens are having maintenance work carried out, at the front of the house all the bushes and over grown trees have now been cut back on one side and staff are currently being worked on – the new plans for all maintenance work that will be under taken are being drawn up on 8 August 2019, this includes both inside the house and all outside work

9.2 – the upstairs shower room is now back up and running – the other concern that was raised about one person using the sleep in shower is currently being addressed by the Social team at Eastway in Chester – The notice board in the corridor has now been tied up to display current and relevant information only.