Enter and View Report
Essendene Care Home

Care Home Contact Details:
Essendene Care Home
109 Runcorn Road, Barnton
CW8 4HR

Date of Visit: 24th May 2019
Time of Visit: 10.30am

Healthwatch Cheshire Authorised Representatives (ARs):
Janet Lomas/Sheila Williams

Staff Present:
Senior Care Staff on site.

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, Denton Drive, Northwich, Cheshire, CW9 7LU Tel: 0300 323 0006

1. Description & Nature of Service

Details of home

Owner: P Brocklehurst

Person in charge: Kathryn Paterson (Manager)

Local Authority / Social Services: Cheshire West and Chester Council

Type of Service: Care Home only (Residential Care) – Privately Owned, Registered for a maximum of 13 Service Users

Registered Care Categories*: Dementia • Old Age

Specialist Care Categories: Alzheimer's

Single Rooms: 9

Shared Rooms: 2

Weekly Charges Guide: Personal Care Single £490 to £590, These prices are only a guideline, please contact Essendene to find out the exact price for your requirements.)

Facilities & Services: Day Care • Physiotherapy • Own GP if required • Own Furniture if required • Smoking not permitted • Close to Local shops • Near Public Transport • Minibus or other transport • Lift • Wheelchair access • Gardens for residents • Phone Point in own room/Mobile • Television point in own room

Latest CQC Report – the location was subject to CQC inspection in February 2018.It was classified as GOOD.

Website information: The service has its own website indicating the services and accommodation available. It is clear and easy to use and also has information regarding complaint process.

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

On arrival ARs were met by Sue and Freda, Senior Care Staff who were welcoming and open to the visit. They had received the Healthwatch letter and leaflet and these were displayed in the dining area for all to see. We were provided with a drink and staff were happy to answer any questions we had.

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 pleasant, comfortable home that appears to meet the needs of its residents.

8. Detailed Findings

8.1 Location, external appearance, ease of access, signage, parking
Essendene home is located in the village of Barnton and positioned set back off the main road that runs through the village. It is a well-established double fronted house with gardens to the front and rear. There is a small fenced and gated access to the front door which has a wooden safety gate on the exterior of the front door. There is a large sign in the front garden with the name of the home. There is enough car parking for several cars.
8.2 Initial impressions (from a visitor's perspective on entering the home)
Initial impressions on entering the property was of a well-established comfortable and pleasant home.
8.3 Facilities for and involvement with family/friends
8.4 Internal physical environment
8.4.1 Décor, Lighting, heating, furnishing & floor coverings
The décor of the home appeared in a good and clean state from what the ARs could see during their visit. There are carpets in the majority of rooms and plenty of furnishings, chairs, wall pictures, lights, ornaments etc. Although the environment is not modern in its décor it was comfortable, light, spacious and appropriately furnished to meet everyone's needs. There were some pressure relieving cushions evident on some of the lounge chairs. Essendene appeared comfortable and although furnishings were not modern, all seemed intact, clean and in a good state of repair.
8.4.2 Freshness, cleanliness/hygiene & cross infection measures
The home was very tidy inside, no odious smells and no clutter in the lounge, dining room and corridors. The toilet and bathroom areas the ARs saw all seemed clean and tidy with waste bins, equipment and rails available to assist people.
8.4.3 Suitability of design to meet needs of residents
The building appears to have been a large double fronted house which has been adapted over the years to provide residential care. There is capacity for thirteen residents. Nine of the rooms are single occupancy and two are double. We were invited to see the bedroom of one of the residents, it was a lovely front facing room comfortably furnished with their own bedding, photos, ornaments, pieces of furniture etc, it had a large sink vanity unit. None of the rooms are en-suite but there are toilet and shower/bath facilities within easy reach on each corridor over 2 floors. There is a lift that takes the residents from ground floor to first floor. Handrails and paths to the outside are evident.
8.5 Staff support skills & interaction
8.5.1 Staff appearance/presentation
Staff appearance and presentation was excellent with clean, smart uniform dress, clear name label and title evident. We noted the residents were treated with dignity, patience and respect. Residents were asked if they would like to talk with us and we were introduced to the ladies in the lounge area. Medication was seen to be administered to the residents one by one with medication taken to them in a calm and quiet and individual manner. A resident forgot how to use the lift and find her room, a member of staff patiently explained how to use the lift and how to get to her room. Six out of the seven residents have dementia and the staff explained discretely to the ARs where appropriate if we had any communication problems and/or understanding when talking with the residents. Breakfast had been given and medication given out

and we felt the pace of care giving appeared appropriate and that the residents needs had been attended to in a timely manner.
8.5.2 Affording dignity and respect/Approach to care giving
Friendly and helpful staff evident in the manner they engaged with residents.
8.5.3 Effective communications – alternative systems and accessible information
The ARs noted that a hearing loop was available should one be required. Noticeboards were evident in the dining room with relevant information and there was a menu board indicating the main lunch meal choice for each day. The latest CQC report was displayed as well as the Herbert Protocol for people with dementia.
8.6 Physical Welfare
8.6.1 Appearance, dress & hygiene
The ARs noted that the 6 residents seen and spoken to in the lounge were all clean, tidy, dressed appropriately and comfortable at the time of the visit. Washing is done daily on site with facilities on the ground floor.
8.6.2 Nutrition/ mealtimes and hydration
All meals are cooked on site with the main cooked meal at lunchtime. If a resident didn't want the meal then other alternatives would be available. Breakfast and afternoon tea meal available which can be taken in own rooms, drinks available throughout the day. The dining area had several tables and chairs, plastic table cloths on each table. The home has a '5' food rating.
8.6.3 Support with general & specialist health needs/Maximising mobility & sensory capacities
One of the residents requires daily input from a district nurse. Staff reported excellent contact and support from the Oakwood GP surgery. A GP visits weekly to review residents and a chiropody service 'TRIMTOES' provides regular footcare to the residents.
8.7 Social, emotional and cultural welfare
8.7. 1 Personalisation & personal possessions
The ARs noted that the residents had their own handbags, belongings, jewellery and clothing. The bedroom we saw had all the things you would expect with furniture, bedding, soft furnishings, ornaments and photos etc.
8.7.2 Choice, control & identity
The residents we spoke to told us that they can make choices about their meals, what to wear and what activities they wished to take part in or not. The staff informed the ARs that the front door is accessible for all to use it has a yale lock with the catch on the inside of the door. We asked about the use of the wooden safety gate on the exterior of the front door, we were informed that currently all residents are on Deprivation of Liberty Safeguards (DOLS). We did note on leaving at the end of the visit that a visitor to the property automatically fastened the safety gate. This would prevent the residents leaving the property.
8.7.3 Feeling safe and able to raise concerns/complaints
A resident we spoke to said they felt happy to talk to the staff if she had any concerns. They said that they had raised a concern about getting the washing back and that name labels were now used. Call bells are in each bedroom. There are two staff on duty during the day with one working at night. The owners of the home are on site and available should staff need assistance.

8.7.4 Structured and unstructured activities/stimulation
An activities person Nicky visits twice a week Wednesday and Friday. She was off poorly on the day of the visit. Staff said they do activities as well we noted lots of puzzles, games, books situated around the lounge and dining room for people to access if they wished. Trips out are organised to shows, the BRIO centre in Northwich and events are held at the home with singers and choir visiting. A 'Strawberry Tea Fayre' is usually held in the summer in the large rear garden.
8.7.5 Cultural, religious/spiritual needs
The local vicar attends the home regularly.
8.7.6 Gardens – maintenance & design/suitability for use/enjoyment
The property has large gardens to the front and rear. There are lots of pots and garden furniture in need of getting ready for the summer. There are handrails at the rear leading to the patio and lawns. A good tidy up and some planting will make it a pleasant place for people to enjoy the outdoors. The front of the property is neat and tidy.
9 Observations
9.1 Elements of observed / reported good practice
We were informed that staff receive training on site with people coming in – Fire, Food Hygiene, Moving & Handling, End of Life. Infection Control Training was delivered elsewhere. All female residents and all female staff at present time.
9.2 Other observations / findings of note applicable
N/A
10 Comparisons
10.1 Comparisons of observations against providers website
The 'Red Bag Scheme' is in operation and has been used on several occasions. Even though the necessary information had been sent in the Red Bag, we were informed that the hospital still phoned up.
10.2 Comparisons with previous Healthwatch visit (s) where applicable
Healthwatch last visited Essendene Care Home in November 2015 when no issues were found.
11 Recommendations
• To explore the possibility of church involvement and volunteers to assist with church activities • To look at the use of the front door wooden safety gate in line with DOLS • To consider Easy Read Instructions in the lift to assist residents using the lift alone • To look at specific training for Dementia care on a regular basis for all staff (Dementia Friends, Dementia Champions).

Feedback from Provider of Service

Our staff reported to us that the Healthwatch representatives were extremely professional and also friendly in their approach. The representatives made our staff feel comfortable and at ease during a process that could otherwise be quite daunting for them. The consequence of this was that the normal day-to-day running of the home was not affected and our residents positively received the visit.

Essendene would like to thank Healthwatch for their visit and subsequent report. We are always happy to receive inspections and visits from third parties. Any feedback we receive is greatly appreciated and always acted upon as we strive to improve the level of service we offer.

Section 11 (Recommendations)
Lift: The report recommends we add easy-read instructions to help residents who use the lift alone. Thank you for raising this recommendation, we feel it would be very worthwhile and we are going to implement it in the very near future.

Dementia Training:
We already refresh on dementia training each year in the form of a DVD. We have also worked with Dementia Friends in the past. We have recently conducted staff appraisals where staff have voiced their preferences in terms of specific training. We will take an action to consider Dementia training as part of this overall review.