Enter and View Report
Dorin Court Bungalow Short Break Service

Care Home Contact Details:

Dorin Court Bungalow Short Break Service
32 Whealstone Lane
Chester
CH2 1HB

Date of Visit:13 June 2019

Time of Visit:10 am

Healthwatch Cheshire Authorised Representative:
Jennifer 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: Vivo Care Choices Ltd

Person in charge: Ellie Pugh (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 5 Service Users

Registered Care Categories*: Learning Disability

Single Rooms: 5

Rooms with ensuite WC: 0

Latest CQC Report – February 2019
The service was rated Good in all five inspection areas:
Safe, Effective, Caring, Responsive, Well Led.

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

Representatives were met at the door by the manager, she was not aware of the Healthwatch visit however made us welcome. She introduced us to the other carer on duty. All residents were at their various activities, daycentres and work placements. It is a respite unit providing short breaks for family and carers for 3-14 days (more if required) at a time.

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

The bungalow was very clean tidy and homely. There were areas for individuals to have some quiet time and social time. The bedrooms were comfortable and decorated to a reasonable standard.

8. Detailed Findings
The service consists of 2 bungalows linked together by a conservatory. It was warm light and airy. It had the feeling of space. The lounges were well appointed at either end of the bungalows. There is a kitchen where meals are prepared for the residents after discussion with them. They are encouraged to assist with meal preparation, including shopping.
8.1 Location, external appearance, ease of access, signage, parking
Easy to locate, parking is available, signage clear. A brick-built building.
8.2 Initial impressions (from a visitor's perspective on entering the home)
Comfortable welcoming area, staff helpful. Airy and light gives the appearance of space with the conservatory which links the 2 areas.
8.3 Facilities for and involvement with family/friends
Families are encouraged to be involved even during respite. The Manager would like to develop the experience into more of a holiday experience for residents by arranging trips and outings whilst they are there. Making use of Plus Bus etc.
8.4 Internal physical environment
Of a good standard. They have 1 medical standard bed the rest are divans. The manager has plans to convert a bathroom to an office in the next 12 months. There is a family bathroom, which is clear from 'clutter' for the residents. All have aids around the toilets and shower units to assist residents should it be required.
8.4.1 Décor, Lighting, heating, furnishing & floor coverings
The current manager has implemented refurbishment throughout the residence to improve its standard. She has been in place since August 2018 last year.
8.4.2 Freshness, cleanliness/hygiene & cross infection measures
No issues noted re cleanliness and hygiene; all mops cleaning equipment colour coded.
8.4.3 Suitability of design to meet needs of residents
Most residents have learning disabilities age range from 18-74 years. They have had up to 34 residents through the year. If it is required, they can do emergency respite if carers/family have a need. They can qualify from 14-80 days depending on need. Very suitable for resident's needs, on the flat and secure access to the building. The residents are able to access garden space in safety.
8.5 Staff support skills & interaction
There is a manager supported by 6 day carers and 2 night carers. 2 day 2 evening 2 night carers. On call rota is shared with Dover Drive Ellesmere Port.

8.5.1 Staff appearance/presentation
Staff in own clothes to continue with the home from home rather than a care facility.
8.5.2 Affording dignity and respect/Approach to care giving
Unable to observe as no residents in at time of visit.
8.5.3 Effective communications – alternative systems and accessible information
Not able to observe
8.6 Physical Welfare
Not able to observe.
8.6.1 Appearance, dress & hygiene
Not able to observe.
8.6.2 Nutrition/mealtimes and hydration
Menus and availability of snacks and beverages observed. The diet appears varied.
8.6.3 Support with general & specialist health needs/Maximising mobility & sensory capacities
Staff can contact the local GP or District Nurse service.
8.7 Social, emotional and cultural welfare
Not able to ascertain at this visit.
8.7. 1 Personalisation & personal possessions
The residents bring all they need for their stay. Towels however are provided by the unit. Continence is actively promoted while residents are staying.
8.7.2 Choice, control & identity
Clients routine is noted in their personal plan which is discussed with residents and carers/family. They can keep as close their routine as possible, on discharge the manager and carers give a courtesy call to check all is well when they return home.
8.7.3 Feeling safe and able to raise concerns/complaints
Complaints procedure for residents and family.
8.7.4 Structured and unstructured activities/stimulation
There were plenty of games and activities available for residents including games consoles.
8.7.5 Cultural, religious/spiritual needs
Encouraged to follow religious/spiritual needs if they wish.

8.7.6 Gardens – maintenance & design/suitability for use/enjoyment
Gardens require maintenance.
9. Observations
Well run respite placement.
9.1 Elements of observed/reported good practice
None observed at time of visit.
9.2 Other observations/findings of note applicable
None.
10. Comparisons
10.1 Comparisons of observations against providers website
Dorin Court does not have a website.
10.2 Comparisons with previous Healthwatch visit(s) where applicable
Healthwatch has not previously visited this provision.
11. Recommendations
Continue with excellent respite work. Ensure gardens are tidy.

Feedback from Provider of Service
To be completed prior to publication from comments received from feedback form.
Despite repeated attempts to contact the provider Healthwatch has been unable to obtain an email address to send the report to for checking before publication.