Enter and View Report

Grosvenor Villas

Care Home Contact Details: Joanna Hunt, Grosvenor Villas, Lightfoot Street, Hoole, Chester, CH2 3AD

Date of Visit:Time of Visit: 25/06/2019 9.30am

Healthwatch Cheshire Authorised Representatives:

Pat Clare Shani Bernie Sonja Wolf Andrew Pleass

Staff Present:

Clare Edwards – Compliance Officer
Pauline Ryan – Placement Officer
Diane – Service Manager
Julie - Reception
Neila – Manager- Orchid Villa
Claudia -Activities Coordinator – Orchid Villa
Tony – Clinical Lead Orchid Villa
Ralucha Starman – Care Coordinator – Orchid Villa
Angela Roberts- Manager – Rose Villa

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.

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1. Description & Nature of Service

Details of home

Group: Cedar Care Homes

Person in charge: Joanna Hunt (Home 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 132 Service Users

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

Specialist Care Categories: Alzheimer's • Bipolar/Manic Depression • Challenging Behaviour • Epilepsy • Multiple Sclerosis • Schizophrenia • Speech Impairment

Admission Information: Ages 65+.

Single Rooms: 132

Rooms with ensuite WC: 18

Weekly Charges Guide: Nursing Care Single £934 (These prices are only a guideline, please contact Grosvenor Villas to find out the exact price for your requirements.)

Facilities & Services: Palliative Care • Respite Care • Convalescent Care • Separate Dementia Care Unit • Own GP if required • Own Furniture if required • Pets by arrangement • Close to Local shops • Near Public Transport • Wheelchair access • Ground Floor Accommodation only • Gardens for residents

Latest CQC Report – the location was subject to CQC inspection in October and November 2018 – Categorisation 'Requires Improvement'.

Website information: Grosvenor Villas is featured with its own page in the Cedar Care Homes website. This gives an overview of the services and accommodation available but currently lacks detail on the home itself and appears to require development.

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

Grosvenor Villas (previously named and registered as Grosvenor Gardens) consists of a reception and administration building serving four interconnected bungalow style units ('Villas') providing residential services for clients requiring general nursing care, dementia care, or adults exhibiting a range of challenging mental health conditions including

schizophrenia, bipolar symptoms etc. The majority of admissions are referred to the care home by health or social services professionals and most are funded by NHS Continuing Healthcare, Mental Health Act Section 117 Aftercare or a combination of the two. The home does not generally cater for respite stays.

Following an earlier CQC inspection, the previous owners BUPA sold the care home to the current provider Cedar Care Homes in 2017 after which there continued to be transitional upheaval in managerial and staffing positions. A full CQC inspection in late October and early November 2018 resulted in a Requires Improvement rating in all categories, with key issues relating to leadership, management, consistency of service provision and systems.

Cedar Care runs 14 homes primarily in Bristol and Bath, with an additional Cheshire home in Styal. The current manager Joanna Hunt was appointed in January 2019 with the remit to address the issues raised by the recent CQC inspection. It was explained to Healthwatch ARs that Cedar Care initially challenged the CQC report and have since requested separate registration for the 3 currently operated villas, which has been accepted, hence the change of name to Grosvenor Villas.

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 large, high-occupancy facility serving clients with a range of high-dependency conditions
- A spacious, well-equipped and well-designed series of interconnected buildings with level access within and between them
- A programme of staff recruitment to address issues highlighted by recent CQC inspection
- All staff engaged with were friendly, open, positive and motivated.

8. Detailed Findings

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

Grosvenor Villas is located close to Chester city centre and within walking distance of local facilities in Hoole. The facility occupies a large site adjacent to a corporate head office (Muir Group), but is slightly tucked away behind hedging, so the entrance to the site itself is easy to miss. Road-facing signage states Grosvenor Gardens. There is a large car park with marked spaces for visitors and disabled parking near the main reception entrance. Externally the buildings seem to be in good repair and grounds are attractively laid out and well maintained with a combination of container and permanent planting. A clear colour coded sign points to reception and each of the villas, which in turn can be accessed by visitors directly (after ringing for attention and signing-in).

Access to Rose Villa to the right of reception building

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

Healthwatch ARs were greeted warmly in reception and after introducing ourselves were approached by two members of staff, the newly appointed Compliance Officer, Clare Edwards, and the longer serving Placement Officer, Pauline Ryan. Both fully understood Healthwatch's role and remit, checked our identity badges asked us to sign the visitors book and were happy to host our visit in the absence of the Registered Manager, Jo Hunt who was in Cedar Care head office that day.

The reception and administration building is currently undergoing some refurbishment, so ARs were taken to an upstairs training room, provided with refreshments and both employees were open and very helpful in explaining the care home operation and services provision.

8.3 Facilities for and involvement with family/friends

The function of the 3 currently operational villas was explained:

Rose Villa caters for elderly clients requiring general nursing care. 27 out of 30 bedrooms are currently occupied;

Orchid Villa accommodateselderly residents living with dementia and needing nursing care. Current occupancy 33 out of 34 rooms;

Lavender has a younger population but accommodates residents with enduring mental health conditions. Current occupancy 36 out of 40.

Each Villa is self-contained with its own manager, staff, 2 lounges and dining areas.

Mealtimes are protected, but visiting hours are otherwise flexible. Some family members nevertheless assist relatives at mealtimes. There are no separate facilities (e.g. drinks making) for relatives, however areas of the sizeable lounges can be screened off for private conversations and hostesses in each villa will make refreshments for visitors as per Cedar Care policy.
Resident/family meetings are held quarterly: all but Lavender were said to be well attended by relatives. Families are encouraged to attend events organised for residents such as garden parties.

Resident/family newsletter produced in Rose Villa

The only visitors observed during the visit were two granddaughters with two younger children visiting their grandmother in a private area in the smaller lounge in Lavender. They were said to be regular visitors.

8.4 Internal physical environment

8.4.1 Décor, Lighting, heating, furnishing & floor coverings

All areas were attractively and recently painted in light colours. Furniture in lounges appeared comfortable and in good condition. Plenty of low-level tables were near armchairs. Flooring is hard surface, easy clean laminate. Corridors have pictures on walls, mainly floral themed in keeping with the villa name. More pictures or photographs could be used to stimulate memories; however, a side corridor in Orchid featured a recently installed large mural of Chester Eastgate clock, a bus stop sign with traffic and street sounds piped from a loudspeaker.

Large mural in Orchid Villa

Lounges and dining rooms had plenty of fresh flowers. Orchids were in profusion in Orchid Villa.

Comfortable furnishings in Orchid Villa lounge

There is a good mix of natural and artificial daylight.

8.4.2 Freshness, cleanliness/hygiene & cross infection measures

All areas appeared spotlessly clean and were fresh smelling, apart from our initial entry to Orchid Villa, where the compliance manager herself commented on a faecal smell, which she assured us was '*unusual*' and '*new*'.
Bathrooms and toilets were all in good condition and clean.

Typical wet room in Orchid Villa

Hand sanitisers were visible in corridors, and hand gels and paper towels for nurses in resident bedrooms. Disposable gloves and aprons are used by staff when serving food, drinks and when administering to residents. The placement officer described procedures in the event of an infection outbreak, which involves quarantining the affected villa, close liaison with the Countess of Chester Hospital, segregation and sanitation of laundry, sterilisation of utensils etc.

8.4.3 Suitability of design to meet needs of residents

Villas are all on one level as is covered access between them and access to garden and patio areas. Corridors are wide; lounges and dining areas are well-spaced allowing access for wheelchairs and walking frames.

Bedroom corridors are quite long but all on one level. Different colours were used on walls to break up stretches of rather plain areas but more use could potentially be made on walls of colour coding and images to aid resident orientation.

Colour-coded orientation signs in corridors

Bedrooms are quite small, but have space for a wash-basin, wardrobe, table and chair, TV. Few are en-suite with toilet (7 in Orchid, 10 in Lavender) but there are sufficient toilets and wet rooms spaced within reach of bedrooms. It was stated that the potential refitting of Bluebell Villa was likely to reduce the number and increase the size of bedrooms to include en-suite facilities in line with more modern standards for care home.
Call alarms and sensors are available if needed in bedrooms.

8.5 Staff support skills & interaction

8.5.1 Staff appearance/presentation

Villa staff all wear name badges and uniforms the colour of which denotes roles: e.g. yellow for day care assistants, red for housekeeping, purple for activity coordinators, blue for a care coordinator, hostesses green.
ARs engaged with numerous members of staff. All staff encountered were polite, friendly and appeared calm when interacting with residents. They also spoke positively about their role and Grosvenor Villas.

8.5.2 Affording dignity and respect/Approach to care giving

Although we did not witness significant staff/resident interaction, the language and pace of activity was calm and respectful. All staff appeared to know residents by name. Male and female staff were present. In Rose Villa one gentleman was being moved on a mobile stand quite contentedly: one lady in Lavender Villa who was wandering and becoming quite agitated was dealt with calmly and appropriately.

8.5.3 Effective communications – alternative systems and accessible information

Each villa displays a copy of the complaints policy and procedures. Noticeboards display thank you cards, planned activities and other information.

Notice board in Orchid Villa

Staff on duty in Rose Villa

Bedroom doors are numbered, but mostly have personalised first-name labels attached to them. Communal rooms, toilets and wet rooms are clearly, pictorially labelled.

Photographic display of menu choices in Rose Villa

8.6 Physical Welfare

8.6.1 Appearance, dress & hygiene

Residents who were in lounges were fully dressed and appeared clean and well cared for. A number were asleep or just sitting quietly. The compliance officer said they keep records specifically to ensure frequency and regularity of bathing, but it can be difficult getting some elderly residents to take regular baths or showers. One gentleman who refuses to take baths but who likes to go into Chester is refused access to a taxi by the driver due to body odour. The home is planning to invite the taxi driver in to explain to the resident the consequences of not washing.

8.6.2 Nutrition/ mealtimes and hydration

All food is prepared freshly on site in a central kitchen which has food hygiene rating 5. ARs were shown menu schedules by the chef with clear marking of resident choices and special dietary requirements. Residents choose their midday meals either the evening before or early on the respective morning. Lunch tends to be the lighter meal with a fuller evening meal offered.

Daily menu as displayed in Orchid Villa

Dining rooms are pleasant, airy and spacious. In Rose Villa they were set with table cloths.

Orchid Villa dining room

Rose Villa dining room

The compliance manager explained the recent introduction of a 'High Five' hydration programme which involves calibrating and logging resident intake of fluid and food to ensure proper hydration and reduce the incidence of urinary tract infections. Hydration trolleys were in use in lounges.

Individually labelled and calibrated resident hydration station (Orchid Lounge)

Drinks trolley (Rose Lounge). A wide range of drinks are offered to assist and improve fluid intake.

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

General health requirements are catered for by a contract with Boughton Health Centre. Advance Nurse Practitioners (ANPs)visit twice weekly, triage residents for other medical professionals as required, and were said to provide a good service. Dieticians visit regularly, physicians, dentists, chiropodists andopticians are available as necessary. There have been problems with a residual supply contract with Lloyds Pharmacy in Warrington as a result of which Cedar Court are looking to establish a more local arrangement.
As a priority initiative to respond to an issue raised by CQC, a 'homely' medication guide has been prepared for each villa, with a signed GP authorisation detailing protocols for staff administration of over- the-counter drugs. The list of permitted medication has also been rationalised.
End of life care training for staff is supported by the Countess of Chester Hospital. A number of 'do not resuscitate' notices feature in care plans. As commented upon by other local care homes ,the 'red bag' system for providing care and medication notes for any residents requiring hospital treatment appears to cause unnecessary additional work for care home staff, as the bags are said to be often delayed in return or not returned at all by hospitals.

8.7 Social, emotional and cultural welfare

8.7. 1 Personalisation & personal possessions

Residents own furniture and possessions are permitted but rooms are quite small so size of such items is inevitably limited. Some personalisation of bedroom doors is evident as observed on the door of an ardent royalist and military enthusiast in Orchid Villa.

Impromptu personalisation of a bedroom door

Another resident keeps a cockatiel in his bedroom. He buys seed, feeds it himself and helps to clean out the cage once per week. A lady resident commented that she likes to do gardening in the home and listen to Radio 4 in her room.

8.7.2 Choice, control & identity

Bedroom doors appeared to be unlocked. All residents in Orchid Villa have DoLS in place and would no longer be competent to manage their own financial affairs. Rose Villa residents who are not considered to be at personal risk are able to go out accompanied by a carer, whilst the younger client population in Lavender are much more able to come and go as they please.
The lady interviewed in 8.7.1 commented *'The girls here are ever so good. One girl takes me each week in a taxi to go shopping'*.
Alcoholic drinks are available to resident's subject to medication restrictions. Smoking is allowed in designated smoking shelters in Lavender garden areas: this seemed a common activity for Lavender residents. Lavender Villa also has a shared mobile telephone available for residents' use.

8.7.3 Feeling safe and able to raise concerns/complaints

Complaints procedures are available in each villa. Residents and staff members appeared to engage freely without difficulty. As mentioned previously resident and family meetings are held quarterly and a newsletter is published. ARs saw and heard fire alarms being systematically tested zone-by-zone through each of the villas. Staff were quick to warn us to stand clear of doors which were all closed automatically on testing.

8.7.4 Structured and unstructured activities/stimulation

Each villa has its own designated Activities Coordinator and varied programmes of planned activities were seen, although ARs didn't see any actual engagement during the visit. Most residents were sitting in lounges watching TV or listening to music. ARs spoke with the coordinator for Orchid Villa who said she had been conducting one-to-one sessions that morning and organising some board games. She said they try to alternate days between quieter and more communal activities. Singalongs were said to be popular. Orchid Villa undertakes Namaste therapy for residents and has use of an Omni interactive table. The lady in Rose Villa mentioned earlier commented '*The sitting- down exercises (armchair zumba) are very good. I like to do a bit of everything. We always have people coming in singing'*. Rose Villa coordinates with St Werburgh's primary school locally for children to visit residents which is said to be enjoyed mutually. Posters announced a forthcoming Hawaiian BBQ, and staff organise charity fundraising events such as an Alzheimers Society cupcake day, residents' comfort fund.

8.7.5 Cultural, religious/spiritual needs

Father Paul and Eucharistic Ministers from St Werburgh's visit to bring Holy Communion to RC residents: other denominations also provide support services.

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

Each villa has its own accessible, level garden and patio areas which appear well maintained apart from one neglected patio area for Rose Villa which had roof moss and water from a gutter leaking onto it and an air conditioning unit.

Orchid Villa garden and patio area

Some areas are available for residents own gardening activities. Lavender Villa had provision for smokers, such as shelters, a gazebo, a shed.

9. Observations

9.1 Elements of observed / reported good practice

- Appointment of a Compliance Officer to undertake audits in line with legislation and good practice
- Separate registration for the three villas and dedicated management should facilitate targeted improvement measures, audits thereof and staff training
- There appears to be a positive programme of new staff recruitment and committed support from provider
- The buildings are well designed and spacious which should provide an excellent foundation for care of residents
- The staff met were motivated and open
- Homely kits and guidance in each villa allow nurses to prescribe over-the-counter medication for short term use
- Regular and systematic fire alarm testing
- Laundry appeared well organised to minimise mix-up of clothing
- 'High Five' hydration programme

9.2 Other observations / findings of note applicable

Although care staff levels have been increased recently, there are still recruitment issues due to the lack of suitable, willing local staff: increasingly the care home is relying on European staff for support and Grosvenor Villas are keen to engage with the local community for recruitment.
Rose and Lavender Villas each have 8 nursing/caring staff on day shifts -2 nurses , 6 carers.
Both have 1 nurse on night shifts, Rose has 2 carers, Lavender 3 carers.
Orchid has 2 nurses, 8 carers, 1 floater, 1 hospitality on dayshifts.
1 Orchid resident has 24 hour one to one care funded by the CCG.
Many staff have started since January 2019, so retention will be a key success measure for management.

10. Comparisons
10.1 Comparisons of observations against providers website
Development of more website detail on Grosvenor Villas services would be welcome.
10.2 Comparisons with previous Healthwatch visit (s) where applicable
No previous Healthwatch visits made
11. Recommendations
• Although Healthwatch ARs were unable to meet the registered manager on this occasion, there is every indication that the provider has fully committed to address the improvement challenges imposed by the last CQC inspection. For this to succeed the improvements need to be clearly and visibly led by management • A further Healthwatch visit in one year's time to observe progress is recommended • Develop Grosvenor Villas website to provide more detailed information for prospective clients and their families.

Feedback from Provider of Service
We were happy with the letter informing us of your pending visit. Staff, residents and families reported feeling relaxed during the visit, and stated the Healthwatch representatives were friendly. Point 8.1 W/C 22ND July Grosvenor Villas has had all new signage facing the road and across the site. Point 8.7.6 Rose Villas patio area was tidied up and the moss removed from the gutter the day after your visit Point 10 Head office deals with our website pages, I will forward your recommendations.