Healthwatch Cheshire West

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Healthwatch Cheshire West Enter and View Report-	
Enter and View Visit to	**Acorn Hollow** **419 Manchester Road** **Lostock Gralam** **Northwich** **CW9 7QA**
Date	**13th April 2016**
Authorised Representatives	**Richard Berry, Elizabeth Bott and Caroline Jones**
Staff Present	Keeley Hackney - Manager and her staff.
Background	Owned by HC-One Ltd, Acorn Hollow General Nursing Home is registered to provide personal and nursing care for up to 48 older people. On the day of our visit 43 people were living in the home. Three admissions were due this week and 2 for the end of May.
Overall Impression	Welcoming, calm, efficient and caring environment. Very clean and decorated to high standard and no malodours evident.
Any ideas or suggestions for improving service?	Authorised Representatives were impressed by the proactive approach in liaising with external agencies with regard to minimizing time stay in hospital. No areas were identified for improvement at this stage.

Environment

The home has single room accommodation over two floors. Each floor has two lounges, dining areas and bathing and toilet facilities. There is access into the garden which has seating and tables.
There is an activities room, onsite hairdressing and quiet lounge.
The atmosphere was "unworried"; appeared well organised and residents appeared contented.
Representatives were told that a period of major refurbishment is about to begin (around 11th June 2016) creating a new open plan café/lounge/activities room and additional storage space. Also to include an upgrade to the treatment room and redecoration of a number of bedrooms. Fencing to the outside area will be replaced.
The external fabric of the building is well maintained. Gardens are neat tidy and colourful.
The reception area was welcoming with daily menus and all statutory notices clearly displayed.
Hand sanitizers were available in all areas.

Health and Wellbeing

Staff were welcoming and friendly. The Manager told us that she has an open door policy.
Representatives evidenced good team work.
All staff undertake a twelve week induction course and are subject to a six months minimum probationary period. Regular reviews on personal development are undertaken on a system called Assent (evidenced).
Staffing during the day equated to Manager, Dep Manager (RGN qualified); four RGN, four Nursing Assistants, one Senior Carer and 14 Care Assistants.
Night staff equated to two RGN, two Nursing Assistants, one Senior Carer, nine Care Assistants.
Six domiciliary staff are also employed. In addition, one bank nurse is employed for day and one for night shifts.

Staff turnover is relatively low for the sector with five new staff starting recently.
Two GPs care for the residents and staff enjoy an excellent relationship with both. There is also an infection control leader along with falls team which meet monthly and is audited regularly.
In addition to the Manager, we talked to nine staff including nursing, nursing assistants, care assistants, housekeeping staff and administrative assistants; all of whom were very positive about support, working environment and potential for personal development. A good team spirit was also evident.
Monthly meetings are undertaken with day and night staff separately and the Operations Managers from the local area meet six weekly.
The current manager did leave for a period of time and the issue of leadership as highlighted in the CQC report 22nd April 2015 has now been clearly resolved. We were advised that sickness levels have returned to an acceptable level and permanent staffing issues resolved (as noted earlier).

We evidenced staff giving drinks to bed-bound residents with consideration and dignity.
We spoke to seven residents, all of whom expressed the view that they were very happy at Acorn Hollow and who informed us that the staff were very caring and responsive. Following a recent review residents found the menus extremely satisfactory, the food was plentiful and of good quality. (The food for both Acorn Hollow and Avondale (HC-One Ltd dementia unit next door) is prepared in the kitchens at Avondale which enjoys a five star rating). All dietary requirements are catered for and are in the individual care plans.

Monthly meetings continue to take place with residents and relatives and we evidenced a new resident/relative satisfaction survey which will be undertaken and displayed on a quarterly basis.
We saw two relatives who were, "going out for a wander" with spouses – they appeared happy, relaxed and contented with the care provided.
The DoLS lead is the current manager –11 residents with DoLS on the day of visit, all standard and all outstanding – six go back to 2014. However, Authorised Representatives were advised that if an urgent DoLS is submitted, the turnaround from the Local Authority is very quick. Care plans are updated on a monthly basis – evidenced – they were consistent in their construction, evaluation and review procedures.

We evidenced the complaints policy/procedure and judged this to be efficient and effective.
The resident of the day system provides for two residents each day to have a full audit of all related documents across all sections of staff – this is in addition to internal quality audits by HC-One Ltd.
DATIX – all incidents on a daily basis computerised centrally (evidenced).
Cornerstone – an HC-One Ltd standardised system across all their care homes of 24 different elements e.g. absence records, staff meeting minutes etc.

Acorn Hollow staff appear to enjoy excellent working relationships with local hospitals, social services and GPs. As an example, we were informed that one woman after a necessary stay in hospital for just two days had been very promptly assessed that morning and was expected to arrive later that day to an appropriate vacancy.

Acorn Hollow has a pet policy – 'Jo-Jo' the budgie was in residence on the day of our visit.

Activities and Community Links

An Activities co-ordinator produces a weekly activities calendar (evidenced) which includes flower arranging, church services, baking, quizzes, animal visits, outside visits (e.g. zoo, Liverpool Museum and Knowsley Safari Park etc). A new mini-bus facility has been provided for the outside visits.
On the nursing wing, some resident's involvement can be limited due to the nature of health and lack of mobility.
They have links with Green Bank School – work shadowing and voluntary work, chats, nail painting etc. Volunteers from the immediate community are also encouraged to visit and participate.

Feedback
Acorn is part of the – North West Six Steps to Success in End of Life Care; a programme involving all members of staff and families. Further details on this programme can be found at - http://www.cmscnsenate.nhs.uk/strategic-clinical-network/our-networks/palliative-and-end-life-care/six-steps-sucess-end-life-care/

Additional Comments
Thanks to Keeley Hackney, Manager and her staff.

Feedback from Provider of Service
All of the visitors that came to Acorn Hollow were very pleasant and treated the residents with respect and were very interested in all of the residents that they spoke to.