

Enter and View Report

Loxley Hall, Helsby



Care Home Contact Details:

Loxley Hall
Lower Robin Hood Lane
Helsby
WA6 0BW

Date of Visit:

2 August 2018

Time of Visit:

10.00am

Healthwatch Cheshire Authorised Representatives:

Chris Banfi and Andrew Pleass

Loxley Hall Staff Present:

Emma Owens -Registered Manager
Wendy - Service Manager
David - Clinical Lead
Doreen - Registered General Nurse
Mark - Maintenance

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 - Taken from carehome.co.uk

- **Group:** [Minster Care Group](#)
- **Person in charge:** Emma Owens (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 40 Service Users
- **Registered Care Categories*:** Dementia • Old Age • Physical Disability • Sensory Impairment • Younger Adults
- **Single Rooms:** 40
- **Rooms with ensuite WC:** 6
- **Facilities & Services:** Day Care • Respite Care • Convalescent Care • Physiotherapy • Independent Living Training • Own GP if required • Own Furniture if required • Pets by arrangement • Close to Local shops • Near Public Transport • Lift • Wheelchair access • Gardens for residents • Bar/Cafe on premises • Phone Point in own room/Mobile • Television point in own room • Residents Internet Access
- **Latest Care Quality Commission Report on Loxley Hall:** [click here](#)

In its most recent published report from May 2017 CQC rated the service as Good in all areas.

Website Information - The home has no specific website but has a dedicated page on the Minster Care site. This page states, "*The home has a warm and friendly*

atmosphere that makes people feel at home, with relatives able to come and go as they wish. There is also an activities programme in place six days a week with many kinds varied activities that people can choose from.”

On this visit Representatives are keen to see how this is reflected in actual practices 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 HWC ARs at the time of the visit.

4. Purpose of the visit

- To enable Healthwatch Cheshire ARs 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 ARs to observe how the service delivers on the statements it advertises on its website

5. Introduction/Orientation to Service

On arrival Representatives were met by David (Clinical Lead) and Wendy (Services Manager), who were very welcoming and friendly. They led us through to the office, where we were met by Emma Owens, Registered Home Manager. We were provided with a drink and Emma and her team 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 ARs:

- 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

- Purpose built Care Home offering general residential and nursing care for elderly patients
- Experienced and very friendly staff who clearly have good knowledge and understanding of residents in their care
- Excellent feedback on care provided. Both Representatives were engaged with by residents and visiting family members
- Offers a wide range of regular, organised activities and stimulation
- Representatives engaged with six members of staff - admin, nursing and domestic
- Representatives engaged with eight residents and two visitors

8. Detailed Findings

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

Loxley Hall is located in a side road off the A56 Helsby to Frodsham road, close to local amenities. The building was purpose-built as a care home approximately 30 years ago and is well signposted, with ample parking for visitors in front of the main entrance.

Access to the home is via a short flight of steps or wheelchair ramp, flanked by container planting, to a covered entrance porch. To the right of the frontage is a raised veranda featuring a gazebo frame at the time of Representatives visit.

The shared site is flanked by trees, the growth of which slightly obscures site entrance signage

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

Access to the home is via a locked front door which was quickly answered by Dave (Clinical Lead) after we had pressed the doorbell.

We signed in via the visitor's book.

There is a reasonably spacious entrance hall, with the Admin/ Manager's office to the left - which has a clear view of the entrance porch and car park, so visitors are immediately visible to staff. A resident sitting in the reception area appeared quite content, despite loud ringing from the doorbell and call system, and a busy corridor leading rear left and right. One wall of the reception area features what might be considered 'statement' red flowered wallpaper. Emma explained that a more muted redecoration was planned although refurbishment work is currently on hold.

8.3 Facilities for and involvement with family/friends

There is a large, bright, well-decorated main lounge with TV and a pleasant open plan clean dining area at one end. Seats are spaced in groups affording a certain level of privacy as required. There is a further smaller lounge down the corridor.

Visiting hours are flexible, although visitors are asked to avoid mealtimes, unless visitor meals are pre-booked or taken in the resident's bedroom. Two visiting family members were present at the time of our visit.

Resident and family meetings are held monthly. One visiting relative we spoke to commented that he doesn't attend the family meetings as he explained, *"Don't need to. I know my relative is looked after and I know I will be informed of any issues."*

8.4 Internal physical environment

8.4.1 Décor, Lighting, heating, furnishing & floor coverings

Loxley Hall is light and airy with décor in good order throughout. A variety of pictures are displayed on walls. Private bedrooms appeared clean and bright. Furniture was in good condition and in the lounge appeared comfortable and provided good support for elderly residents. Although we visited on a sunny day, therefore, plenty of natural light was available; each room appeared to have sufficient artificial lighting.

8.4.2 Freshness, cleanliness/hygiene & cross infection measures

The building was clean and smelt fresh with no unpleasant lingering smells. All communal areas, lounge, dining area, bathrooms and toilets were spotlessly clean. A minimum of four domestic staff work each morning shift, with a minimum of one (the aim is two) each afternoon. Deep cleaning of rooms including bedrooms is carried out monthly. Hand sanitisers are available in the reception area

8.4.3 Suitability of design to meet needs of residents

The building is laid out on two floors with lift access between each floor. Corridors are sufficiently wide to allow wheelchair and walking frame use. Furniture is well spaced in the lounges and in dining areas. Mobility equipment and hoists are in evidence throughout.

We were informed by the manager that plans have been approved to extend the building on both floors - to add additional bedrooms rooms and a lounge.

An outline of these plans are displayed in the downstairs lounge/ dining area for resident and visitor information. We were told that refurbishment work is temporarily on hold awaiting further input from contractors.

8.5 Staff support skills & interaction

8.5.1 Staff appearance/presentation

Staff wear uniforms and name badges and were well presented. We were introduced to staff by name. seven care staff and one nurse work morning shifts until 2.00pm. Five care staff and one nurse work the afternoon and evening shift. Staff retention is good. Emma has been at Loxley Hall 18 years, working up from a position as carer to her current position as manager; Dave, Clinical Lead, 15 years; Wendy 12 years; Doreen 15 years.

When agency staff have been used for emergency cover, Emma told us that she has been able to get continuity through staff who have worked at Loxley Hall previously

8.5.2 Affording dignity and respect

All staff observed, including maintenance staff, knew residents by name and by personality and demonstrated empathy in their interactions.

We understand that two residents had recently celebrated birthdays at 100 years and 103 years respectively. For one, 103 year old, balloons, decorations and photos of her celebration were still in evidence.

Staff had organised a slideshow of events in her life and an entertainer in the home. The 100 year old resident had requested a visit to Marks & Spencer to celebrate her birthday. Staff organised a couple of buses to the Cheshire Oaks store. The M&S

staff had organised a personal shopper for her, presented her with flowers and a necklace

To quote a visiting relative whose mother has been in the home two years:

“It’s superb. She couldn’t be in a better place. They are so caring. Truthfully, I can’t fault any of them. They always keep us informed. Dave is excellent!”

8.5.3 Calm, empathic approach to care giving

Comment from a relative whose blind mother lives in Loxley Hall:

“The most loving place: I’ll never be out of their debt. I’ve never regretted her being here. Mum was really poorly at the weekend and they looked after her really well.”

8.5.4 Effective communications - alternative systems and accessible information



There are pictorial displays of the daily menu, the monthly planned activities, photographs of past events. The refurbishment plans are also displayed.

Toilet and bathroom doors are all painted red to be easily identifiable for residents.

Residents' bedroom doors display a picture of the resident together with their name and a coloured circle. The circles indicate to staff how much mobility assistance needs to be given to the resident:

Red = Full mobility assistance required

Amber = Some mobility assistance required

Green = Mobile

8.6 Physical welfare

8.6.1 Appearance, dress & hygiene

All residents observed were dressed and looked clean and well cared for. Most resident rooms are not fully en-suite but all have washbasins. Bathrooms and shower facilities are located on each floor. The bathrooms seen were clean and in good condition. One has a fully automated hoist/seating facility to cater for residents with very restricted mobility

8.6.2 Nutrition/ mealtimes and hydration

All meals are prepared and cooked on the premises. The weekly menu is displayed. The day's menu consists of two choices at each mealtime; nevertheless the chef talks to residents and will prepare alternatives upon request. In regard to food a relative told us, "*The food is very good. My mum is fussy. Elaine will make her an alternative, e.g. a bacon sandwich for breakfast.*"

A resident told us, "*The food is good - more than good even!*"

8.6.3 Support with general & specialist health needs

The home does not have an Elderley Mental Illness unit, therefore, provides general nursing care. Inevitably some residents suffer from early stage dementia and the manager commented that there has been a general increase in the dependency levels of admitted residents in recent times.

Of the current 33 residents, eleven are residential and 22 require nursing care. There is no physical separation in the building of residential and nursing-dependent residents.

Loxley Hall did offer step-up beds (short stay beds available for up to six weeks within specifically chosen facilities) until recently for

GP and district nurse referrals but decided to stop - because of restrictions due to the planned building work.

Dr. Martin, of the adjacent Health Centre, visits each Monday. Nursing staff are able to contact her immediately if necessary. Most nursing care residents register with the Health Centre, but residents are free to retain or choose their own G.P.

Pharmacy services are provided locally by Mark Holland at Kingsley who is described as, “*Excellent,*” by the home manager and goes out of his way to provide service to the care home. “*Over the last 18 months we’ve really cracked it.*”

8.6.4 Ensuring comfort

A number of residents were sitting in comfortable chairs in the main lounge/ dining room area - individually or in groups. Two residents were playing dominoes at a table with a care worker employed in a 1:1 capacity for one of the domino players. The TV was on, with the volume reasonably loud, although no residents appeared to be watching it.

Residents did not appear to be unduly concerned by the television or the bell which rang quite frequently. There was ongoing interaction between staff members and residents in the lounge.

8.6.5 Maximising mobility & sensory capacities

Wheelchairs and other mobility equipment are in evidence throughout the home.

As part of the planned activities an exercise class is held each Monday, there are also table bowls sessions. The main lounge contains caged birds, which residents enjoy; dog therapy sessions are also arranged.

8.7 Social, emotional and cultural welfare

8.7.1 Personalisation & personal possessions

Residents are able to bring in personal possessions; the bedrooms seen appeared to contain small objects such as photos, books, ornaments etc. A glass cabinet was noted in the main lounge which contained a collection of porcelain cottages.

8.7.2 Choice, control & identity

Levels of dependency and independence vary between nursing care and residential/respite clients, but all are encouraged to do as much for themselves as possible.

8.7.3 Feeling safe and able to raise concerns/complaints

Previously quoted comments from residents and family members demonstrate the high levels of satisfaction with the care provided by Loxley Hall - *“I’m with friends here. I feel safe. It’s a nice place to be.”*

8.7.4 Structured and unstructured activities/stimulation

There are two Activity Coordinators - one full time, Graham, who was on holiday at the time of our visit, and one part-time, Linda. The full-time coordinator works alternately five days in one week and six days the next.

Graham keeps detailed records of participation of each resident in activities, whether planned or unplanned, to ensure residents obtain sufficient levels of stimulation.

Resident	Activity 1	Activity 2	Activity 3	Activity 4	Activity 5	Activity 6	Activity 7	Activity 8	Activity 9	Activity 10	Activity 11	Activity 12	Activity 13	Activity 14	Activity 15	Activity 16	Activity 17	Activity 18	Activity 19	Activity 20
1. Wm	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
2. Trudi	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
3. A.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
4. Alfred	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
5. Freida	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
6. Margaret	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
7. Janet	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
8. Derek	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
9. Jessie W	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
10. Alan E	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
11. Alf	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
12.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
14. Sally	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
15. Betty	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
16. Janet	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
17. Margaret	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
18. Olive	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Total	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Regular activities include: Exercise, table bowls, dominoes, film afternoons including wine and nibbles, knit & natter, flower arranging.

‘Radiate Art’, an arts group with children visits regularly. There are volunteer links with Helsby High school. A local primary school visits each Christmas for carol singing.

The activity coordinators are described as, *“excellent”* by residents.

A married couple (residents) were sitting together in the lounge. The husband was reading a newspaper both were listening quietly to the radio. *“It’s a nice place to be - the camaraderie is good!”*

As previously reported, a dominoes session was seen taking in place between two male residents and a 1:1 care worker. Unprompted, one of the domino players gave a ‘thumbs up’ sign to a Representative.

Even the maintenance men: *“They pull her leg and make her laugh. Just walking past they make her laugh”* - (Daughter talking about her mother).

8.7.5 Cultural, religious/spiritual needs

St. Luke’s R.C. Church, Frodsham, bring communion to residents as required. Regular links are maintained with other local churches and other religious affiliations are catered for when needed

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

There is a large, level, sunny garden to the rear of the property, with shaded seating areas and a variety of planting. Gardens are maintained by a contractor and are well used by residents. There is a veranda at the front of the property with a new gazebo as requested/actioned from a residents meeting.



9. Additional Areas of observation

9.1 Comparisons of observations against providers website

Following internal company acquisitions and restructuring Loxley Hall is now run by Croftwood Care UK Ltd alongside sister homes in Runcorn and Wigan. Other homes are run by Croftwood Care Cheshire Ltd. Both are subsidiaries of Minster Care Group

Emma Owens is the permanent Manager of Loxley Hall, appointed in February 2018, succeeding Mabel Lewis. Mabel’s details still appear on the care home website page.

In regard to the comments made on this site and quoted above it does appear that the home does appear to provide a warm and friendly atmosphere with visitors welcomed.

9.2 Comparisons with previous Healthwatch Visit(s) where applicable

Staff interaction with patients was considered to be good on this visit which may not have been the impression left by the previous Healthwatch visit in 2014. Menu choices also appear to have improved

9.3 Comparisons with the most recent CQC report

The last CQC inspection was in May 2017 when the home received a Good rating. The current CQC website appears to indicate that Loxley Hall has not been inspected recently, but this is purely due to the re-registration as Croftwood Care Cheshire Ltd in October 2017. There is no reason to believe that the last CQC rating as Good is no longer valid.

9.4 Other observations/findings of note

The manager feels well supported by her parent company and line managers.

10. Elements of Observed/Reported Good Practice

- Good staff retention rates.
- When agency staff are needed for cover, good relationship with main agency to provide familiar staff
- Resident names and pictures on bedrooms. Symbols to make staff aware of mobility requirements
- Good mix of group activities and one-to-one stimulation
- Systematic record keeping of resident participation in activities
- Excellent service to home provided by local Health Centre and local pharmacist

11. Recommendations

- Keep up the high standards of care!

Feedback from Provider of Service

At time of publication - No feedback received.