

Enter and View Report

Wealstone



Care Home Contact Details:

**Wealstone Lane,
Upton,
Chester
CH2 1HB**

Date of Visit: 17th September 2018

Time of Visit: 10.40 am

**Healthwatch Cheshire Enter & View Representatives: Jackie Lewis,
Neil Garbett**

Staff Present: Joy White - Home 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

Group: [Minster Care Group](#)

Person in charge: Joy White (Home Manager)

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

Type of Service: Care Home only (Residential Care) - Privately Owned , Registered for a maximum of 42 Service Users

Registered Care Categories*: Dementia • Old Age • Physical Disability

Admission Information: Ages 55+.

Single Rooms: 42

Rooms with ensuite WC: 7

Facilities & Services: Day Care • Respite Care • Convalescent Care • Own GP if required • Own Furniture if required • Pets by arrangement • Close to Local shops • Near Public Transport • Wheelchair access • Ground Floor Accommodation only • Gardens for residents • Phone Point in own room/Mobile • Television point in own room • Residents Internet Access

(Information taken from www.carehome.co.uk)

Latest Care Quality Commission* Report on Wealstone: The most recent CQC

inspection at Wealstone took place in ([March 2017](#)) when the home was then owned by Croftwood Care Ltd. At this time the home was rated as GOOD in all areas. The home has yet to be inspected under its new ownership.

Information from providers website: Wealstone has a separate page on the Minster Care site on this it mentions the home's extensive activities and events programme. Representatives are keen on this visit to to see examples and evidence of planned activity.

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

Wealstone is located in an urban suburb of Chester. Opposite the home there are mainly detached privately owned houses and adjacent properties include a school, a GP surgery, the local library and a park with features such as a newly refurbished pavilion and a Children's play area.

The home is positioned roughly ½ mile from a major hospital. Shops, including a supermarket, are a little closer but the walk back to the home is mainly uphill from these.

The home is surrounded by established trees and shrubbery planted behind a high brick wall which separates the property from the road and footpath.

Entrance to the home is via a private driveway signed as for Wealstone and Dorrin Park School. Though accessed nicely from the footpath this is not really a pedestrian entrance.



A separate pedestrian entrance is located further down the road. However, this is quite narrow and fringed with bushes that might be wet - not particularly wheelchair friendly.



On arrival Representatives found parking easy in front of the building.

It was noted that contractors were working on site - with a skip placed in one of the car parking spots.

We were greeted in reception by Joy, the manager, who was welcoming and offered Representatives a drink.

Representatives were given a brief tour of the building before roaming unaccompanied.

Joy explained to us that currently some rooms and areas were in the process of refurbishment and currently contractors were replacing floors in one area of the home.

As a result of this work taking place, she suggested that we would be unable to see a 'normal' day - particularly in the EMI unit as; because moving around the unit, was difficult/impossible whilst workmen were fitting the new floor; residents were pretty much confined to one area of the building - One of the larger lounges.

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 friendly welcoming, clean and bright, environment
- Staff appear to be responsive to residents needs
- Pleasant courtyard garden area
- Resident's views appear to be responded to

8. Detailed Findings

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

Even with contractors on site, the external environment and entrance to Wealstone was neat and tidy.

Entrance to the home is flat and accessible.

Wealstone is a single storey home, laid out around a courtyard area. It features a specialist eleven bed household providing advanced support for older people with Elderly Mental Illness (EMI).

In total up to 42 residents can be catered for and on the day of our visit 39 were being cared for with 17 of these in the EMI unit.

Representatives understand that nine of the rooms have en suite facilities and all rooms have TV points.

Access into the building is through reception into a hallway near the manager's office.

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

Our initial impressions of the home were very positive. The environment appeared clean and calm.

Located near the main entrance - a convenient seating area provides a pleasant space for a visitor. This area had tea/coffee making equipment that was free to use.

The manager was aware of Healthwatch. Joy told us that she had been expecting a visit following receipt of our initial correspondence letter.

8.3 Facilities for and involvement with family/friends

There are a number of quiet areas and lounges around the home that can be used for this purpose. Tea and Coffee is provided for visitors in a small seated area near the main entrance. In the EMI unit space was a little more restricted but this was partially a result of contractors being busy on site.

Staff told us that if a relative came to visit they would often go to a different area of the home to chat and catch up.

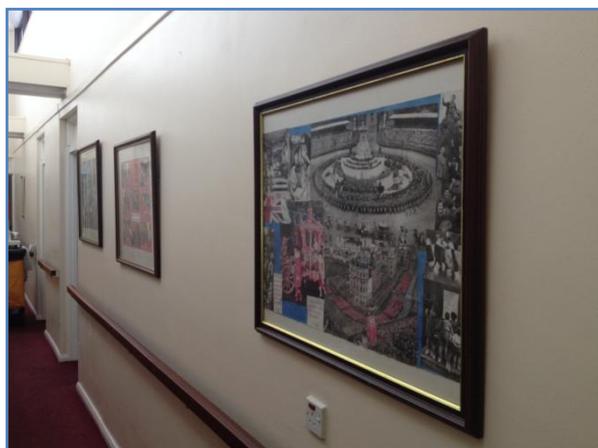
8.4 Internal physical environment

8.4.1 Décor, Lighting, heating, furnishing & floor coverings

Representatives felt that the decoration throughout was of a high standard. We were particularly impressed with a number of artwork displays in the main corridor consisting of pictures that formed a montage of memorable happenings and events.

The home was warm and all furniture looked clean and appeared functional. The home benefits from larger lounges but also has a number of quiet seating areas scattered in different parts of the building.

Lighting appeared good throughout. The design of the building allows for plenty of natural light to stream in, however, where electric lighting dominated natural coloured bulbs had been used to give a feel of brightness.



A photograph showing part of the corridor display of memorabilia artwork - items and photographs.

8.4.2 Freshness, cleanliness/hygiene & cross infection measures

The home appeared to the visitor as clean, tidy and free from clutter. A number of cleaners were observed working at the time of our visit. Hand sanitisers were available.

All areas smelled clean and fresh.

8.4.3 Suitability of design to meet needs of residents

A welcome feature at the home is that its design allows for a number of bedrooms to benefit from a door providing access to the secure garden/patio area or the courtyard.

There are three lounges around the building, an activities room (which was not being used during our visit) and pleasant gardens to relax in. On the day of our visit no residents were using this facility. There is a large dining room but if residents prefer, they can choose to eat in their own room.

Signage throughout the building was very clear.

Wall switches appeared to be at the correct height.

Communal areas allowed for designed to be flexible in terms of furniture movement - this allows for flexibility when an activity was organised and provides for differing room layouts.

Both baths and showers are available for residents. We were told by the manager that most residents preferred to have a shower although a small number insisted on at least one bath a week. She commented, *“We will organise and help, whatever the residents preferences are.”*

Loop systems are available to use for those with a hearing problem.

8.5 Staff support skills & interaction

8.5.1 Staff appearance/presentation

Staff appeared as polite, warm and friendly and were mainly dressed in ‘T’ and polo style shirts.

8.5.2 Affording dignity and respect/Approach to care giving

Care observed by Representatives appeared good with staff demonstrating kindness and responsiveness to residents needs. Conversations were clear calm and precise. Resident’s dignity did seem to be respected.

8.5.3 Effective communications - alternative systems and accessible information

The manager told us that currently no residents needed this support, however measures were in place to provide support if required.

8.6 Physical Welfare

8.6.1 Appearance, dress & hygiene

All residents we saw outside of their own room were well dressed in appropriate daywear clothing.

Laundry - Clothes are laundered in house. We were told that most residents had their clothes labelled to avoid distribution errors.

8.6.2 Nutrition/ mealtimes and hydration

Residents commented that they enjoyed the food. All that we spoke to were extremely complimentary about the food.

Representatives viewed the menu options in detail and felt that actually was quite basic with either fish finger, beef burger or a pasty as a main option.

We were told that salads are available at lunchtime as well as soup and sandwiches. One of the residents commented to us that they thought the food was, ***“Very nice here.”***

Another commented that, ***“The chef makes things ‘specially for me as I have no teeth.”***

In the dining room things appeared set out nicely with place settings and napkins. Visitors may stay for meals at a cost of £3 per meal.

We were told that unlike many care homes that served the main meal in the middle of the day, residents at Wealstone preferred to have their main meal early evening. A snack (e.g. soup and sandwich) is served at lunchtime.

Drinks are available throughout the day and wine is served at mealtimes.

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

The manager told us that most medical support is provided by GPs from Northgate Surgery and that only one resident in the EMI household was registered with a different local GP.

Residents new to the home were allowed to keep their own GP as long as the practice was local. Generally a GP visits each Wednesday but additional visits are provided as required.

Other visits from health professionals include district nurses, health visitors, physiotherapists and incontinence advisors.

The manager discussed end of life care with us commenting that it seemed more appropriate that residents were allowed to pass peacefully at the home - avoiding the stresses of hospital admission.

When asked about the red bag scheme Joy told us that she ***“Felt it a good scheme but sometimes the bag has not been returned. We have had similar problems with DNR* paperwork.”***

(* Do Not Resuscitate)

Representatives were informed that an optician makes regular visits to the home

and care staff are involved in maintenance and cleaning of resident's hearing aids.

8.7 Social, emotional and cultural welfare

8.7.1 Personalisation & personal possessions

Representatives understand that residents are allowed to personalise their own rooms with individual decorative items, pictures and small pieces of furniture. From the views we had into rooms through open doors this did indeed seem to be the case.

8.7.2 Choice, control & identity

Representatives did feel that Residents were able to make choices in relation to their care. The manager told us that regular meetings

8.7.3 Feeling safe and able to raise concerns/complaints

We were told that the home has a complaints policy but that most issues can be sorted out quickly following informal discussions. Representatives spoke to three residents on this topic and all commented that they felt that if they were concerned about anything they would be listened to and things would be acted upon.

Residents meetings have been held and following these decisions have been made on menu choices and planned outings.

8.7.4 Structured and unstructured activities/stimulation

Month		September		Year 18		
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1 Hire shop 8.30 side	4 Church Service 11.30 AM	5 Walk to Recreation & Library 11 AM	6	7 Pub Lunch	8 There are cases which could bring available funds at any time	9
10	11 Dominoes & Bingo	12 200 CAR & LUNCH 11.15 AM 12.15 AM 1.15 AM 1.15 AM 1.15 AM	13 Dominoes & Board Game 10.30 AM	14 Coffee morning for Bingo 2 PM	15	16
17 Board game 10.15 AM	18 ACT Club 11 AM	19 200 CAR & LUNCH 11.15 AM	20 Trip to Blackpool	21 Bingo & singling out Student	22	23
24 Coffee morning 10.30 AM	25 Piscine Swimming 11 AM	26 Halloween	27 ACT Club 10.30 AM	28 Singling out Student	29	30
31 Bingo 2 PM						

A laminated board is used to show the monthly activities programme.

On the day of our visit a board game session was planned.

The home has a monthly activities programme with events organized on most days. The manager said that employed activity co-ordinators regularly speak to others in a similar role at other Minster care homes and this helps to facilitate a sharing of ideas for activity.

We were told that members of the local school are regular visitors and residents

are sometimes invited to the school for afternoon tea.

The local library at Upton is quite active in arranging events and residents from the home often attend these.

One resident mentioned to a Representative that he enjoyed reading greatly and was able to go to the nearby library to change his books.

The activities programme appears to allow for some flexibility. For instance, at the time of our visit residents in the EMI unit (who because of the floor work going on had to use just the one lounge) were involved in a quiz - with stimulation and encouragement from staff.

Representatives understand that one resident goes out once a week to a local bingo.

8.7.5 Cultural, religious/spiritual needs

The manager told us that Holy Communion is organised by local clergy once a week and the home is regularly visited by church groups and singers.

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



The home benefits from having a lovely courtyard garden (pictured above) with a wide selection of plants in tubs and borders as well as a small water feature. The garden area is well maintained with a number of seating areas provided - some in shade, some in full sun.

The manager told us that during the summer months the garden area is often used for activity sessions.

9. Observations

9.1 Elements of observed / reported good practice

- Residents seem to have a choice over their care and living environment
- Staff friendly and interactive with residents.

9.2 Other observations / findings of note applicable

Workmen on site appeared as showing respect for residents who were having to essentially move through their workspace - e.g. to access toilet area.

10. Comparisons

10.1 Comparisons of observations against providers website

From observations and comments received on this visit it appears that the home is meeting the objectives outlined on the Minster Care site.

10.2 Comparisons with previous Healthwatch visit (s) where applicable

Healthwatch visited this establishment in [September 2015](#) and made a number of recommendations - It appears these have been acted upon.

11. Recommendations

- Extension of artwork displays to include more examples of resident's artwork and craft.
- Further strengthen links with local organizations and schools and other care homes within the local geographical area.

Feedback from Provider of Service

We were very happy with the arrangements/requests prior to the visit.

We welcome any feed back or advice given and I feel that these visits are very important as to ensure that all needs are being met for the residents.

We were happy with the report content.

Joy White, Home Manager - 29/10/2018

