Enter and View Report

Redwalls Nursing Home

Redwalls Nursing Home
80 Weaverham Road
Sandiway
Northwich
CW8 2ND
Tel: 01606 889339

Date of Visit: 20th February 2020

Time of Visit: 10.15am

Healthwatch Cheshire Authorised Representatives:
David Crosthwaite and Jenny Young

Staff Present: Sarah Lyon (Home manager- since Sept 19)
Mary Tilston (Deputy 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, Denton Drive, Northwich, Cheshire, CW9 7LU. Tel: 0300 323 0006

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1. Description & Nature of Service

Details of home
From Carehome .co.uk
Redwalls in Sandiway, Northwich, provide nursing care, dementia care, residential care, respite and short stay care, as well as end of life care.

Redwalls is an elegant Edwardian house which has retained all the style of what was once a private residence.

The nursing home features modern and furnished bedrooms with a toilet and sink. There is also a spacious dining room where families often share meals with the residents, a hairdressing room and an airy conservatory looking out on to gardens where residents can sit and watch the wildlife. The home and gardens have been designed for easy wheelchair access.

Activities are a big part of life at Redlands whereby an activities coordinator puts on a varied programme of events.

Group: Kingsley Healthcare

Person in charge: Sarah Lyon (Home Manager)

Local Authority / Social Services: Cheshire West and Chester Council

Type of Service: Care Home with nursing – Privately Owned, Registered for a maximum of 44 Service Users

Registered Care Categories*: Dementia • Old Age • Physical Disability

Specialist Care Categories: Cancer Care • Colitis & Crohn's Disease • Epilepsy • Multiple Sclerosis • Parkinson's Disease • Speech Impairment • Stroke • Visual Impairment

Admission Information: Ages 50+.

Single Rooms: 40

Shared Rooms: 2

Rooms with ensuite WC: 36

Facilities & Services: Palliative Care • Respite Care • Convalescent Care • Physiotherapy • Own GP if required • Own Furniture if required • Close to Local shops • Near Public Transport • Lift • Wheelchair access • Gardens for residents • Phone Point in own room/Mobile • Television point in own room • Residents Internet Access

Latest CQC Report – the location was subject to CQC inspection in August 2019 with the report being published 4th October 2019. The overall rating for the service was classified as GOOD, with a requires improvement on the question of "Is the service well led".

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

The nursing home features modern and furnished bedrooms with a toilet and sink. There is also a spacious dining room where families often share meals with the residents, a hairdressing room and an airy conservatory looking out on to gardens where residents can sit and watch the wildlife. The home and gardens have been designed for easy wheelchair access.
On arrival, the authorised representatives entered in to a bright reception area, they ensured they signed in using the visitor's book and were met by the Deputy Manager Mary Tilston. She was very welcoming and took the reps to a nice lounge area and offered teas/coffees. The manager Sarah Lyon then attended.
The representatives introduced themselves and asked if the home had received the letter of pending visit to which they said they hadn't but they were happy to assist in anyway. It transpired the letter from Healthwatch had been addressed to a previous manager who had recently left.
The authorised representatives asked a number of questions of the manager who was really happy to engage. There was renovation work ongoing at the home as they were having heating systems installed

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

- Grand building with gardens that are well maintained.
- Positive and Enthusiastic staff
- Residents engaged
- Visitors observed to engage with staff
- Building/renovation work taking place.

8. Detailed Findings

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

Redwalls Nursing home is situated in the area of Sandiway, a semi-rural location . The home is presented in well maintained gardens off a large road but close to the

main village area which contains a doctor's surgery, a number of shops and a library. There is also a bus service providing regular links to Chester and Northwich. There are places of worship close by also.
Representatives were able to access the address via a private drive leading to a car park area which provides vehicle access for a number of vehicles including blue badge holders.

Old entrance to home.

There is little signage on the outside of the premises to direct visitors to the reception area, this was further hampered by maintenance vehicles parked up close to main door, indeed the representatives had to ask where was the entrance.

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

Reception area Redwalls

There is a new bright and airy reception area to the premises and entry is gained via an intercom system or key code. Inside there is the reception area where the representatives met a professional, smart and helpful receptionist who asked that the reps sign in.
The signing in process is easy to follow and the reception area contained reading information including Healthwatch material. There were also a number of hand sanitisers in the reception and this was maintained throughout the home.

8.3 - Facilities for and involvement with family/friends

There are regular family/friend/resident and staff meetings to ensure that all are able to be engaged these happen once a month and families and residents are encouraged to be involved by the manager who said she "valued feedback on all matters"

8.4 - Internal physical environment

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

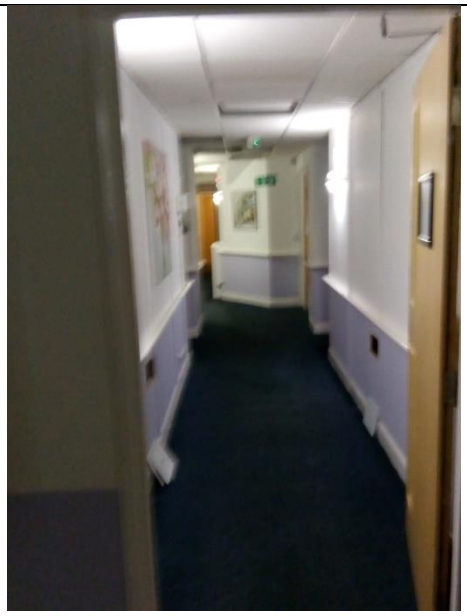
There is a rolling programme of improvement being undertaken throughout the home as well as heating systems being replaced/updated due to some previous issues, and this was evident with vehicles outside and work being carried on inside. To the credit of the workmen and maintenance staff this appeared to have little or no effect on the delivery of care. With this work on going there was some collection of dust on the handrails and when pointed out to staff it was addressed. The carpets throughout were of good quality and not too worn. All furniture appeared to be in good order.
There is plenty of natural light and artificial for assistance throughout the building.

8.4.2 (*Freshness, cleanliness/hygiene & cross infection measures*)

The building is clean and fresh with a lot of light either natural or artificial. The walls have pictures provided by the residents through art classes or shop bought pictures. In the restaurants and lounge areas there are flowers to brighten the room The hallways are clean and bright presenting a smart impression. One observation by the representatives was that they observed member of staff take some bins into the sluice room without wearing protective gloves, then on leaving the room pulling the door secure, this may lead to cross contamination as other staff were observed checking the door was locked. This could be alleviated by wearing protective gloves.
There are hand sanitisers around the building

8.4.3 (*Suitability of design to meet needs of residents*)

The accommodation works well for the residents, the corridors as seen below are wide to accommodate, hoist/wheel chairs and people passing each other.
The bedrooms are large containing bed, drawers/wardrobes as well as ensuite facility.



There is a lift to assist in mobility between floors, this was well presented and easily identifiable information for each floor contained within.

8.5 - Staff support skills & interaction

8.5.1 (*Staff appearance/presentation*)

All staff including the maintenance staff were observed to be smart wearing uniforms. They appeared enthusiastic on meeting the representatives saying good morning and asking how they were.
Staff were observed to know residents by name and engaging in conversation that was informal but professional.
There was a lot of renovation work taking place and the workers ensured there was little impact if any on the residents/staff and family members present.

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

As mentioned staff observed where friendly and professional talking to residents as they would family members. This provides an environment that appears happy and engaging. The reception and deputy manager were observed meeting and greeting all visitors in a polite, friendly and professional manner.

8.5.3 (*Effective communications – alternative systems and accessible Information*)

The Home has a comprehensive web page and uses systems to convey information. It holds large print reading and has hearing loop facility.

8.6 - Physical Welfare

8.6.1 (*Appearance, dress & hygiene*)

Residents appeared well presented, clean and tidy. There is a hairdressing salon which provides a service as well as nails. Residents have the option of bath or shower as the home looks to provide a person centred approach to care. There is an on-site laundry and indeed residents can be involved in the process if they wish.

8.6.2 (*Nutrition/ mealtimes and hydration*)

Residents are encouraged to eat in the restaurant however eating in the room is

available to those residents who wish to do so. Nutritional supplements are provided for weight gain and weight loss programmes, the authorised representatives mentioned they had attended a MUST Care Pathway training course regarding nutrition in Care Homes and this was of interest to the manager who has asked for details.
8.6.3 (*Support with general & specialist health needs/Maximising mobility & sensory capacities*)
Staffing levels are maintained by the manager or deputy, during the day there are 8 care staff and 2 nursing staff where as in the evening there are 4 Care staff and 1 Nurse on duty. Prior to the end and commencement of shifts staff take part in a hand over which lasts normally 15minutes. Agency staff are used as and when required. Most of the staff are from the local area with only a few from outside.; Staff receive training and refresher training on Safeguarding/dementia/DOLLs/and Handling on a regular basis. Infection Prevention is also being addressed. There is also a constant E Learning training programme At the time of visit the home was fully occupied. Each resident has a care plan which is reviewed along with Medicine admin and risk assessment on a daily basis. Residents (where possible) and family members are involved in the care plan. The home provides hoists in which staff are trained as well as in the handling of people. The corridors of the property provide space for wheel chair access and the movement of handling equipment. Bathrooms have facilities to assist in the care of those with mobility concerns
8.7 - Social, emotional and cultural welfare
8.7. 1 (*Personalisation & personal possessions*)
Televisions, radios and pictures were observed in the rooms of the residents, the manager informed the authorised representatives that residents can have their possessions in the room. Residents are able to have their own possessions within their accommodation. They can have input on their room décor also as the manager wishes to give the room a “Home from Home feeling”. Residents can have pets although no one at present does so, all requests would be considered taking into account the welfare of residents and staff.
8.7.2 (*Choice, control & identity*)
Residents are able to have their own possessions within their accommodation. They can if able look after their own money however it is preferred that money is retained securely within the office of the home. Residents are able to leave the premises when they like, again they would have to book out and ensure that staff are aware.
8.7.3 (*Feeling safe and able to raise concerns/complaints*)
The manager has an open door policy and welcomes feedback from residents/family and staff. There is a complaints process available for those who wish to carry out the process electronically.

Family/Residents and staff suggestion box

8.7.4 (*Structured and unstructured activities/stimulation*)

The home employs 2 Activity Coordinators who work 30hours a week. The authorised representatives were able to observe the activities coordinator engaging with residents in a games exercise, the residents where seen to be enjoying the game and being involved.
The staff confirmed that whilst there is no pressure placed on residents to be involved in group activities, one to one sessions are provided to ensure all are engaged.

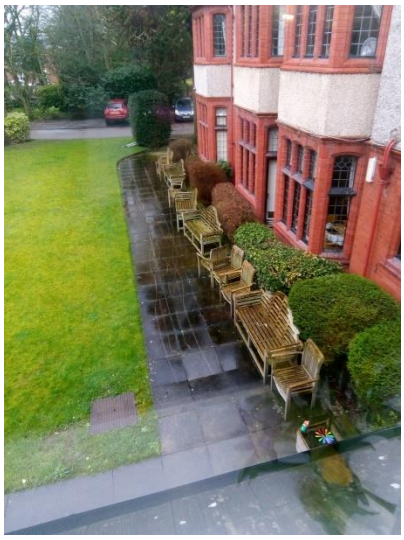
Picture highlighting residents engaging in activities at location, including baking and seed planting, as well as planned activities in the week.
The home has links with the community, schools, churches and community groups are interacted with on a regular basis. Indeed many of the residents are also local and this makes it easier for family and friends to attend.

8.7.5 (*Cultural, religious/spiritual needs*)

There are places of worship locally and the manager stated they make every effort to assist residents in attending services. There is also a member of the Methodist church who attends to the home on a regular basis.

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

There are large and well maintained gardens, at the time of the visit the weather was and had been quite bad, so all garden furniture was placed to the side of the buildings due to high winds and to limit damage or potential injury. Some of the furniture looked like it was due renewal.



View of the garden from upstairs restaurant/lounge area

9. Observations
9.1 - Elements of observed / reported good practice
1. Friendly and positive staff 2. Enthusiastic Manager and Deputy 3. Renovations on going to improve facility
9.2 - Other observations / findings of note applicable
The authorised representatives where surprised at home many families with young children were attending the home to visit relatives. The Manager stated she welcomed and valued the interaction, highlighting that many residents and families where from nearby. The value of providing/offering 24hr visiting time provides families that flexibility to ensure they can check on the welfare of their family member in care.
10. Comparisons
10.1 - Comparisons of observations against providers website
The company Kingsley who operate the Redwalls Home look to provide person centred care. • Helping residents do as many things for themselves as possible • Foster an atmosphere built on freedom not control • Allow the resident to feel part of the community and carry on with life-long hobbies and interests • Be a friend and, where possible, work together rather than seeing tasks to be carried out • Allow choice and flexibility wherever you can – some routine is necessary but this need not be rigid A home that allows the residents to feel safe and secure both physically and emotionally During the representatives visit many of the above values appeared to be put into practice this is down to the energetic and enthusiastic Manager/Deputy and the staff observed that day of the visit.
10.2 - Comparisons with previous Healthwatch visit(s) where applicable
The previous report produced in 2017 highlighted the dark entry to the premises. This of course has changed and a newer much brighter and welcoming station is provided.
11. Recommendations
1. Clear signage to reception area. 2. Aware of concerns regarding local GP Practice, what plans are in place should it face closure. 3. Look into replacing some of the garden furniture

Feedback from Provider of Service
At the time of publication, no feedback had been received from the provider.