FLORENCE GROGAN HOUSE
Enter and View Report

Care Home Contact Details:
Florence Grogan House
Shelley Road, Blacon
Chester
CH1 5XA
Tel: 01244 390177
Date of Visit: 4 December 2019
Time of Visit: 10am
Healthwatch Cheshire Authorised Representatives:
Andrew Firman & Jenny Young
Staff Present:
Jodie Nash, Manager
Diane Woolley, Deputy Manager/Administrator
Louise Roberts, Agency Support Worker

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

Florence Grogan House is a purpose-built home providing residential care and a specialist household for dementia care. There are 30 single rooms in the Residential unit including five with en suite facilities. In the dementia unit, which is on the first floor, there are ten single rooms, all with en suite facilities. The home is owned and operated by the Minster Care Group which provides a regional support structure for the home's staff including site management. Their aim can be found at
https://www.minstercaregroup.co.uk/about-us/

Latest CQC Report – the home was subject to CQC inspection in March 2018 and received an overall 'Good' judgement with the 'Safe' criterion judged to require improvement.

Website information: The service has its own website:
https://www.minstercaregroup.co.uk/our-care-homes/florence-grogan-house/
This indicates the services and accommodation available. It is clear and easy to use and also has a link to the latest CQC report.

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

After ringing the entry bell, Authorised Representatives were met by Diane Woolley who explained her role of Administrator of 3 years' standing was about to change to include responsibility as Deputy Manager. We later met Jodie Nash who had also been recently promoted from Deputy to substantive Manager for an initial period of 6 months. Both were welcoming and spent time giving us background about the home, answering our questions frankly.

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

This appears to be a well-managed and happy home in tune with its local community from which a high proportion of residents originate. The recently appointed manager is experienced, committed and has a clear vision for the future development of the home to better meet the demand for accommodation for those living with dementia. Staff are longstanding and empathetic. Residents appear to be happy, content and well cared for.

8. Detailed Findings

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

The home is located in the residential area of Blacon on the western edge of Chester, just a mile from the city. There is a good local bus service into Chester with disabled access. We were told that the home is well-established in its local community. There are local shops and a post office within 10 minutes walking distance and two churches nearby.
The large car park gives good access to the front door. Line marking on the tarmac is rather worn and needs renewing.

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

The environment was welcoming and clean with no unpleasant odours. Our initial impression after signing in, was of a well-presented entrance area with information and displays.

8.3 - Facilities for and involvement with family/friends

We were told that visiting times are totally flexible and although there were no family members visiting at the time, we gained the impression that there were frequent visits as a high proportion of the residents come originally from the Blacon area.
There were a number of small lounge areas throughout the home as well as the main lounges, so visitors would have plenty of opportunity to meet relatives privately, if they wished.

8.4 - Internal physical environment

8.4.1 *Décor, Lighting, heating, furnishing & floor coverings*

The home benefits from recent new flooring throughout, the building was warm and lighting was adequate. Some of the décor was looking a little tired. There were cracks in the plaster of walls on the stair well.
The home employs two maintenance staff for a total of 35 hours a week. The manager told us that she plans their work programme with them with clear timescales and checks up that jobs have been completed in a timely way. She ensures that bedrooms are freshly decorated before new residents move in. Some new chairs have arrived and the manager has requested more.

8.4.2 Freshness, cleanliness/hygiene & cross infection measures

The home was generally fresh and clean with no unpleasant odours detected.

8.4.3 *Suitability of design to meet needs of residents*

We saw residents moving freely along the ground floor corridors which were appropriately wide and clear of any debris. Bathrooms were clean but one was rather cluttered with stored items including a wheelchair.
There was a range of lounge areas for residents, most of whom were sitting in the main lounge. Although some were sitting quietly on their own, there was a good degree of interaction.
In the secure unit upstairs, for 10 residents living with dementia, staff were interacting well with residents. They seemed settled and cheerful and told us they were happy in the home. There is a lift operating between the two floors.

8.5 - *Staff support skills & interaction*

8.5.1 *Staff appearance/presentation*

All the staff we met were pleasant and well-presented. Many had been working at this home for long periods and clearly enjoyed their roles, showing warmth and a good knowledge of the residents.

8.5.2 *Affording dignity and respect/Approach to care giving*

All that we saw gave us confidence that staff and residents interacted well, that residents were treated with dignity and respect and felt secure and safe. We were told by one resident that 'all the staff are wonderful: they really look after us well'. Care plans are reviewed regularly and the home is changing to a new system with this. We met a support worker, funded by social services, who clearly had an excellent relationship with a male resident living with dementia who she was supporting with regular visits. 'She's great, I dream about her' he said.

8.5.3 *Effective communications – alternative systems and accessible Information*

Doors in the dementia unit are painted red and give the appearance of a normal front door to give residents a sense of this being their home.

Corridors are well-presented and decorated with creative and colourful displays.

8.6 - Physical Welfare

8.6.1 *Appearance, dress & hygiene*

Residents appear to be clean and well-presented. The home has bathrooms with

hoists and shower facilities.

8.6.2 ***Nutrition/ mealtimes and hydration***

Meal times are set, with most residents taking their meals in the dining rooms, which are clean and well-presented.
The experienced cook, Sharon, and her assistant prepare a choice of meals with fresh ingredients. The main meal of the day is at 4.30pm. We were told there is a choice of the main meal, a vegetarian option and another option each day.
A tea trolley and biscuits are available at other times, with drinks available on request.

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

Three GPs are connected with the home. There is a regular GP visit on Wednesdays and district nurses make regular visits. Dentist visits are arranged by taxi or using the Plus bus service. A hairdresser visits regularly. Gentle movement and exercise forms part of the activity programme.

8.7 - Social, emotional and cultural welfare

8.7. 1 ***Personalisation & personal possessions***

Residents' rooms contain their personal items and furniture if they wish. The home facilitates residents' purchases from a trolley shop. There is a plan to section off part of one of the lounges to provide a shop facility.

8.7.2 ***Choice, control & identity***

A longstanding pet cat has recently died. A more recent acquisition of two budgerigars was giving one resident much pleasure.

8.7.3 ***Feeling safe and able to raise concerns/complaints***

Residents' meetings are held monthly. We asked to see recent minutes but these were not produced during the time we were there. Residents told us they felt safe in the home and relationships appeared warm and open.

8.7.4 ***Structured and unstructured activities/stimulation***

The longstanding Activities Co-ordinator, Molly Simms, who was known to one of us, was not in work during our visit as she had been at the home until 10.30pm the previous evening running a very successful bingo event. This had included residents, staff (some of whom returned with their families for the evening) and some local residents. We were told of the success of the event which had raised £250 to support the home's wider activity programme. Staffing for co-ordinating activities had recently been

increased from 20 to 30 hours a week. A white board showed planned activities coming up. These are funded from a budget provided by the home together with fund raising. Other activities mentioned to us included a karaoke night, a regular visiting singer, links with local schools including a visit by 3-4 year olds from a SureStart centre, Year 6 children carol singing. Residents visited a local pub which hosted a Christmas party lunch which was greatly appreciated. Volunteers are encouraged to get involved, including a work experience student from a local college. The new manager was herself a volunteer at this home at the age of 15, an experience that inspired her career in social care. The home celebrates Christmas and residents' birthdays.

8.7.5 *Cultural, religious/spiritual needs*

For residents who would like to visit the local churches, these are arranged using the Plus bus or the bus belonging to the Holy Trinity church. One resident who is a Jehovah's Witness has regular visits from his church members.

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

There are two secure outside areas for residents' use, one for the residential unit, the other for the dementia unit. There is scope for both of these areas to be developed further to increase the range of activity for residents at suitable times of the year.

9. Observations

9.1 - Elements of observed / reported good practice

In the dementia unit, photographic displays are used to jog memories of family and friends.

9.2 - Other observations / findings of note applicable

We noted that there was some moss on the roof outside which needs clearing.

Some of the trees at the front of the property need their crowns raising.
10. Comparisons
10.1 - Comparisons of observations against providers website
Our observations are consistent with the claims made in the home's website.
10.2 - Comparisons with previous Healthwatch visit(s) where applicable
Since the last Heathwatch visit in 2016, the home is under new ownership by the Minster Group. Recent investment includes new flooring and furniture. The new flooring has resolved the smell of urine reported back then.
11. Recommendations
• **Minster Group could be more proactive in monitoring the tree management contract and deal with the trees at the front of the property.** • **Plan a programme to upgrade the décor, including repairs to cracked plaster.** • **Improve the marking out of tarmac in the car park** • **Support the manager's vision of moving the dementia unit downstairs to give greater capacity.** • **Other improvements would include creating a craft room and a room to be used also as a cinema. External areas could be further developed to extend the range of activities outside in summer.** • **Consider adding a conservatory to the building.**

Feedback from Provider of Service
No feedback was received.