

Enter & View Report

Cressingham House Residential Home

19-25 Cressingham Road, Wallasey, Wirral, CH45 2NS
0151 639 4626

Authorised Representatives

Julie McManus, Elaine Evans

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What is Enter & 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.

Acknowledgements

Healthwatch Wirral would like to thank the management, residents, carers and staff at Cressingham House Residential 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.

Type of Visit Undertaken

General Profile

Cressingham Care Home is a large property situated in a residential area of New Brighton. Constructed in the 1930s, Cressingham House comprises of 4 terraced houses which were joined together to form the current facility. It is close to local amenities including shops, a cinema, a theatre and transport.

Type of Enter & View 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 a way that works in accordance with KLSW 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

Discussion with Team Leader

On arrival we met the Team Leader, who requested that we sign in and use the hand gel provided in the reception area before going to the office for a discussion about the home.

We were informed that the service is registered to provide accommodation and personal care, including

respite and end of life care for up to 16 people. At the time of our visit 11 people were living at the home.

The home is part of the range of services provided by the Christian organisation Keychange Charity.

Accommodation is provided on the ground and first floor. These areas can be accessed by stairs or chairlift. The top floor is provided for staff use.

The Team Leader reported that resident's care plans are person centred.

The home has recently moved from using paper records to electronic by recording information on the computer system and by using hand held devices. We were told that staff prefer the hard copy paper method as the information is easier to access than the electronic method.

We were informed that the home employs 17 staff including kitchen, domestic staff and a handy man. All staff help with activities for residents.

Activities include games, quizzes, crafts and outings. Once a month the local cinema puts on a Care Homes/

Dementia friendly showing with local companies and nearby restaurants supplying food for the residents attending.

It was reported that not all residents are keen to participate in activities.

The Team leader agreed that staffing levels are adequate to provide safe care for the residents.

Staff shortages are managed by using their own bank staff and occasionally agency staff.

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

All staff receive an induction, regular supervision and an annual appraisal.

Staff complete mandatory training as well as End of Life 6 Steps, The Care Certificate, NVQ and Dementia training. Staff access these courses on line.

Cressingham Care home has a Complaints Policy that all residents and their families understand. Management offer an open door policy for dealing with complaints or issues for both residents and staff.

It was reported that the home has a good relationship with healthcare professionals who look after their residents.

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.

Staff reported that the tele-triage is not as efficient as it

could be because, on some occasions, staff have been kept on line for a long time while the diagnosis and treatment is being decided. However, they did say it is very useful during the night.

Cressingham Care Home monitors the quality of the service they provide by conducting surveys and audits.

The home is currently looking at a programme of refurbishment in some areas of the premises.

Environment

The home felt comfortable, warm, bright, clean and fresh.

All areas were traditionally decorated and furnished to a good standard.

Call bells were situated within easy reach throughout the home.

There were plenty of notice boards displaying statutory notices, current information and photographs of residents.

At the time of our visit lunch had recently been

served. A menu was displayed in the dining room which showed that residents have a choice at meal times.

The home offers a menu to suit all resident's tastes and caters for residents with special dietary requirements. Menus are regularly reviewed with residents and the chef ensures that resident's tastes and desires are incorporated.

The dining room was spacious and well laid out. Slate table mats, with resident's names written on, were placed on the tables along with adapted cutlery were appropriate.

Staff informed us that hot and cold drinks and snacks are available throughout the day for residents.

We were informed that the dining room is due for refurbishment soon and the home intends to incorporate dementia friendly themes throughout the premises.

The lounge areas were decorated and furnished well and looked comfortable. There were double doors leading out to the patio area at the rear of the building.

The corridors and stairs were well lit and free from obstruction and trip hazards.

Bedroom doors were presented like a conventional front door and had dementia friendly signage. Residents are invited to choose the colour of their own door.

Resident's rooms viewed were of different sizes and styles and there were a couple of rooms that had their own lounge. They were bright, clean and furnished to a good standard. It was evident that residents could personalise their rooms.

The bathrooms and toilet facilities on each floor were clean, tidy, and furnished with specialist equipment for the safety of users. It was noted that the home had made an effort to make bathrooms dementia friendly with toilet seats in a contrasting colour.

The kitchen had been installed in 2009 and had an environment rating of 5. It was clean and well organized.

The external areas included a pleasant terrace with a

waterfall, raised beds and a bird house. The area was well maintained and safe.

Observations

Staff

Staff were smartly dressed in uniforms.

They appeared to enjoy working at the home and were observed treating residents well and with respect and dignity.

Residents

Residents told us that the staff “are the best”

“We get well looked after”

“We have a good laugh”

“The food is nice and tasty”

“I am very happy here”

Conclusions

- All areas were fresh and there were no unpleasant odours
- The atmosphere was homely and welcoming
- Staff were friendly and enthusiastic

- Staff appeared to be caring, respectful and approachable
- Residents looked well cared for and happy

Recommendations & Considerations

- Continue with programme of refurbishment to include a Dementia Friendly environment
- Display Healthwatch ‘Your Voice’ leaflets to allow feedback to be gathered independently

Healthwatch follow up action

None

Supplementary feedback from the provider post-visit

During the past 12 months we have had a lot of new innovations introduced to the home, they are as follows:

We now complete training on line with a company called ACC before this was introduced training was delivered in- house, staff are now responsible for ensuring that they complete this and this is monitored by the manager.

The Tele-Triage system has been introduced to several homes on the Wirral to prevent unnecessary admissions to hospital, this is still being monitored and changed accordingly as problems arise, it is and will get better with time and as staff get used to using this system.

The electronic care plans have been introduced and because our paper ones were so comprehensive it has taken a lot of time to transfer information from one format to the other, we are all learning and embracing the new plans.

We have become part of the Centre for Creativity & Innovation (Ladder to the Moon) which encourages staff to be spontaneous in their delivery of activities. This has been a lot to introduce to the staff over quite a short period of time but I am fortunate that most of the team have been very positive and can see the benefits in the long term of moving forward with new technology which ultimately will assist us to deliver care which is “Safe, Effective, Caring, Responsive and Well Led”

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.

Glossary

- » **CADT** - Central Advice and Duty Team
- » **COSHH** - Control of Substances Hazardous to Health
- » **CQC** - Care Quality Commission
- » **EMI** - Elderly Mental Infirm
- » **KLSW** - Knowsley, Liverpool, Sefton, Wirral Safeguarding Board