

Enter and View Report - Oaklands Nursing Home



Care Home Contact Details:

Oaklands Nursing Home
10 Tarvin Road,
Littleton,
Chester CH3 7DG

Date of Visit: Wednesday 29th August 2018

Time of Visit: 11.00-1.30

Healthwatch Cheshire Authorised Representatives: Ros Haynes
and Andrew Firman

Oaklands Nursing Home Staff Present: Clare Hulett,
Registered Manager and Lorna Clare, Care & Welfare 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

1. Description & Nature of Service (Information from www.carehome.co.uk)

- Owner: **Conifers Care Homes Ltd**
- Person in charge: **Clare Hulett (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 50 Service Users**
- Registered Care Categories*: **Old Age • Physical Disability • Sensory Impairment • Younger Adults**
- Admission Information: **Ages 60+.**
- Languages Spoken by Staff (other than English): **German, French, Hindi, Dutch, Russian, Tamil, Urdu**
- Single Rooms: **46** Shared Rooms: **2**
- Rooms with ensuite WC: **44**
- Facilities & Services: **Day Care • Respite Care • Physiotherapy • Own GP if required • Own Furniture if required • Pets by arrangement • Near Public Transport • Minibus or other transport • Lift • Wheelchair access • Gardens for residents • Phone Point in own room/Mobile • Television point in own room**
- **Latest Care Quality Commission Report (Available on www.cqc.org.uk - Oaklands Nursing Home visited in [April 2018](#) - Overall - “Requires Improvement” receiving GOOD in Effective and Caring, and REQUIRES IMPROVEMENT in Safe, Responsive and Well-led**

Stated Values - These were not available on the website. However, on entering the home the values are on display and were developed in conjunction with the residents.

2. Acknowledgements

Healthwatch Cheshire would like to thank the service provider, care home manager, deputy, 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 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

On arrival representatives were met by Clare Hulett the registered manager, her deputy Sheila and the care & welfare manager. Representatives were given a tour of the home and the opportunity to speak to residents, relatives and staff.

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 new manager has energy and vision to move forward
- The home provides a good range of planned activities
- The home has undergone significant changes with the residents of Tarvin Court moving into Oaklands.

8. Detailed Findings

8.1 Location - The home is located just off the main road into Chester, approximately two miles from the city centre. A large sign clearly indicates its location. There was plenty of parking spaces at the time of our visit. The gardens surround the property and were well cared for.

8.2 Initial impressions (from a visitor's perspective on entering the home) - The building is a large Edwardian house of character. There is a ramp outside the door to assist wheelchair users. As you enter, the home smells fresh and there is a small porch area to sign in. There is a selection of information displayed for relatives and visitors.



The porch is filled with some nice creative touches including a memory tree (a decorative item filled with photos), a board with aims and vision and a plant with labels featuring positive messages e.g. helpfulness.



There is a lovely hallway with a large staircase and original tile flooring. A small sofa in this area provides a reading or relaxing area for residents and their relatives.

Nearby is a quiet lounge and the larger main lounge.

- 8.2** Facilities for involvement with family/friends - Visiting times are fairly open although meal times are protected. There are regular meetings held between residents and their families; the manager advised us these are held every three months or sooner if requested. A recent residents meeting included cheese and wine with activities which encouraged attendance. There are several areas where visitors can meet their relatives in private.



Relatives are able to have refreshments during their visits; these are available in the dining room.

8.4 Internal physical environment

8.4.1 Decor, lighting, heating, furnishing and floor coverings - The home was going through some updating as a result of planned changes by the manager who was new in post. The manager is working on making improvements to the decoration to make the home more attractive. As a result some of the areas were well decorated and in good condition, whilst others needed updating. This was particularly evident with some of the carpets which were worn but would be replaced in the future.

The chairs were all good quality and in good condition, there was plenty of seating in each of the rooms.

8.4.2 Freshness, Cleanliness/Hygiene & Cross infection measures - The home was clean throughout with no areas of concern.

8.4.3 Suitability of design to meet needs of residents - The home is bright generally although the dining room seems a little dark. Some of the bedrooms are situated quite a walk away from the main part of the home - due to extensions to the building through the years. The manager informed us residents are supported if they are unable to walk to the reception rooms or dining room. Bedrooms are a good size. Corridors are wide enough for wheelchairs. A really nice touch was the butterflies along the wall and down the corridor - this is specifically for one of the residents to help remind her where her room is. There are adequate toilets, however, it would be useful if there was a visitor sign to indicate which to use.

The staff benefit from a large training room which means they are able to provide onsite training.

8.5 Staff support skills & interaction

8.5.1 Staff appearance/presentation - Staff were well presented. During our visit they were busy preparing for lunch. We saw staff talking to residents in a kind tone. However, one of the relatives we spoke to said they were concerned about the number of agency staff as one had given her relative a drink and placed it on the wrong side not knowing she was left handed and had restricted movement. She told us, *"They would know this if they were permanent."*

We spoke to one of the residents on their way to the dining room who told us, *"The staff are great."*

One of the long serving staff members said about the care in the home, *"It's great!"*

8.5.2 Affording dignity & respect/Approach to care giving - As you enter there is a certificate showing one of the members of staff is a dignity champion. Both the manager and care and welfare manager were observed sitting and speaking to the relatives in soft tones. The residents they spoke to held their hands and were obviously very happy in their presence.

In one of the lounges we met a member of staff who was helping a resident with her food, she was speaking kindly to the resident and was encouraging. However, the member of staff told us this was her first day but had not been given any information on the home or training.

8.5.3 Effective communications - alternative systems - Food menus are still to be produced. Pictorial images of the menu are sometimes popular with residents so they can easily see what they will be having for their meals. The manager also plans to have a board displaying staff photos so residents and their families know who is on duty. Each bedroom has a small notepad for 'NOTES AND SCRIBBLES' which is a nice idea so that all residents, staff and their families can communicate easily.

8.6 Physical Welfare

8.6.1 Appearance, Dress & hygiene - All the residents looked clean and presentable. Both showers and baths are available although all residents would need support for these tasks. Bedrooms have their own en suites.

8.6.2 Nutrition/Mealtimes & Hydration - Lunch was being served during our visit, Due to the layout there was a group of carers waiting in and by the kitchen door to collect plates and trays.

Tables were set with placemats and napkins; there was no water on the tables.

There was a choice of two hot meals, a meat dish and a vegetarian, for those residents who didn't want this they had the option of a sandwich. The food looked appetising and portion sizes were good. There were no menus on display but as part of the decorating and upgrade these will be displayed in future, this would be helpful for relatives and residents.

The process of getting the food out seemed a little slow as it was one plate, one carer at a time meaning there was quite a wait for some of the residents who were at the tables.

Some of the residents were having meals in their rooms. During the visit, one of the residents had rung the call bell and was calling out; one of the carers had to stop serving lunch to attend to the resident.

The residents seemed to be enjoying their lunch, there was very little conversation going on but a radio was playing softly in the background which provided a nice atmosphere. A relative said, "*The choice was limited and there were no snacks offered for her relative.*"

8.6.3 Support with general & specialist health needs - An advanced nurse practitioner visits on a weekly basis, if there are any queries she will raise these with the GP. A chiropodist visits every 4-6 weeks. There is occupational input from the local GP practice. The manager told us she is currently looking at providing a holistic therapist as residents have requested specific treatments. A pet therapy dog will also be visiting soon for frequent visits as the residents enjoyed this previously.

8.7 Social, emotional and cultural welfare

8.7.1 Personalisation & personal possessions - Residents are encouraged to have their own belongings, to help it feel like home. One of the resident's rooms we passed had a large selection of family photos.

8.7.2 Choice, control & identity - Residents are able to go out when they choose. On the morning of our visit residents had had Irish coffee and are offered alcohol with meals. Some residents enjoy assisting in the garden and in the dining room there were a selection of vegetables grown in the grounds and available for relatives to buy for a donation.

8.7.3 Feeling safe and able to raise concerns /complaints - There is a welcome pack that explains how concerns can be raised and a complaints policy is available in the reception area.

8.7.4 Structured and unstructured activities/stimulation - There are a wide range of activities and the activities co ordinator tries to speak to each resident on a regular basis to find out their preferences and plan activities accordingly.

The care and welfare manager is able to drive and borrow the Neston community bus so that there are also activities off site, but residents seem to prefer shorter visits rather than whole days out.

There are raised beds in the garden to allow for the residents to taking part in planting.



A large conservatory had several activities laid out for residents.

A blackboard shows activities planned for the week

8.7.5 Cultural, religious/spiritual needs - Residents have the choice of two services from local churches. One does communion and the other a service on the first Monday of the month.

8.7.6 Gardens - maintenance & design - The gardens surround the property and are well kept, there is a wide path area which is easily accessible for wheelchairs. There are raised beds and vegetables are grown. The gardens are looked after by a maintenance man and a volunteer.

9. Elements of Observed/Reported Good Practice -

- A manager with vision
- An enthusiastic activities co ordinator
- Artistic touches for example the Butterfly walk & memory tree
- Vegetables from the homes garden
- Notes and scribble pad in the rooms

10. Recommendations

- Look at good practice on designing dementia friendly environments
- Consider how mealtimes could be improved
- Discuss with agency staff how they can feel more involved
- As part of the interior upgrade, could a hatch be created to allow for better flow of meals into the dining room
- Consider chair activities to promote movement e.g. chair cricket

Feedback from Provider of Service

We were happy with the arrangements made prior to the visit.

We received no negative feedback given from staff or residents/relatives

Action Points:

- *8.4.1 Carpets on main corridor are to be replaced*
- *8.4.3 Visitor signs for toilets are being produced*
- *8.5.1 All agency staff are taken around the home and complete an induction programme sheet at the start of a shift. They also have a resident information and welcome sheet, which outlines each residents condition and needs.*
- *8.5.3 Individual table menus have been produced to ensure people know what is on the menu for each individual meal.*
- *8.6.2 There are two main meat/fish menu choices with vegetarian, gluten free or specialist meals as extra where required.*
 - *Water, juice and hot beverages are always available in the kitchenette are of the dining room*
 - *Snacks are available in the kitchenette at all times and are served in between meals from the tea trolley.*

- *Recommendations made are under review for implementation.*
- *We thank you for your visit and valuable feedback.*

D MAHON - GOVERNANCE LEAD - 08/10/2018