

# Enter and View Report

Mayfields Care Home



## Care Home Contact Details:

Mayfields Care Home  
Naylor Crescent  
Netherpool Road  
Overpool  
Ellesmere Port  
CH66 1TP

Date of Visit: 28 August 2018

Time of Visit: 10.00am

Healthwatch Cheshire Enter & View Representatives (Reps):

Olwen Baxter, Karen Chamberlain, Andrew Pleass

Mayfields Staff Present:

Amanda Hubbert (Mandy) - Deputy Manager,

Carla Gough - Wing Leader

David Gilmour - Care Assistant

Additionally several care assistants, chef, kitchen staff, MHA Fund Raiser

## 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.

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### 1. Description & Nature of Service

Mayfields is described on carehome.co.uk as, *“A purpose-designed care environment from MHA, ideally suited to the pursuit of person-centred dementia care packages and offering staff who take pride in understanding each resident's needs.”*

The home has three gardens that are designed to stimulate reflection, incorporating sensory practices shown to contribute positively to the lives of people with memory loss.

- **Group:**MHA (Methodist Homes)
- **Local Authority / Social Services:** Cheshire West and Chester Council (click for contact details)
- **Type of Service:** Care Home only (Residential Care) - Voluntary / Not for Profit Owned , Registered for a maximum of 46 Service Users
- **Registered Care Categories\*:** Dementia • Old Age
- **Specialist Care Categories:** Alzheimer's
- **Admission Information:** Ages 65+.
- **Single Rooms:** 46
- **Rooms with ensuite WC:** 46
- **Facilities & Services:** Day Care • Sheltered Housing • Own GP if required •

Own Furniture if required • Minibus or other transport • Wheelchair access •  
Ground Floor Accommodation only • Gardens for residents • Residents Kitchenette  
• Phone Point in own room/Mobile • Television point in own room

**Latest Care Quality Commission\* Report on Mayfields** - The most up to date CQC report ([January 2016](#)) gives an overall GOOD rating to the home.

Website information: The home has its own page on the MHA website which makes comments in regard to the type of care delivered at Mayfields.

*“... supporting residents by enabling their preferred way of life to be continued, individual needs are responded to and supported. This involves staff really getting to know each person, understanding their life and history, interests and skills and, as a result, their behaviour and needs.”*

Representatives on this visit are keen to see for themselves how these aims are delivered in practice.

## **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 Representatives were met by David Gilmour, Care Assistant, who was welcoming, and friendly. David was aware of Healthwatch, let us into the small reception hallway, and then into the main foyer lounge, where he stated that the

Deputy Manager was currently on her round, dispensing medication, but that he was happy to answer any immediate questions we had.

The Registered Manager, Susan Neill, was off-site at an MHA group meeting at a sister home in Frodsham at the time of our visit and the Administration Manager was on holiday, but the Deputy Manager, Mandy Hubbert, was available to us when she had completed her medication rounds.

## **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**

- A welcoming, friendly and open environment for residents, visitors and staff members alike
- Experienced, well-trained, dedicated, caring staff
- Caring and Christian ethics-led by provider MHA (Methodist Homes for the Aged)
- Visiting family members keen to share their experiences with Healthwatch representatives
- Healthwatch representatives engaged with three staff members directly but several more indirectly and in passing
- Interactions with at least six residents and three relatives

## **8. Detailed Findings**

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

Mayfields Care Home is conveniently located close to junction 7 of M53 motorway, adjacent to a modern residential development.

The home is clearly signposted at an access roundabout and the site itself is well-screened from surrounding roads by tall hedging. There is ample car parking in front of the main entrance.

The building is purpose-built, 21 years old at time of visit, all on one level and has recently been refurbished and redecorated.

A bus stop was noticed to the side of the site and a café was said by staff to be nearby.

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

The entrance door is securely locked and under cover of a porch. Access is via a call button and intercom which was promptly answered when we arrived. We were shown initially into a small, but bright, reception hall, which has a large photographic display of staff, visitor and staff sign-in books, a memorial book and picture display, and a further board displaying CQC registration certificates, latest CQC report and various MHA policy and statutory documents. Hand sanitisers are available and working.



*Staff notice board*



*Entrance hall and notices*



On entry to the Care Home itself, a visitor immediately enters a large, bright and airy lounge area which serves as a central foyer/hub to three residential wings and one administration/facilities wing. The Manager's office opens into the central foyer. Groups of comfortable chairs and low tables are well-spaced in the lounge: there is a counter with snacks and drinks available to residents, a budgie cage with budgerigar, a well stocked gold fish tank and 'Alternative Eden Project' display on a wall.



*Lounge area and Alternative Eden Project Work poster*

### **8.3 Facilities for and involvement with family/friends**

Visiting hours for friends and family are totally flexible: family are also welcome to take meals with residents and to stay overnight if required and if bedroom space permits.

We were told that there are formal meetings for family members held six times per year but the home prides itself on having an 'open door' policy to all staff members for family. In the words of the Deputy Manager: *"It's about being open and honest."*

Each of the three residential wings, Greenacres, Rosebank, Bluebell Court, has its own spacious lounge area. There is a separate 'Reminiscence Room' on one wing. Consequently, together with the central foyer lounge and extensive garden areas, there are plenty of private spaces for family to meet with residents

### **8.4 Internal physical environment**

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

Mayfields is light and airy with glazing allowing natural daylight in all areas. Walls are painted in pastel colours, corridors and lounges are carpeted in neutral colours and in all corridors and communal areas there are pictures showing a variety of local scenes and historic images.

The central lounge and dining areas have laminate-type flooring. The building was maintained at a pleasant temperature throughout, although the small entrance hall did feel somewhat warmer, probably due to the 'greenhouse' effect of a more confined space.

Furnishings in lounges appeared clean, comfortable and sufficiently supportive for residents' needs

## 8.4.2 Freshness, cleanliness/hygiene & cross infection measures

Mayfields appeared spotlessly clean throughout and decoration was in good condition. There were no unpleasant smells: everything appeared fresh. Toilets and wet rooms visited were also clean and well-maintained. Hand sanitisers were available in the entrance hall and in the care home itself.

The kitchen was clean, uncluttered and spacious

## 8.4.3 Suitability of design to meet needs of residents

The home is laid out on one level including access to and from outside areas and gardens. Gardens are also level. Corridors are wide enough to accommodate wheelchairs and walking frames. Residents are free to access all wings and are free to use any of the lounges and dining areas. Clare, Greenacres wing leader, commented '*This is their home. They are free to come and go as they please*' although she did add that residents tended to stick to their own wings and familiar places.

Bedrooms appear compact but are all en-suite with toilet and washbasin.



*There are sufficient and well-equipped showers and bathrooms in on each wing. Individual bedrooms have a photo and name of the resident on the door. Many have memory cases outside containing photos and small personal items. Communal toilets, wetrooms and lounges are clearly and pictorially signed.*

## 8.5 Staff support skills & interaction

### 8.5.1 Staff appearance/presentation

Staff are well-presented: all carers seen were wearing uniforms and name badges. Kitchen staff were also easily identifiable in white tunics, headwear and red-checked trousers.

Without exception, staff were cheerful and engaging, often proactive in introducing themselves by name to Healthwatch Representatives.

***"I do enjoy myself here."*** - (Nichola - Care Assistant). The engagement appears to stem from managers - ***"I love it here. It's about being open and honest"*** - (Deputy Manager)

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

Mayfields is a residential home for residents with early-onset to mild dementia. It prides itself on its values of compassion and respect for the dignity of the individual.

Staff clearly share these values: *“I believe it starts from induction training.”* (Deputy Manager) *“... I ensure they get the training they need.”*

David a Care Assistant commented to us, *“You get out, what you put in.”*

Staff/resident interactions observed were a combination of humour, encouragement and patience, *“You have to understand their world, as they see it.”*

A visiting relative, made a point of asking to speak to Healthwatch Representatives. She had previously removed her husband from another care home in the area because of safety and care concerns:

*“Nowhere is 100% like home, but I would come here myself without a moment’s hesitation. I cannot thank the staff here enough. He is clean. There, I was having to visit him twice a day to ensure he was Ok. Here I visit twice per week and I know he’s looked after.”*

### 8.5.3 Effective communications - alternative systems and accessible information

As previously mentioned, communal rooms have pictorial signs outside to denote their function, bedrooms display the name and photo of the resident. Each wing has a clear sign displaying its name, and for reference/orientation an activities board showing the week’s activities and various resident photos. (See photos) Pictures on corridor walls also provide reference points for any residents who do get confused as to their location. Daily menus and the weeks activities are also clearly displayed on dining room tables (see photos).

## 8.5 Physical Welfare

### 8.6.1 Appearance, dress & hygiene

Residents were all fully and neatly dressed with their own choice of clothes. All appeared clean and well cared for. Most residents appeared to be in lounges rather than their own rooms, and although some were sleeping, they appeared comfortable in each other’s presence and willing to engage in conversation with us.

## 8.6.2 Nutrition/ mealtimes and hydration

There are pleasant dining areas and serveries in each of the three lounges. All meals are freshly cooked on site. Kitchen staff work shifts from 8.00am to 7.30 pm. Breakfast is served from 8.00am but is flexible in terms of timing. Special diets are catered for. A resident was being served a cooked breakfast at the time of our visit (approx. 10.30 am) and was being assisted gently by the wing leader. Lunch is from 12.30 and tends to be a lighter meal than the evening meal which is served from 5.00pm. Carla, Greenacres wing leader commented: *'[At that age] people just like smaller meals'*.



*A photo of the day's menu can be seen here. Snacks and drinks are available for residents and visitors throughout the day in the main lounge. Residents can eat in their own rooms, but most choose a dining room for the social interaction.*

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

A nurse practitioner from the local GP practice, Hope Farm, visits twice per week. Most residents register with this practice but are free to choose their own GP if desired. A chiropodist visits on a six weekly cycle. All carers undergo hoist training in-house which is overseen by two qualified movement and handling instructors. In addition to hoists, Mayfields has a number of stand aids for residents with mobility difficulties. Staff accompany residents on walks outside the home and residents are encouraged to use the extensive gardens to maximise sensory and general well-being.

Families are involved in care plans and end-of-life plans. A relative commented: *"I have to congratulate Lindsey (Senior Carer) on her care plan review for my husband. She asked me, 'Would you like me to email you once per week?'"*

## **8.6 Social, emotional and cultural welfare**

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

Residents are able to personalise their bedrooms and as already commented several have memory case displays outside their rooms containing mementos and photos. Some residents have TVs in their rooms.

Mayfields has a well-equipped, dedicated hairdressing salon, which is staffed by volunteers on Tuesdays and Thursdays each week.

Residents may also manage their own money and budgets through a personal fund administered from a safe in the admin room

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

Residents are risk assessed before being taken outside but are always accompanied by a staff or family member.

The doors to gardens are alarmed, to alert staff to a resident being outside and a head count is taken every hour.

Residents are allowed alcoholic drinks subject to any medication restrictions

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

A monthly Residents' Wellbeing Meeting is held which is chaired by the resident chaplain. Healthwatch representatives were shown copies of meeting minutes which typically discuss any issues or suggestions around building facilities, services, catering and entertainment.

One resident was in the hub with her daughter waiting for the mini bus, to go on an outing. Her daughter praised the services the home provided and expressed how happy she was with all aspects of home life.

One gentleman came to take his wife to the dentist.

Two ladies and a gentleman who were in the lounge had recently moved to Mayfields. They said that although it could never be the same as being at home, they felt safe and secure, and that the staff were kind.

The gentleman also said that the food was good.

Only one resident showed any concerns, this was because she had received a letter which she believed wasn't hers (it was). The staff responded immediately and reassured her gently to allay these fears.

All communications observed between staff and residents appeared easy-flowing and open, so there would not appear to be any hindrance to raising concerns.

## 8.7.4 Structured and unstructured activities/stimulation

*Weekly activity plans are published (see photo) which usually involve quieter mornings (listening to music, reading, 1-to-1 music therapy sessions) and more structured afternoon activities.*



Activities are facilitated by trained volunteers (15 in total). There is a 'Reminiscence Room' on Greenacres, furnished in 1950s style and containing a piano where the 1-to-1 music therapy sessions take place: a resident also plays the piano and organises sing-songs. A retired employee, Geoff, organises weekly minibus trips to local attractions and takes residents for meals. Pets as Therapy (PaT) dog sessions have been organised and Mayfields has excellent relationships with a local Primary school, Rivacre Valley, ***"That school is amazing!"*** they visit Mayfields and invite residents to the school for concerts etc.

There are extensive pictures on walls showing current and historic local scenes, old sporting team photos, old record sleeve covers etc. all intended to offer memory stimulation

## 8.7.5 Cultural, religious/spiritual needs

A chaplain delivers a weekly church service each Sunday afternoon. Other denomination requirements (e.g. RC communion) are catered for as required. End-of-life care plans are followed rigorously.

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

There are extensive, well-planted, level, gardens surrounding three sides of the building and easily accessible. Three styles of planting are involved - Japanese, cottage and sensory, with plenty of seating, bird feeders, ornaments etc. - to maximise enjoyment.

There is also a dedicated 'beach' area which is particularly popular (see photo). An 'Alternative Eden Project' has been initiated to stimulate interest in nature.



### *Garden Views*

## **9. Observations**

### **9.1 Elements of observed / reported good practice**

- Photo display of staff members and memorial book in entrance lobby
- Photos and names of residents on bedroom doors
- In-house staff training in dedicated training room
- Reminiscence Room
- Role of volunteers in organised activities
- Well-led and motivated staff '*Good practice comes from the manager*'
- Beach area in garden

### **9.2 Other observations / findings of note applicable**

Our research prior to the visit indicates that there are a number of homes listed on the CQC website having the name Mayfields or Mayfield. As a result it is easy for someone to On CQC confuse this Care Home - MHA Mayfields- with other residential and care homes which may not have the same CQC inspection rating of 'Good.'

## **10. Comparisons**

### **10.1 Comparisons of observations against providers website**

The Provider's stated values of providing person-centred care with compassion and dignity and relating this to the residents background and interests appear to be fully borne out in practice.

### **10.2 Comparisons with previous Healthwatch visit (s) where applicable**

As previously, the impression gained is of a welcoming, caring, clean, safe and comfortable environment for elderly residents with mild dementia.

## 11. Recommendations

- Aim for 'Outstanding' at next CQC inspection

### Feedback from Provider of Service

*We were happy with the arrangements/requests prior to the visit. A letter was received and displayed for the information of all staff prior to visit.*

*Staff said they enjoyed interacting with your representatives and felt able to promote Mayfields and the high standard of care they deliver.*

#### *Planned Actions:*

- *Staff identification board to be replaced and relocated to the main foyer for the benefit of the residents.*
- *Examples from your visit shared at staff meetings to highlight both good practice and educate on compliance type visits.*
- *We will also be contacting our Marketing Department to discuss our on-line profile name to ensure users are locating the correct service.*

*As Home Manager I would have liked to have been present but understand that the visits are unannounced.*

*SU NEILL - HOME MANAGER - 06/09/2018*