

## Enter and View Report

### Sandiway Lodge Nursing Home



#### Care Home Contact Details:

Sandiway Lodge Nursing Home  
Dalefords Lane  
Sandiway  
Northwich  
CW8 2DR

Date of Visit: 13th November 2018

Time of Visit: 10.00 a.m.

Healthwatch Cheshire Enter & View Representatives:  
Sheila Williams, Andrew Pleass

#### Sandiway Lodge Staff Present:

Malgarzata 'Gosia' Krzeckowska - Registered Manager  
Samanatha 'Sam' Farahat - 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

- **Group:** [Springcare Ltd](#)
- **Person in charge:** Malgarzata Krzeczowska (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 36 Service Users
- **Registered Care Categories\*:** Learning Disability • Old Age • Physical Disability
- **Admission Information:** Ages from 45 to 96.
- **Single Rooms:** 36
- **Shared Rooms:** 0
- **Rooms with ensuite WC:** 22

#### Fees information:

- Price on Application
- **Facilities & Services:** Day Care • Respite Care • 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

*(Information taken from [www.carehome.co.uk](http://www.carehome.co.uk) )*

**Latest CQC Report** - In its most recent report ([Published March 2016](#)) CQC's assessment of the service was GOOD overall, however, areas highlighted for improvement included the category of 'leadership' which was judged as 'REQUIRING IMPROVEMENT' on the grounds that the manager was newly appointed

at this time and had no proven track record.

**Website information on the home** - The main Springcare website - [springcare.org.uk](http://springcare.org.uk) - has a dedicated page to Sandiway Lodge. In relation to care this states, *“...our service will provide support which encourages personal growth and development, we aim to encourage and promote motivation and independence.”*

Representatives on this visit are keen to note how the independence of residents is encouraged and supported.

Other reviews - The home has one Google review - one star and a rating of 7.8/10 on [carehome.co.uk](http://carehome.co.uk) - based on ten reviews.

## **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**

Healthwatch have visited Sandiway Lodge twice previously in February 2015 and January 2016.

Following an ‘Inadequate’ CQC report issued in October 2015, the provider, Springcare Ltd, suspended admissions to the home and instigated a thorough

overhaul of procedures.

A further CQC inspection in December 2015 and updated report in March 2016 gave the home a 'Good' rating but noted that areas of management still required improvement

On arrival for this visit Healthwatch Representatives were met by a male carer and subsequently the home Administrator, Andrea, who fetched the Registered Manager, Gosia, and Deputy Manager, Sam. They were both welcoming and open. They led us through to the conservatory, provided with a drink and were happy to answer any questions we had.

Gosia explained that Sandiway Lodge has re-registered with CQC in January 2018 with a dual registration as a residential and nursing home.

Gosia was appointed Manager in March 2017, having worked for Springcare for ten years previously.

Sam was appointed Deputy Manager in December 2017 having had a background in dementia care. Both are Registered General Nurses.

During the course of our discussion they stated that they anticipate a further CQC inspection at any time which they welcome with confidence.

## **6. Methodology**

Representatives were equipped with various tools to aid the gathering of information. The following techniques were used by Representative:

- 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 well-established, comfortable residential home providing general nursing care for elderly residents and service users with learning difficulties.
- Passionate, experienced management and engaging, friendly carers
- Residents we spoke to (six in total) were happy with their care and the service provided
- Several relatives (five in total) appeared at ease with the care provided and

interacted well with staff members.

## 8. Detailed Findings

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

Sandiway Lodge is clearly signposted on the westbound A556 Northwich to Chester Road and is located with the entrance immediately on a side road, Dalefords Lane.

A large car park is signposted to the rear of the building as you enter - this is directly in front of the main building entrance.

The premises are quiet and secluded, with gardens to the front and rear. A patio seating area has been established to the side of the entrance and is fronted by several low shrubs.

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

Entrance to the home is via a covered porch with external visitor bell and keypad entry for staff.

The porch contains postage-paid carehome.co.uk review/comment forms, a suggestions box, Springcare brochures, and a food hygiene rating 5 is clearly displayed. Healthwatch leaflets were also available.

Entry is into a spacious, comfortable reception area/hallway with seating. A visitors registration book is available together with displays of planned and past resident activities, various regulatory notices and registration certificates.



*A display of statutory notices in main hallway as well as the 'sign-in' register.*

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

There are two lounges: a larger TV lounge which was occupied by approximately six residents and staff; the smaller quiet lounge leads to a conservatory.

Friends and relatives can meet residents in these rooms or in resident's own bedrooms.

Representatives understand that visiting hours are flexible although Gosia said, *“Here at Sandiway Lodge we prefer to protect mealtimes in order to maximise resident interaction.”*

Relatives are welcome to stay over at times of illness or at end of life.

We also understand that Gosia tries to organise regular relative meetings but this proves difficult during weekdays. The last one was only attended by two people.

Gosia has plans to issue a newsletter and has asked family members to share email addresses to facilitate regular communication.

## **8.4 Internal physical environment**

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

Internal decoration is in keeping with the Edwardian style of the building but is in good order with extensive use of pastel colours.

Lounges, corridors and bedrooms are well carpeted, with laminate flooring used in the large, airy dining room.

Pictures and local photographs are displayed on walls. Lighting is good throughout the building - both natural and artificial.

The building was at a comfortable temperature.

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

The building smelt fresh and appeared clean throughout with minimal clutter.

A hand sanitiser was available in the entrance hall. Bathrooms, toilets and shower rooms were all in good condition and all appeared spotlessly clean.

Warning notices about the dangers of cross-infection and importance of hygiene were in evidence in toilets wet rooms, kitchen and the dining area.

### **8.4.3 Suitability of design to meet needs of residents**

Although being a large, old, somewhat rambling building, corridors at Sandiway Lodge were clear and with sufficient room for walking frames and wheelchairs.

Ground floor communal areas are level and easily accessible. A lift is available between floors. Ramps were used in upper levels to offset uneven corridor levels.

Bedrooms vary in size, the larger ones were very spacious, and thirteen in total are en-suite (toilet and washbasin). One bedroom has a bath.

Gosia explained that they carefully assess a resident's mobility before allocating some of the upper floor bedrooms.

## **8.5 Staff support skills & interaction**

### **8.5.1 Staff appearance/presentation**

Staff were all wearing clean uniforms and displayed name badges; nursing staff wear blue, carers white.

Carers serving drinks and biscuits were observed by Representatives to be wearing disposable aprons and gloves.

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

Gosia told us that Springcare always undertake a pre-admission assessment of potential residents to ensure Sandiway Lodge can meet their individual needs.

Staff are carefully pre-vetted with full DBS checks and undertake a 24 week probation period on appointment. All care plans have been rewritten since re-registration.

Staff interactions with patients were all observed to be courteous and friendly. One female resident said that the staff were all very kind and attentive to their needs - *"We are all treated the same, no favourites and always with respect."*

A second commented, *"There is always a good cup of tea if you want it. Nothing is too much trouble."*

Gosia stated, *"Sam and I are so proud of this place!"*

Sam added, *"We are passionate!"*

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

Communal rooms, bathrooms toilets and fire exits are all clearly marked. Resident bedrooms are marked with their names and with colour coded dots to denote mobility levels, special care needs etc. Extensive information is available in the main hallway.

## **8.5 Physical Welfare**

### **8.6.1 Appearance, dress & hygiene**

All residents in downstairs areas were seen to be fully and properly dressed and were clean and presentable.

Bathrooms are available on each floor with hoists. All residents require at least some assistance with baths, but we were told that most residents prefer showers.

A separate walk-in shower is available on the ground floor.

### 8.6.2 Nutrition/ mealtimes and hydration



Meals are freshly cooked on site by two chefs. The kitchen was clean and tidy. Menus are rotated on a four-weekly cycle. The daily menu is always published and is available on each table in the dining room.

Breakfast times are flexible, available whenever residents wish to eat. Alternate choices are always said to be available for lunch and other meals. A drinks trolley is served mid-morning and mid-afternoon, tea and coffee is available for visitors.

*The dining room is spacious with well-appointed tables and ample room for walking frames. Most residents take meals in the dining-room, but one prefers to eat in his own room.*



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

Current occupancy of Sandiway Lodge is 24 single residents of whom five are male. Ages range from 56 to 99 years old.

Three residents have learning difficulties. The home is not EMI registered but some residents have early-onset dementia.

**Staff rota patterns:** These involve five Care staff in the morning and a qualified nurse and in the afternoon it is four Care staff and a qualified nurse. Night-time cover includes two carers at night plus one nurse. Nursing assistants are in post but these are not on duty on a daily basis.

The manager and deputy manager are both registered nurses.

Residents are classed as 'fairly low dependency'. Agency staff; when occasionally used; are provided by Springcare's in-house service and repeat agency staff who are familiar with residents' needs are requested.

Gosia commented to us that she is, ***“Happy with staffing levels at current occupancy - although ideally would like an additional nurse.”***

Current Healthcare Assistants have a minimum of NVQ level 2 training and the Care Certificate. We were told that all receive additional training in specialist areas such as patient handling, mobility, continence and are encouraged to gain further qualifications. All training plans were said to be up to date.

General GP services are provided by Oakwood Medical Centre, Barnton. A mobility assistant visits every two weeks, a chiroprapist every six weeks.



***A hairdresser visits weekly using the in-house salon.***

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

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

Personalisation of rooms is evident through items of furniture, photographs, ornaments and other small objects. Residents are entitled to manage their own money although are recommended to use the central safe for security.

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

Most residents are not sufficiently mobile to venture from the premises alone although only one DOL\* is active. One current resident is a smoker who uses the garden. One resident likes a whisky at night. Wine can be made available at meal times subject to medical suitability.

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

Residents we spoke to appeared to feel safe.

Representatives understand that residents are regularly canvassed for their concerns or improvement suggestions and we saw evidence of this with a display of actions following suggestions made.

*A photographic display in the Hall/ reception area shows examples of actions taken in response to suggestions.*



#### 8.7.4 Structured and unstructured activities/stimulation



An activities co-ordinator works weekday mornings from 9.00am to 1.00pm, but was on holiday at the time of our visit.

We were told that Care staff cover planned activities in her absence.

A weekly programme is displayed which includes group and leisure activities.

The conservatory is generally used for activities. Music, dancing and coffee & cake sessions are particularly popular.

Healthwatch Representatives were shown folders of preceding activity programmes and photos of participation - These included Remembrance Day and Royal Wedding celebrations.

We were told that participation levels vary but approximately half of the current residents are considered to be regular participants.

The activities coordinator and staff will undertake one-to-one sessions with residents when necessary, eg playing cards, to ensure everyone has some stimulation.

The quiet lounge is used as a pamper room for residents waiting for the hairdresser which are always popular sessions.

A minibus is used on Mondays for outside visits - garden centres and their cafes are popular. One lady resident commented, *“I love to shop when it can be arranged”*

A scout group is coming to sing in the home at Christmas.

#### **8.7.5 Cultural, religious/spiritual needs**

St John’s Church in Sandiway visits regularly as does a Eucharistic Minister who brings Communion to R.C. residents.

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

The home has pleasant, quiet gardens front and back and an outside patio and seating area.

One gentleman commented that he appreciates having the garden, *“...especially as I don’t have to care for it, but it’s there to enjoy!”*

### **9. Observations**

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

- The management team are very open and clearly committed to the residents in their care
- All staff met were friendly and approachable
- Activities are varied and well documented
- Springcare Ltd appear to be very supportive of staff. Recruitment is coordinated centrally by the group HR manager who advertises and conducts CV searches, before referring applicants to Sandiway Lodge for interview.

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

Improvements observed at the previous CQC inspection of December 2015 appear to have been consolidated and further developed by the new management team. The home seems to be well run with a relaxed, welcoming atmosphere for residents, staff and visitors alike.

### **10. Comparisons**

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

Our observations on this visit do seem to suggest that individuals who are resident at the home are supported and encouraged to maintain independence where possible.

In regard to the CQC comments, current Management appears to be energized and well organized.

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

In contrast to the previous Healthwatch visit in January 2016, Healthwatch representatives on this occasion found the facility to be well decorated, clean and in generally good order.

The home was quiet with none of the noise distractions reported on the last occasion.

Springcare and the current Sandiway management team have obviously taken care to follow through with improvements.

## 11. Recommendations

- Maintain standards for the next CQC inspection. Good Luck!

\*The Deprivation of Liberty Safeguards (DoLS) are part of the Mental Capacity Act 2005. The safeguards aim to make sure that people in care homes and hospitals are looked after in a way that does not inappropriately restrict their freedom.

### Feedback from Provider of Service

*What a lovely report I am very happy.  
Sheila and Andrew were very professional and easy to talk too.  
It was a pleasure to showcase our home.*

*SAMANTHA FARAHAT - DEPUTY MANAGER - 21/11/18*