



ENTER AND VIEW

Essington Manor Care Home

Part of the Healthwatch Staffordshire remit is to carry out Enter and View Visits. Healthwatch Staffordshire Authorised Representatives will carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows Authorised Representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation – so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand. Healthwatch Staffordshire Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Staffordshire safeguarding policy, the service manager will be informed and the visit will end. The Local Authority Safeguarding Team will also be informed.

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Provider Details

Name: Essington Manor Care Home
Address: 41 Broad Lane, Essington, Staffordshire. WV11 2RG
Service Type: Residential Care Home
Date of Visit: 11th July 2017

Authorised Representatives

Name: Chris Ralston **Role:** Author
Name: Val Emery **Role:** Observer
Name: Pauline Blackmore **Role:** Observer

Purpose of Visit

CQC visited the home in January 2017 and although the home was rated as good in some areas, a small number of areas required improvement.

The CQC report highlighted an apparent lack of activities available to residents. Additionally, the CQC advised that they could not be sure the needs of people living with dementia had fully been considered

The methodology to be used is to;

- Talk to residents about all aspects of their care and whether this is delivered in a way that promotes their dignity and independence including the ability to make choices about their daily lives.
- Talk to residents about staffing levels and whether they feel safe with the level of the care provided
- Talk to relatives, if they are available to ask if they are happy with the care provided to their relatives and whether they are aware and feel able to report any concerns/ complaints
- Speak to staff about training, turnover, support, staffing levels
- Observe interaction at all levels between residents, staff, manager, and visitors
- To observe the interaction between staff and residents

Physical Environment

External

The outside is very well maintained with car parking at the front. There is a very well maintained garden at the rear with an outside sitting area for the summer. The entrance is well signposted, easily accessible with a bell and CCTV.

Internal

There are two large properties on one site, Essington Manor and Foxwood House which are run under the same management as Essington Manor Care Home. They have recently completed an extension which links the two buildings. Internally the home is immaculately decorated with well-maintained fixtures and fittings. Residents rooms are large with en-suite facilities and residents are encouraged to bring in their own furniture etc. There are call bells within easy reach in all the rooms. There are two separate kitchens and dining rooms at present, but these may be amalgamated at some stage in the future. A large conservatory overlooks the lovely garden. The whole home gives an air of calmness and care. There is a visitors book and the home is clutter free.

Resident Numbers

There are 22 residents in Foxwood and 19 in Manor with 1 vacancy in each. There are 2 respite places. Most residents are self-funded.

Staff Numbers

There is 1 Manager supported by 2 Deputy Managers

There are 5 carers, one of who works between the Manor and Foxton

There are 2 cooks and 4 catering assistants between the two kitchens

There are 2 domestic staff

There is 1 Maintenance person

There are 2 new Activity Coordinators (recruited since the CQC visit earlier this year)

There is 1 Administrator

District nurses visit daily to administer insulin. A Doctor visits weekly or when needed.

Shifts are 12 hours long

Agency Usage

We were advised that the home does not use agency staff unless an absolute emergency and that regular staff cover annual leave and sickness if possible.

Resident Experiences and Observations

Residents ages range from 65 to 107. All the residents we spoke to were full of praise for their care and said that staff were friendly and caring. There was a very good rapport between staff and residents with respect on both sides. Residents were all very well dressed and well turned out. The residents all have care plans which are tailored to their needs. They were handled with care when needed.

The residents appreciated the weekly hairdresser / manicurist visits, which take place over three days a week. The home has a contract for a local taxi firm for use if a resident has to go out to a medical appointment - this is paid for by the resident or relatives. A member of staff accompanies the resident if a relative cannot go.

The residents commented that they have noticed a difference, now having an activity programme, as previously the days could be quite long, but the programme is beginning to address this very well.

Family and Carer Experiences and Observations

Family members spoken to were very supportive of the home and care, but did think more activities would help some who were “feeling bored” This however is being addressed by a new activity programme and two new activity coordinators which does appear to be a positive step.

The relatives said they were made to feel welcome in the home and could visit at any time they liked and could sit with their relative in their room if preferred.

Relatives receive a monthly report from a key worker keeping them informed of their relative.

One relative thought her mother would benefit by having someone to talk to. We understand that this is being addressed as now that there is ease of movement between the buildings her mother would be able to visit the other building where a suitable companion resides and they will be able to spend time together.

Activities

A lack of activities had been highlighted in the CQC report earlier in the year and this was addressed by the recruitment to two new Activity Coordinators. We met one of the new Activity Coordinators who was enthusiastic about introducing new activities for the residents, with some really good ideas going forward. They were having one to one sessions with residents, were creating Memory Books and had started a reading group. Residents do get taken out if they would like to go shopping and more outings are in the process of being planned. Birthdays and special events are now being catered for.

Catering Services

There are two cooks at present with two kitchens. There is a daily choice of meals on a four week rolling menu and there are pictures on the wall in the dining room to help residents make their choice. Special diets are catered for and food consumption and weight is monitored daily and monthly respectively. The food looked very appetizing and well presented. Drinks were available throughout the day. Residents are supported to eat and drink if required, although some relatives do come in to assist their relative. There are different coloured plates and cups which are of assistance to residents living with dementia.

Staff Experiences and Observations

We were welcomed warmly. The Manager was on leave and we were shown round by an assistant.

Staff have regular training updates and monthly staff meetings discuss any issues for training. The training is provided by outside trainers from the local college and by the Manager. Staff are encouraged to attend courses that they think are relevant. Staff felt supported by the management and felt that they could discuss any issues with the management.

The staff felt that there were sufficient staff cover and they was usually extra assistance available if necessary as one carer floated between the two units.

Summary, Comments and Further Observations

This is a very pleasant, caring home, spotlessly clean with dedicated staff, most of whom have been there for a few years at least.

This is a well run home, a two way situation where both staff and management support one another.

Relatives were supportive of the management and staff.

The meals looked appetising and well prepared.

There is a lovely calmness about the home and residents are encouraged to treat it as they would their own home and therefore there are no restrictions unless there are any safety issues.

It is good to see the high priority that is given to training and updates.

Recommendations and Follow-Up Action

We would suggest that residents who can enjoy conversations could be put in the same area which would enrich their quality of life. Now that the homes are joined, maybe a little more interaction between residents with similar interests could be arranged.

More group activities would be appreciated by the residents and we understand that this type of activity is being planned by the new Activity Coordinators.

It would be of interest to follow up with another visit in approximately six months time to see if the new activities have positively affected the residents.

We trust that the home will keep up the good work that is evident in the home.

Provider Feedback

No Feedback was received by the provider

DISCLAIMER

Please note that this report only relates to findings we observe on the specific date of our visit. Our report is not a representative portrayal of the experiences of all residents and staff, only an account of what was observed and contributed at the time.