



## Enter & View Report

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### Care Home: Caldly Manor Care Home

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Service address: Caldly Wood  
Wirral  
Merseyside  
CH48 2HY

Tel 0151 368 2439

Service Provider: Barchester Healthcare

Date : 21/11/18

Authorised representatives: Piara Miah  
Mary Rutter  
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## Acknowledgements

Healthwatch Wirral would like to thank the management, residents, carers and staff at Caldy Manor Care Home who spent time talking to us about the home.

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

The visit also takes into consideration the fact that some of the residents spoken to may have an illness and/or disability, including dementia, which may have an impact on the information that is provided.

## What is Enter and View?

Part of the Healthwatch Wirral work programme is to carry out Enter and View visits. Local Healthwatch Representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement.

The Health and Social Care Act 2012 allows local Healthwatch 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 use the service first hand.

We are also working in partnership with Local Elected Members. In order for Elected Members to see a Care Home “in action” we will be conducting a series of short visits. These visits will comprise of a Healthwatch Wirral Staff Member or volunteer and an Elected Member and will be called ‘Green’ visits. The Elected Member will not be from the Constituency that they represent at Local Government

If there are any issues/concerns which arise during this visit then this could result in a follow up visit by Healthwatch Wirral Authorised Representatives.

### **Type of E&V visit undertaken**

Green visit

### **Methodology**

The visit is not designed to be an inspection, audit or an investigation, rather it is an opportunity for Healthwatch Wirral and Elected members to get a better understanding of the service by seeing it in action and talking to staff, service users and carers/relatives. If during a visit Healthwatch Wirral identifies any aspects of a service that it has serious concerns about, then these concerns are to be referred to the appropriate regulator or commissioners of the service for investigation or rectification. Any safeguarding issues identified will be referred to the Local Authority or Commissioner for investigation.

The rectification of less serious issues may be directly with the service provider on the day.

The Green visits are a snapshot view of the service and findings are reported based at the time of the visit.



Enter and View visits are conducted in accordance with Merseyside Safeguarding Adults Combined Board's principles and procedures. Information will be shared accordingly in order to safeguard adults at risk on Wirral and promote quality of local services.

## Discussions, findings and observations

### General Profile of Service

Caldy Manor Care Home is a Grade 2 listed building set in its own grounds located in the quiet village of Caldby. The home provided residential care and expert care in dementia for up to 35 people. At the time of our visit there were 15 people living at the home.

### Discussion with Manager

We were welcomed by the activities co-ordinator who asked us to sign in and take a seat in the reception area. We were introduced to one of the Barchester Healthcare Quality Team who visits Caldby Manor every 3 months to monitor and support the home. The Manager joined us to have a comprehensive discussion about the home.

We were informed that Barchester Healthcare have 247 Homes nationally.

Caldy Manor has a 5 bed EMI unit called Memory Lane on the lower floor. This unit is provided for residents who require more support from staff with their daily living requirements.



There were 3 people with dementia residing in the unit at the time of our visit.

The home also provides accommodation across 4 floors.

The Manager reported that marketing the home can be difficult as the Local Authority will not allow them to place a sign on the main road informing the general public exactly where the home is located.

Because transport services are not very good in the area the home has its own company vehicle to enable residents to go out.

The Manager was very proud to report the homes achievements in national Care Home and Dementia Care Awards.

We were informed that the home opens its reception facility for the emergency services and community clinical professionals to drop in to have a break and a 'coffee and cake'

The Manager explained that anyone (but mainly anyone who is on their own and elderly) from the community can join them for a free meal on Tuesdays.

The home holds events throughout the year and also invites local schoolchildren to come in and meet the residents. We were told that this is mutually beneficial for the residents and children. The children naturally move and motivate some of the more reserved residents to come out of themselves and enjoy the visits.

It was reported that a local GP Practice look after residents and conduct a weekly ward round.



### **Resident meetings**

We were informed that resident and relatives meetings are held regularly and that one resident acts as an ambassador for the home. Residents are encouraged to use the Skype IT solution to contact their relatives.

### **Staff and Training**

Staffing levels at the home are:-

During the day - 1 or 2 seniors plus 3 Care Assistants.

At night - 1 senior plus 2 Care Assistants

The General Manager and Deputy are supernumerary.

Staff turnover is low with many employees having been in post for a long time.

Staff shortages are managed by using their own staff or bank staff.

The Manager stated that staffing levels are adequate to provide safe care to residents and levels would be adjusted as residents needs change.

It was reported that staff receive comprehensive training including mandatory subjects.

The home also provides the '6 Steps End of Life Training Programme with accreditation.

Training is delivered by e-learning, on site and by operational trainers.

Staff are appraised twice yearly and receive supervision every 3 months.



### **Teletriage**

This home also participates in the Tele-triage System Scheme. The scheme, created through a partnership between the NHS, University of Cumbria and Wirral Council provides the home with iPads.

The iPads act as a single point of contact between care home staff and senior nurses whenever a resident falls ill with the ability for nurses to seek a second opinion from specific clinicians if necessary.

Instead of dialing 111 when a resident falls ill, trained staff are able to contact a senior nurse at any time of day or night.

The iPad's camera together with information provided by staff (who are trained to take blood pressure, oxygen saturation levels and temperature) will enable the nurse to help diagnose and recommend treatment.

### **Complaints**

Caldy Manor has a Complaints Policy that all residents and their families understand. Complaints are managed in line with the company policy and procedure.

### **Medication**

It was reported that medication is stored in the Clinic Room and is managed and administered by trained staff. The home has a Controlled Drugs Policy in place.

### **Nutrition and Hydration**

Dietary intake is monitored by using MUST tool. Residents are weighed when they come to the home and their weight is regularly monitored and recorded. When applicable, dietary supplements may be provided.

All staff are aware of the importance of adequate nutrition and hydration for residents and staff are on hand to assist residents with



their dietary needs. Residents are given a good choice of food and staff know individual preferences.

### **Activities**

The home has dedicated Activities Co-ordinator who arranges a good selection of person centered activities and events within the home.

### **Safeguarding**

We were informed that all alerts are reported to CADT and CQC, are documents and investigated and outcomes are used, if necessary, to improve the quality of experience for residents.

### **Care Plans**

The Manager reported that care plans are holistic and person centered. They are regularly reviewed and updated.

### **DOLs and DNARS**

The home follows legal procedures and best practice guidelines

### **Falls**

Falls are managed by staff looking at care needs, observing mobility, monitoring nutrition and hydration and conducting medication reviews. All incidents are documented in the care plans.

### **Pressure Ulcers**

Any occurrence of pressure ulcers are managed by working in conjunction with the District Nurses and the Tissue Viability Team.

All incidents are documented in the care plans.



## **Quality Systems**

Barchester Healthcare monitor the quality of the services provided at their homes by sending a member of their Quality Team to visit and support their homes every 3 months. They also send in a 'Mystery Shopper' to assess the service provided.

Caldy Manor conduct their own quarterly Quality and Health and Safety audits, monthly staff and resident audits and interview residents for feedback.

## **Environment -**

The home felt comfortable, bright, clean and fresh. The furnishing and décor was to a high standard and specification throughout Caldly Manor.

## **Reception**

There were plenty of notice boards displaying statutory notices, current information and photographs of residents enjoying activities in the reception area. Also displayed was a schedule of events. The hand sanitizer was available for staff and visitors to use in this area.

## **Corridors**

Equipment was stored safely and the corridors were free from trip hazards and obstruction.



## **Dining Room**

At the time of our visit lunch was being served in the dining room. The room was light, spacious and airy. The dining tables were nicely presented with linen tablecloths, napkins, silverware and china crockery.

The atmosphere was relaxed and social.

Menus were displayed which showed that residents have a choice at meal times.

Staff were observed eating with the residents and assisting them if required. The food looked appetizing and was presented well. Staff informed us that snacks and drinks were readily available all day.

## **Lounge**

The furniture in the large communal lounge was placed to allow plenty of space to enable residents to manoeuvre around the home safely. The room was furnished and decorated to a high standard in keeping with the style of building. It looked comfortable and homely and residents appeared to be enjoying the activities.

The Activities Co-ordinator informed Healthwatch that they enjoyed working with the residents and that activities were person centered. Healthwatch representatives observed a robotic dog and cat placed on the sofas in the lounge for the benefit of residents.

## **Bedrooms/Bathrooms**

Resident's rooms were of different sizes and most had ensuite facilities. A number of rooms could accommodate couples. All of the rooms were very well furnished. All beds were electrically controlled and call bells were within reach. It was evident that residents could personalize their room.



Residents, who did not have ensuite facilities, were provided with well equipped, clean and fresh bathrooms and toilet facilities on each floor. Some of the bathrooms were equipped to be dementia friendly.

### **Kitchen**

The kitchen had an environment rating of 5 and was furnished and equipped to a high standard. We were informed that the chef knew the residents and their food preferences well.

### **External areas**

The external areas included large gardens and patios which were well maintained. Garden furniture was provided for residents to enjoy the facilities. The home also participated in the 'Secret Gardens Event' held annually

### **Staff Observations:**

#### **Staff**

All of the staff were smartly dressed, very cheerful and fully engaged with the residents. Staff were observed treating residents in a friendly manner and with respect and dignity.

The Manager and staff knew the people they were supporting and the care they required.

Staff appeared to enjoy their work and were at ease with the residents.

#### **Residents**

All of those spoken to appeared cheerful and enjoying living in the home. Residents told us that they were happy with the food provided,

the activities and the level of staffing. They also informed us that they loved living at Caldby Manor.

### Conclusions

- All areas were well lit, tastefully furnished and decorated to a high standard. The home was fresh and clean and there were no unpleasant odours.
- Caldby Manor appeared to be well maintained and safe, however, the home had areas with intricate sets of corridors which may be difficult for residents to navigate.
- The atmosphere was happy and staff were friendly and enthusiastic.
- Staff appeared to be caring, respectful and approachable.
- Residents were actively engaged, appeared happy and looked well dressed and cared for.
- The home should be commended for their open door policy inviting the emergency services to drop in for tea or coffee on their break and inviting people, who may be socially isolated, to join the residents for a meal on Tuesdays.

### Recommendations/considerations

- Display Healthwatch 'Your Voice' leaflets to allow feedback to be gathered independently.
- Signage could be improved or made Dementia Friendly in the future to ensure that residents can navigate the intricate set of corridors in some parts of the home.



### Supplementary feedback from the provider post visit

Please will you send me some of your 'Your Voice' leaflets which I will be happy to display.

In relation to the signage. Residents who have memory loss are always accompanied by staff as they move around the building and new residents also receive substantial support to find their way around the building until they get their bearings.

### Healthwatch follow up action

Provide Manager with leaflets.

### Distribution of report

Healthwatch Wirral will submit the report to the Provider, Commissioner and CQC.

Healthwatch Wirral will publish the report on its website and submit to Healthwatch England in the public interest.

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