

Enter and View Report

Daneside Court



Care Home Contact Details:

**Daneside Court,
Chester Way,
Northwich
CW9 5JA**

Date of Visit: **22nd Aug 2018**

Time of Visit: **3:00pm**

Healthwatch Cheshire Authorised Representatives: **Neil Garbett, Carolynne Braisdell, Jackie Lewis**

Daneside Court Staff Present: **Joanne Farrell - Manager,
Linda - Administrator**

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

Located directly alongside the river Dane in Northwich and within walking distance of town centre shops, a doctors surgery and a leisure/entertainment complex, Daneside Court is a purpose built modern two storey care home.

Daneside Court is one half of a twin nursing home development on the site having its sister home, Daneside Mews on the adjacent plot of land.

Group: [HC-One](#)

Person in charge: Joanne Farrell (Home Manager)

Local Authority / Social Services: Cheshire West and Chester Council ([click for contact details](#))

Type of Service: Care Home with nursing - Privately Owned , Registered for a maximum of 64 Service Users

Registered Care Categories*: Old Age

Specialist Care Categories: Cancer Care • Colitis & Crohn's Disease • Down Syndrome • Epilepsy • Hearing Impairment • Huntington's Disease • Multiple Sclerosis • Muscular Dystrophy • Neuropathic • Speech Impairment • Stroke • Visual Impairment

Admission Information: Ages 65+.

Single Rooms: 64

Rooms with ensuite WC: 64

Facilities & Services: Palliative Care • Respite Care • Separate Dementia Care

Unit • Own GP if required • Own Furniture if required • Close to Local shops • Near Public Transport • Lift • Wheelchair access • Gardens for residents • Residents Kitchenette • Phone Point in own room/Mobile • Television point in own room

(Information taken from carehome.co.uk)

Latest Care Quality Commission* Report on Daneside Court Care Home: In its last inspection ([May 2017](#)) CQC rated Daneside Court as Good in all areas.

Website Information: Daneside court has its own section on the general HC-One website which states -

- ***“Daneside Court’s Home Manager makes sure that all residents receive the kindness possible care. Our extensive trained team will deliver all the nursing and specialist care and support services that your loved one requires.”***

Representatives are keen on this visit to view for themselves, how this aim is delivered at the home.

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 reps 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 reps to observe how the service delivers on the statements it advertises on its website

5. Introduction/Orientation to Service

On arrival the main doors to the building were open as an ambulance and crew were present.

Representatives were met by a Linda the office administrator, who was in charge while the manager, Joanne Farrell, was out of the building.

Linda was very welcoming and informed representatives the home was expecting a visit from Healthwatch, and a copy of the letter that had been sent from Healthwatch Cheshire was on the office wall notice board. Linda was 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

- The home has 64 single rooms all with en-suite (toilet & sink) across two floors - 28 rooms on the ground floor with 26 currently occupied. 36 rooms on the first floor with 33 currently occupied including 2 residents currently in hospital at the time of our visit.
- The visit took place at 1 p.m. - Representatives met with some staff who were free to talk at that time. A few visitors were seen mostly on the ground floor of the home.
- Linda was open and informative. She answered all our questions fully. She showed us round the ground floor of the facility.
- The manager arrived into work and introduced herself and was very welcoming of our presence, she was also open and informative. To help us with initial navigation around the home, she led us around the first floor of the facility, while answering questions.
- The ground floor had residents who needed residential care, the first floor were for those residents who were needing high dependency care.

8. Detailed Findings

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

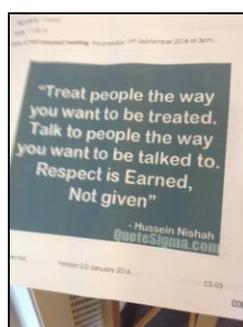
The location of Daneside Court is near the town centre of Northwich yet set back away from the main road in a quiet setting. The external appearance of the building appears fairly modern and there were an adequate number of free parking spaces at the time of our visit. The car park is split between the two homes - (Daneside Court and Daneside Mews), any can be used.

There is a paved, level approach to the reception decorated with a number of with well stocked plant containers.

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

The home has a secure, glazed entrance hallway, with a call button to access the care home, although on the day of the visit the doors were wedged open as there was an ambulance and crew present. Representatives walked into the reception area and were met by Linda the office administrator. Representatives asked to see the Manager Jo Farrell, however, we were told that she was currently at a funeral.

The reception area was clear of any obstructions. Representatives were not asked to sign in the visitor's book but did so anyway. A number of essential notices were displayed in the reception area including CQC registration certificates, CQC Summary Report, a resident's meeting schedule, a number of thank you cards from Relatives, A planned ahead 'Things to do list' compiled by the Wellbeing Co-ordinator and a number of other posters and notices relating to local organizations and events.



Some examples of the notices on display in the entrance area.

8.3 Facilities for and involvement with family/friends

The home operates a policy of open visiting hours and is flexible in relation to visitors coming and going. The visitor's kitchen area is located on the ground floor adjacent to the reception, there is a four place dining table with several comfort chairs and a sofa, as well as a toilet.

There is a hospitality room that can be used, (Linda informed the Representatives

the room was filled with incontinence pads at present whilst storage was being re-arranged). The home hold monthly resident/relative meetings, alternating the days/times (one month it will be held at a weekend, the next month on an evening and then on a weekday) giving the opportunity for all to attend when convenient to them. Visitors can stay overnight if residents are extremely poorly and a room allows.

8.4 Internal physical environment

8.4.1 Décor, Lighting, heating, furnishing & floor coverings

The home is well-lit by natural and artificial daylight throughout. The hallways and lounges are carpeted and the walls were a neutral colour with pictures throughout. Dining areas have laminate type flooring. The temperature felt pleasant.

8.4.2 Freshness, cleanliness/hygiene & cross infection measures

All areas were clean with no unpleasant smells.

8.4.3 Suitability of design to meet needs of residents

Daneside Court is a two storey building. Being purpose built it has been designed with wide corridors and accessible features such as large bathrooms. Moving around the home is easy without any obstruction - large equipment; such as hoists; was stored away neatly.

The resident's rooms are off the corridors, most had their doors open and appeared of a good size, comfortable and in most cases personalised. There is lift access to the first floor.

The home has several lounges; all except one had a kitchenette. There is a large garden room which can be accessed through a dining area.

The furniture in all the lounge areas appeared to be in good condition, there were blankets on the back of the chairs and sofas. The TV lounge had a large choice of DVD's for the viewing of residents and a varied selection of books. In the hallways on both the ground and first floor there were comfy chairs set back enough not to cause any obstruction and sufficient space around to allow access to walking frames etc.

Some residents were seated in wheeled multi-flex type chairs - that can provide a variety of seating positions and can be moved around freely as required.

The garden room/lounge had French doors leading to a large pleasant garden. There is plenty of seating available to residents and visitors, some in shaded areas.

There is a hairdressing room which is open three times a week. There are four large bathrooms with aids to assist residents.

8.5 Staff support skills & interaction

8.5.1 Staff appearance/presentation

A nurse and caring staff were seen in uniform which consisted of black shoes, black trousers, grey tunic or a white T-shirt which can be worn in the summer months only.

Staff training - There is an e - Learning room with two computers set up for staff to access, to complete their training modules. Representatives were informed that's staff tend to use the computer room during their break and sometimes when off duty.

Staff ratios - We were told by the manager that, staff ratios are:

On the ground floor of the home -

- Day time - Four staff including two seniors or one senior (dependant on staff holidays and sickness).
- Nighttime - two staff including one senior.

On the first floor of the home -

- Daytime - one nurse, one assistant and five carers.
- Nighttime - one nurse and three carers.

The shift patterns are 8:00 - 20:00 and 20:00 - 8:00.

8.5.2 Affording dignity and respect/Approach to care giving

The manager informed the Representatives that any potential carer will be invited to look around the home and see how they interact with the residents, ***“They don't necessarily have to have an NVQ2 qualification or experience. It's all about how they interact, show empathy and care. Training will be offered and given.”***

The staff appeared to have a calm approach to the residents in the dining area.

Staff were observed helping residents assemble for an entertainment activity - with a singer performing that afternoon. Gentle encouragement was used with staff members observed as taking time and care with assistance and ensuring that any movement was completed safely.

8.5.3 Effective communications - alternative systems and accessible information

We were told that Staff meetings are held monthly. If important information needs to be communicated and staff levels are low during a meeting due to holidays or sickness, then the minutes of a meeting are put in with staff payslips.

We were told that if required information is available in different languages.

Display boards contained up to date information on activities and events.

8.6 Physical Welfare

8.6.1 Appearance, dress & hygiene

Residents seen in the dining area were all properly dressed, clean and tidy. All those residents requiring nursing or specialist care; most high dependency; were still in their rooms, mostly in bed.

8.6.2 Nutrition/ mealtimes and hydration

There is a menu set by head office which is displayed on the wall in the dining area - currently it is the summer menu.

We were told that residents can request alternatives if there is nothing they fancy from the menu.

Mealtimes are set but additions include coffee and tea - offered in the mornings and afternoons.

The food is prepared onsite for both Daneside Court and Daneside Mews. The manager told us that Alcohol is rarely offered, however, if requested by residents then this is possible.

Representatives understand that the wellbeing coordinator has held cheese and wine sessions when volunteers are available to help out.



Displays include both day and weekly menu choices.



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

The manager informed the Representatives that she assesses each resident for either needing a normal bed or a specialist bed - with or without the use of side rails.

Each resident is registered with a local GP who visits when required as well as visits from a Chiropodist.

The home benefits from having a specialist consulting room providing privacy for any treatments required.

We were told that the home has access to other specialist services as required e.g. chiropody, physiotherapy and ophthalmic services.

8.7 Social, emotional and cultural welfare

8.7.1 Personalisation & personal possessions

Representatives saw evidence of personal possessions in resident rooms. We were told that residents have the freedom to have their own pictures on the walls and the in-house maintenance person will actually put the pictures up. Residents supply a TV if required as these are not provided as part of normal room furnishing.

8.7.2 Choice, control & identity

The residents are encouraged to have a personal allowance account. This means that they can draw on small sums of money safely for local purchases etc.

8.7.3 Feeling safe and able to raise concerns/complaints

The manager advised Representatives that any concerns or complaints can be raised at any point or during the monthly meetings. The home has a complaints policy but we were told that most issues can be quickly resolved informally.

8.7.4 Structured and unstructured activities/stimulation

Daneside Court have their own mini bus, which has been used for trips such as viewing the Blackpool illuminations and Christmas at Tatton Park organised by the wellbeing coordinator.

The wellbeing coordinator was on holiday at the time of the visit, she had put together; in advance of her time off; an activity schedule.

Cooking sessions such as preparing cakes and biscuits take place and the cook will bake in the main kitchen. Representatives were informed there is not much activity in the garden at present due to the residents not showing interest.

During our visit we were able to see an entertainer (singer) performing for residents who were enjoying the show.

8.7.5 Cultural, religious/spiritual needs

We were told that representatives from local churches do visit the home and that special arrangements can be put in place if a resident wanted to attend a church service.

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

There is a large garden area accessible via the Garden room/lounge and the main dining area.

There are four ground floor resident rooms that have direct access to the garden via French doors. The garden appears as well maintained with; as well as lawned areas; a vegetable patch, a pergola smoking area providing seating and several other items of garden furniture - chairs with umbrellas available for shade. There is a greenhouse on site but this is not used at the moment.

The home benefits from an extensive garden area that includes views over the River Dane.



9. Observations

9.1 Elements of observed / reported good practice

- Notice boards appeared to provide useful and up to date information.
- Staff motivation and retention appears good with a number of staff in post for many years.
- Staff appeared to enjoy working at the Care Home.
- Pictorial signage used.

9.2 Other observations / findings of note applicable

- Daneside Court seems to be a well organized home
- The manager Jo is a nurse and has been in the Care Home industry for many years and has a mass of experience.
- Staff appear friendly and helpful.

10. Comparisons

10.1 Comparisons of observations against providers website

Representatives feel that aims published by HC-One and referred to in the first section of this report, appear to be followed through at the home.

10.2 Comparisons with previous Healthwatch visit (s) where applicable

Healthwatch last visited Daneside Court in May 2015 when suggestions for improvement included an update on some of the lighting used as well as improving the range of activities and information associated with activities including planning.

It appears from our observations that these issues have been improved greatly since this time.

11. Recommendations

- **Use of garden** - It was explained to us that not many residents appear to be interested in gardening activities, but perhaps this could be encouraged further with the involvement in a volunteer group to come in on a day/afternoon session to work alongside residents and perhaps promote greater interest.

| Feedback from Provider of Service |
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| <i>At time of publication - No feedback received.</i> |