

Healthwatch Cheshire West Enter and View Report	
Enter and View Visit to	Beeston View Memory Lane Community Rode Street, Clotton, Tarporley CW6 0EG
Date	4 th March 2015
Authorised Representatives	Denise Pritchard, Margaret McDermott, Richard Berry and Caroline Jones
Staff Present	Suzanne Owen - Manager
Background	Owned and operated by Barchester Healthcare Homes Limited Beeston View is a purpose built care home for people living with dementia which also offers respite care. It is located on the same site as Iddenshall Hall, a care home also owned by the same company. Providing Nursing and residential care, the facility has 48 rooms, all en-suite (with shower) of which 46 were occupied on the day of our visit. Specific dementia nursing is on the first floor that has 24 residential rooms equipped for purpose. Both Beeston and Iddenshall are surrounded by actively farmed land.
Overall Impression	This was one of a welcoming, calm, efficient, caring environment. Representatives felt that the home was spotlessly clean, decorated to a high standard in pleasant colours and that no odours were evident. Representatives felt also that there appeared a good system for centralised record keeping, a diverse four weekly menu and a good staff training programme. Activities co-ordination seemed good. Care plans also seem well organised and were evidenced by Representatives.
Any ideas or suggestions for improving service?	We discussed this with the General Manager who told us of problems in recruiting qualified nursing staff (however, we believe this to be a nationwide issue). New dining room chairs are on order. The upstairs kitchen is to be removed and overall communal areas are to be upgraded. Representatives feel that extending the laminate flooring in the dining room would improve the environment. The home would like to see improvements allowing a more timely turnaround of the DoLS by the Local Authority.

Environment

Representatives summarised this as - pleasant, caring, comfortable surroundings with a visually stimulating environment.

Residents certainly appeared contented in their surroundings.

The reception area was well equipped and welcoming - information for visitors, visitors' book and complaints procedure all clearly visible.

Information boards provided in reception and on both floors were well populated.

There is a daily activities plan (displayed on a separate board) on each floor.

Each floor had a lounge and dining room (well laid out) and various themed small sitting areas overlooking the gardens.

The first floor had a secure veranda overlooking the gardens - available for residents under supervision of a care assistant.

Gardens were well maintained, spacious and very pleasant. Two areas were secured so residents were able to come and go at will. Representatives evidenced this usage.

The interior space, colours and bedrooms are all designed to help with difficulties associated with dementia. Striking colour contrasts, reminiscence aids, differentiated resident doors and appropriate signage were apparent.

Both ground and first floors also had two bathrooms each which were spotlessly clean and well equipped.

A central laundry is based at Beeston View, covering both Beeston View and Iddenshall - Authorised Representatives noted that this was both clean and efficient and in operation seven days a week.

Hand sanitizer points are available at all access points. A member of the housekeeping team explained that the mops are colour coded for specific areas and sanitised after five rooms had been cleaned.

Health and Wellbeing

Staff were welcoming and friendly. The Manager has an open door policy.

Good team working was evidenced. Team Representatives meet every morning at ten o'clock to share information.

Staff have access to the current Manager out of hours if necessary.

Drug rounds are undertaken five times daily and supplied in blister packs on a contract from Boots. An ex-army offshore medic was responsible for the medication and records on the day of our visit. From the secure medication trolley, we evidenced staff administering residents' medication with consideration and dignity.

Total staff equates to 85 across both sites of the site and are peripatetic as required. At Beeston View a typical care staffing ratio would be:

- Ground floor -
 - Daytime - one senior care assistant + three Health Care Assistants (HCA)
 - Night-time - one senior + one HCA.
- Upstairs -
 - Daytime - one senior + four HCAs
 - Night-time - one senior + two HCAs.

We were told that all staff undergo a standard three to five day induction including a

thorough education on dementia and 'memory lane' dementia.

Training is undertaken in a dedicated barn area by one full time and one part time Barchester employed trainers. An external assessor for this comes in on a four to six week basis. Staff are encouraged to undertake additional NVQ training.

All staff receive fire training as part of the induction process; supported by refresher training every six months. The Fire Marshal undertakes daily, weekly and monthly checks as appropriate.

We talked to ten members of staff including those employed in care, nursing, laundry, kitchen and housekeeping - all reported that they were well treated; were happy in their work, and felt well trained and had every opportunity to undertake additional training if they so wished.

Representatives understand that visits of potential residents are encouraged prior to decision making and as part of the pre-admission process.

We evidenced care plans of residents - these were up to date, well populated and personalised. They are updated at least once a month on a planned system. Evidence indicated that all residents are weighed monthly - more frequently if required via the personal care plans. If necessary their food and fluid intake are monitored.

The complaints procedure is clearly visible in reception and a full record of the complaint and action taken is available in the complaints file (evidenced). This information is then computerised and shared within the group.

The DOLS lead is the current Manager and Assistant Manager. In October 2014, 46 applications were lodged with the Local Authority. On the day of our visit only five certificates had been received.

We spoke to the Chief Chef and his Assistant. The kitchen was well equipped and spotlessly clean. Menus are rotated on a four weekly basis. A five star hygiene rating award was noted. Dietary requirements are catered for and are in the individual care plan. We understand that residents are able to request individual items of food not necessarily on the menu for that day.

We were informed that fresh food is provided via group contract from a company based in Knutsford and all food is cooked fresh on site.

Residents can eat in the dining room or their own room.

We were told that staff encourages individuals eating on a one-to-one basis where necessary. We evidenced this with residents being gently encouraged with respect and dignity to go for a meal. Upstairs care assistants were supported by the activity assistants in supporting feeding.

Other services provided at the home include Chiropody, hairdressing, physiotherapy, visiting GP (residents are able to stay with their own GP if possible), dentist and optician services.

A nurse practitioner visits twice weekly to deal with minor problems.

Activities and Community Links

We were informed that each week 100 hours of activities are provided across both sites - by one Activities Co-ordinator and two Assistants. Residents also go out in the mini-bus to various local places of interest. Activities on the day of our visit included PAT

dogs and arm chair exercises.

We were informed that an Assistant co-ordinator's position is currently vacant and the position is currently out to advertisement.

Staff also make a point of having coffee breaks with residents and also eat their meals with them. In the barn they hold coffee mornings and tea parties and try to involve local people to help with the problem of isolation.

The home has a positive pet policy and family pet visits are encouraged with one resident in Iddenshall having her own dog.

Joining in activities is limited, in some instances, due to the nature of the residents' health and lack of mobility.

Regular quarterly meetings are held with residents and relatives which gives confidence of good communication and consultation. Next meeting scheduled 23rd March as evidenced by a poster on the notice board.

Feedback

We spoke to four relatives all of whom had positive comments in relation to the standards of care of their loved ones. One of the residents had been moved from another care home where he had been admitted to hospital with dehydration.

One relative had made a formal complaint in relation to an excessive number of flies being evident during the summer months. Representatives understand that this is being dealt with as an on-going problem by the management.

Additional Comments

None

Feedback from Provider of Service

A friendly team, who appeared realistic and very communicative.