healthwatch Cheshire West

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Enter and View Lostock Lodge

Care Home Contact Details:

Lostock Lodge
Cheshire Business Park
Northwich
CW9 7UA

Date of Visit:19th August 2019

Time of Visit:10.00am

Healthwatch Cheshire Authorised Representatives (Ars): Janet Lomas Sheila Williams

Lostock Lodge Staff Present: Jenny Jobber, Manager Kyra Travis, Area 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.

1. Description & Nature of Service

Details of home: Currently has 57 people resident (max 66)
Additional:
"Country Court Care" has 33 homes and this one is the first in this area
Situated on the newly developed Business Park at Lostock Gralam where new houses, retail, shops, Travelodge and a pub 'Watermead' have all been built in the last few years.
What the home says it provides:
"Luxury care with strong family values"
"Take time to get to know residents individually providing care and support tailored to their requirements and wishes"
"Meaningful activities every day in groups or on a one to one basis"
The Authorised Reps looked for evidence of the above during their visit
Latest CQC Report - visited in Feb/March 18 and again in Oct 18 to monitor the improvements requirement from the inspection. The Manager spoke of the improvements required and her vision for the home to achieve an outstanding rating in the future.

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

The Authorised Representatives (ARs) were welcomed to the home by Gill (Administrator) who was on reception duties. The receptionists post is vacant and is being advertised. The ARs met with Jenny Jobber (Manager) and Kyra Travis (Area Manager) who spent time telling us about the Home and the Company. The ARs were shown round by Nina Rogers Customer Relations Manager. We spoke with several staff members during the visit. All were very friendly, professional looking and spoke favourably and enthusiastically about working at the Home. A Company called 'oomph' were visiting as planned on the day of the visit; this is a paid for regular activity and welcomed by the residents and staff. They provide support for activities, transport, outings and the planning of meaningful activities for the residents.

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

Strong vision to develop a community within the home and in the community.
A luxurious home as advertised.
Plenty of varied activities happening each day. Evidence of social outings having taken place as told to the ARs by the residents. Photographs also seen.

Menu plans reflect fine dining each day.
Hostess initiative to ensure all residents receive adequate nutrition and fluids every day.
Ensuring assistance is always available to support at mealtimes.

8. Detailed Findings

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

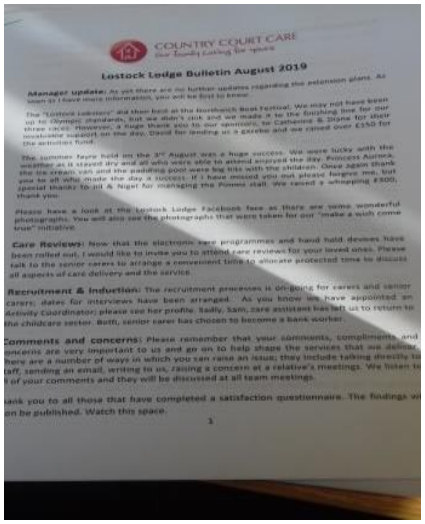
Lostock Care Home is a new build (2017) and situated on the edge of a Business Park Development. It is clearly sign posted from the road and has car parking at the front of the building. There was no room to park on the day of the visit but there was a large car park a short walk from the Home. The gardens are neat and well maintained with shrubs, plants and a bench outside the front door.

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

One of a light, airy environment with modern décor and a welcoming reception desk. There was a signing-in book and station for visitors with information leaflets on display for people to read and take. There were some information files available that people could read whilst waiting. The building is accessed by keypad and reception security. Residents are subject to a DOLS Assessment on admission if they do not have any capacity and there is concern regarding safety.

8.3 Facilities for and involvement with family/friends

The design of the building allows for the residents and families to have access to space and privacy if needed, away from the communal multifunction areas. There is a movie lounge with wall size screen and projector, a gym, secure outside spaces and gardens and large corridor spaces. There are quiet seating areas dotted about the floors for people to access as well as the residents own rooms. Families are encouraged to attend events, functions and are welcome at mealtimes. The ARs were informed that private dining is also available if families wish to spend time and a meal with their relative. There is a joint resident and relatives meeting chaired by the Manager everyone is invited to attend, minutes are produced and distributed. Families supported the Summer Fayre in August and over £300 was raised for the Activities Fund. There are monthly bulletin sheets that are sent out to everyone.


COUNTRY COURT CARE

Lostock Lodge Bulletin August 2019

Monthly Bulletin Sheet

8.4 Internal physical environment
8.4.1 Décor, Lighting, heating, furnishing &floor coverings
All residents' rooms have laminate flooring with halls, corridors and entrance lobby carpeted. The décor is light, modern, clean looking with tasteful decoration, soft furnishings and wall art. Individuals can have their own belongings and small furniture pieces in their room as seen during the visit. Personal possessions, photos, pictures, chairs were all evident. The maintenance person Alex works to maintain the home to a high standard with repairs, upgrades, painting of rooms and replacement of damaged items. All work is recorded in a book. The Senior Housekeeper Sam does a walk round inspection of the home each day to monitor the environment and maintain the luxurious interior.
8.4.2 Freshness, cleanliness/hygiene &cross infection measures
Hand gel dispensers were seen on each floor for use by all. There is an infection Control Champion whose role is to ensure that policies and procedures are in place and acted upon. It was noted that on the ground floor there is a staff only area which leads to the office, laundry, with entrance and exit doors, kitchen and stores and a staff changing room with lockers.
8.4.3 Suitability of design to meet needs of residents
There are 3 floors of accommodation at the Home. The middle floor caters for people with dementia and although the layouts are more or less the same on each floor, it offers a quieter more relaxed atmosphere where activities and interventions are geared to caring for the person with dementia. The Manager informed the ARs that there is more to do on this floor taking into account 'best practice' for people with dementia.
8.5 Staff support skills &interaction
8.5.1 Staff appearance/presentation
The staff seen during the visit were dressed appropriately, some in uniform, some in smart casual dress. Name badges were seen on some staff; everyone introduced themselves and said what their role was.
8.5.2 Affording dignity and respect/Approach to care giving
The ARs saw care given with dignity and respect. One resident was annoyed that washing had been taken from her room; a member of staff took them to the laundry to look for it and explained that their relatives had taken it to wash for her. This was done with a quiet voice and gentle approach to defuse the situation. Respect for people's skills was also reported in that a member of staff had asked a resident who liked ironing if she would like to help in this task and this was facilitated accordingly much to the delight of the resident who felt useful.
8.5.3 Effective communications – alternative systems and accessible information
Information is available on the 3 floors in written form for the residents, with daily menus easy to read, notice boards on each floor with the weekly activities timetable and separate plans for the people to take away. The staff use handheld record keeping devices "NOURISH" which they log into to enter details of the care

they have given to a resident; this reduces the amount of time with paperwork or being at a computer. It looks as if staff are on a mobile phone but there are signs up to tell you that it is not a phone. Staff spoke favourably about this method for record keeping. Memory boxes were seen outside each room on the 1st floor, these included mementoes, pictures, items that were personal and gave some information about that person. Downstairs the rooms had a photograph of the occupant. Staff spoke of the training opportunities and that there are compulsory and additional training events available. Dementia training, "Friends and Champions" are all carried out and everyone takes part.

8.6 Physical Welfare

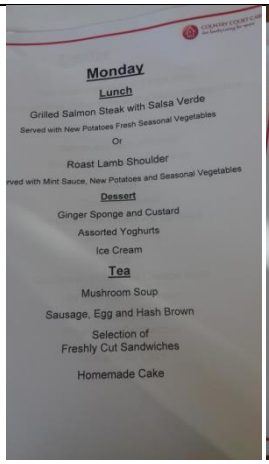
8.6.1 Appearance, dress &hygiene

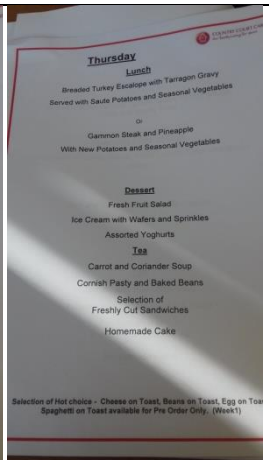
The residents seen during the day were all dressed appropriately and were clean, neat and with hair and nails done. There is a hair salon available and names are booked in for the Thursday hairdressing session. The room is clean, neat and bright but could be enhanced with pictures, posters etc to depict that it is a salon for hairdressing, men and women. All rooms are ensuite with walk in shower. There is a bathroom on each floor with a chairlift in each bath for those residents preferring a bath or for health benefits. All clothes are laundered onsite unless family decides otherwise, 'Snappy Tags' are being used to identify clothes for individuals and they are looking to put this in place for everyone on admission.

8.6.2 Nutrition/mealtimes and hydration

There is a 4 week rolling programme of menus available .If a resident doesn't want what is on the menu then the staff will make an acceptable alternative. Special dietary requirements are catered for including diabetes, coeliac, allergies. The ARs were particularly impressed with the hostess roles that are in place, their role being to make sure that the residents are having enough drinks and nutrition each day, assisting at meal times if required and supporting with snacks. This is a very important role and the ARs were very pleased to see this in action. Drinks and cakes were seen laid out in each multifunction room for the residents to have at anytime.

When asked, one resident said the food was 'good'. They confirmed that there were alternatives if you didn't want what was on the menu that day. The chef at the home has been nominated for an award within the company.





Sample of the 7 day menu available.

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

The home is supported by Witton Street Surgery GP Practice. Walking aids, different types of seating/wheelchair were seen during the visit. There is afurnished gym on site for residents to use.

8.7 Social, emotional and cultural welfare

8.7.1 Personalisation and personal possessions

The ARs were informed several times during the visit that the care and ethos of the home is all about the individual and meeting their needs. Talking to the residents and families to find out what they like, want, need and wish for are the priorities/individual possessions are seen in the rooms and the main, public areas are homely, uncluttered, tastefully decorated with plenty of spaces to be away from others in order to have privacy.

8.7.2 Choice, control &identity

There is an emphasis in the many varied activities on maintaining skills and past interests. This helps maintain a person's identity and this was seen with the handmade boards with screws, nuts, utilising things that are familiar to people. One of the residents was an accomplished seamstress and is part of a sewing/knitting group sharing their experiences. The residents are asked what they want to do and encouraged to participate in the activities or engage in a one to one activity. There is a piano in a quiet area which is played by one resident; we saw a video of this.

8.7.3 Feeling safe and able to raise concerns/complaints

There is a complaints procedure in place and the Manager has scheduled opportunities for residents and families to meet with her to discuss any issues as well as the residents and family meeting, last one held July 2019, next one is due Sep 2019. There was no information seen on the residents noticeboards about reporting. On call bells are in all rooms, pressure mats/aids are in use for some residents. A poster for the Herbert Protocol was seen in the lift.

8.7.4 Structured and unstructured activities/stimulation

There are many varied opportunities 7 days a week to engage the residents in meaningful activities. During the visit the ARs met with the 'oomph' group who

were singing and armchair dancing with a group on the ground floor. On the 1st floor residents were in a sewing/knitting group looking at patterns, materials, threading wool and discussing with Carol the Activities Coordinator. Carol is newly employed and is keen to introduce arts with those who have dementia. There are mittens on chairs that staff have made with all bits of wool, thread, textiles, buttons for residents to interact with, also boxes of assorted items to touch, feel. Residents can 'make a wish' and staff will endeavour to achieve this. One resident used to work at Martin Mere and with a lot of coordination their wish to visit again came true.

8.7.5 Cultural, religious/spiritual needs

Religious services are available to all.

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

The gardens are well maintained by an external garden company. The outside is secure and safe for people to wander in and out. There is seating, umbrellas and opportunities for events to take place in the garden. Bird stations are in the garden. The ARs didn't go outside and didn't see or ask if there was gardening opportunities for the residents with a greenhouse, shed work etc.

9. Observations

9.1 Elements of observed/reported good practice

- Hostess roles in place, supporting people to eat and drink.
- Many activities each day supported by 2 Activity Coordinators
- Development of community links with intergenerational groups re pre-schoolers visiting, input from primary school and contact with local college.
- Developing good relations with GP and Pharmacy for good medicines, management practices.
- The 'Red Bag' scheme is in place and used (several residents in hospital at present time.

9.2 Other observations/findings of note applicable

The Manager is involved with the admissions as well as the Customer Relations Manager to ensure a thorough assessment and relationship is established with the person and their family. The development of community is Jenny's vision within the home and externally in the wider community. The facebook page has over 400 followers with photos, events and feedback. There are 8 reviews on the website from this year with very positive comments.

10. Comparisons

10.1 Comparisons of observations against providers website

Lostock Lodge Care Home is part of the Country Court Care Group which has a general website for the group.

10.2 Comparisons with previous Healthwatch visit(s) where applicable

The Home was last visited in June 2017. It is encouraging to note that the recommendation of meetings with relatives and residents has been acted upon.

11. Recommendations
• To consider easy reading information on the noticeboards for residents about safety, reporting concerns etc. • Enhance the hairdressing experience for the residents with pictures, wall posters to give the experience of a salon that men/women would visit in the community. • To develop IT opportunities for the residents – computers/iPad etc. • Development of a sensory garden with planting, water, lights, music. • To develop garden outdoor activities.

Feedback from Provider of Service
Were you happy with the arrangements/requests prior to the visit? **Please feel free to comment as appropriate.** **Yes** **Feedback was very positive. Staff and residents found that Janet and Sheila were very approachable** **Thank you for the positive comments. We have taken on board the recommendations provided by the representatives and have incorporated these areas on our internal action plan.** A step by step process is displayed on the ground floor notice board and in addition displayed in the reception area. Wall posters will be put in place in the hairdressing salon to enhance the hairdressing experience for our residents. Residents have access to a computer system however a request has now been made for a resident allocated tablet which can also be used for family face time. The garden with be further developed to incorporate sensory items which will include aromatic plants, water and lighting. Music will also be considered in these plans. The activities team are further developing garden activities and incorporating these into the wellbeing schedule. Our residents have been enjoying garden activities which include country court care in bloom which ran through the summer where residents assisted in community garden projects, planting, making bird feeders, taking care of the flowers/plants in the garden and outdoor painting. We also have 2 resident garden monitors who are very passionate about gardening and further developing the outside space.