



# Stockport Local Involvement Network

Appleton Lodge, Bredbury

Care Home Visit

Tuesday 17<sup>th</sup> September 2010

A report compiled by the Stockport Local  
Involvement Network

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## What is the Stockport LINK?

**The Stockport LINK is a network of groups and individuals from across Stockport coming together to ensure that health and social care services are planned and delivered to meet the needs of the people that use them.**

### The LINK will:

- **Find out what people like and dislike about health and social care in Stockport.**

We are always here to listen at the LINK Support Office, if you know of a wider health and social care issue in Stockport, let us know. The LINK is proactive in producing questionnaires and feedback forms that are circulated around the Stockport area for a wider balanced view.

- **Suggest ideas to help improve these services and consider specific issues of concern to the community.**

Because the LINK is made up of Stockport residents, these issues and the ideas to help tackle them are being formulated by you and people representing you. The LINK wants to hear about your experience of health and/or social care services in Stockport.

- **Visit premises in Stockport where care is provided or those providing care to Stockport residents.**

This is called Enter & View, and is undertaken by trained LINK members. Authorised LINK members can visit care premises to view the quality of care, write a report and feed back to both the organisation providing the care and the wider public.

- **Work with and influence those who make decisions about new services or existing services to help make them better.**

The LINK has the power to make statutory bodies listen; they are under an obligation to respond to LINK requests and reports within a given amount of time, meaning that the LINK can really make a difference.

- **Be flexible, providing many opportunities and different ways in which you can get involved.**

One of the great things about the LINK is that you can be as involved as much or as little as you like. From being a Core Group member, attending meetings, participating in Enter & View, participating in subgroups or you can simply choose to receive the Newsletter or provide us with your feedback. The choice is up to you.

## **Appleton Lodge**

**14<sup>th</sup> September 2010**

**Report from:** Stockport LINK Enter & View Team

**Visiting Members:** Jean Mycock, Joyce Drummond and Dorothy Roman

**Report to:** LINK Core Group

**Report Date:** November 2010

**Subject:** Informal Visit

**Appendix i:** Star Ratings used by the Care Quality Commission

**Appendix ii:** Menu given to the representatives

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### **Introduction**

#### **Appleton Lodge**

Appleton Lodge is owned and run by Southern Cross Healthcare. The home can offer support to up to 30 people with dementia.

The Care Quality Commission carried out a visit to the home in April 2008. The Commission gave the home 2 stars. For Star rating please see appendix 1. For a copy of the Inspection Report please visit

<http://www.cqc.org.uk/registered-services-directory/RSSearchDetail.asp?ID=0000008536&Type=CRH> or the LINK Support Team can forward you a copy by post.

The LINK Team were welcomed by Tina Slinger, the Senior Care Worker at the home.

No. of Resident Places: 28

No. of Places with nursing care: 0

Total no. of places: The home is registered to take 30 people

#### **Purpose of the visit**

The LINK would like to acquaint themselves with the manager and staff of the establishment to build an effective relationship between the home and the LINK and view the quality of care received within the home.

## **Building and accommodation**

Appleton Lodge is purpose built and stands in its own grounds, along with another home owned by the company. Appleton Lodge offers residents single bedroom accommodation, all with en-suite facilities. Accommodation is provided on two floors. Residents have the opportunity of sitting in various communal seating areas, one of which is designated for residents who prefer to smoke. The car park is shared with Appleton Manor.

The representatives were met by Tina Slinger, the Senior Care Worker who invited the team to sign the visitor's book. Antibacterial hand gel was available to use. Access throughout the building was good, hand rails throughout along with good provision for wheelchairs and walking aids. There was no clutter within the building. There are spaces within spare offices where family can speak to residents away from others and they can also use the conservatory which was airy and pleasant. The TV lounge was well away from these areas. There were no apparent health and safety hazards, carpets were to be replaced even though they were in good condition. It appears to be a good, safe environment.

## **About the Service and General Support**

There are 30 places available with 28 currently in use and the two further places are to be taken up by a husband and his wife. There is a mix of 4 males and 26 females all of European ethnicity. The home offers high dependency care of early onset dementia. Residents whose conditions worsen are transferred to Appleton Manor within the same grounds. The home in general offers standard care; they access district nurses, social workers, Marie Curie Cancer Care nurses, physiotherapists and chiropodists. A GP from Brinnington health centre visits twice weekly, although there is one resident who has his own GP. The care planning involves residents and their families and care plans are revised every three months. A blank care plan was not available but the LINK office will be sent a copy.

The local church minister visits twice weekly and is very supportive to both staff and residents and their families. The local pharmacy and dietician will visit on request. The dietician is involved with care planning but health visitors are not. All staff are aware of dignity in care, all guidelines are on full view for staff, residents and their families in the entrance. Tina is a Dignity in Care champion and representative.

There were no problems highlighted regarding residents experience of using Stepping Hill Hospital, they appeared to all be happy with the services. There were also no problems using the ambulance service. The majority of residents are long term care residents, and respite is offered if beds are available. A copy of the policy

was not available during the visit but one will be sent to the LINK office. There are no reported difficulties at the home that the LINK could help with.

### **Staff**

There are approximately 2 staff on each floor plus one senior. The home has two storeys. During the night the ratio of staff to residents is one to each floor plus the manager. The staff are not pressured to gain qualifications, which the representatives were concerned about but they are supported if they want to do an NVQ. Staff spoke of pressures brought about with the type of work required as the home specialises in dementia. The staff all have a caring attitude and a good team spirit. The manager wasn't on hand, so representatives were unable to see her interact with residents.

### **Patients/Residents/Carer/Family**

The residents were mainly asleep during the visit but the few spoken to were very much in favour of the home. The food was well liked and mentioned a number of times. No comments were made on the level of care but they all appeared well dressed and relaxed. The representatives did not speak to any carers or family members during their visit.

Ruth is the activities organiser. The home has a mini bus. A Wii machine has been given to the home by Age Concern Stockport which is felt will improve residents co-ordination. The bus is used for trips to Blackpool, Chester Zoo etc. Bingo is popular and a hairdresser also visits the home. There are no specific activities for dementia residents. Regular meetings between residents/staff/families/carers etc are not in evidence. Comments from the staff and residents are that is a very nice home to work or live in.

### **Food**

Fresh fruit is available for residents and the chef prepares food in Appleton Manor which is sent across to Appleton Lodge. Representatives felt that the menu is good and has a 4 weekly rota and representatives obtained a copy of one day's menu (appendix ii). The dining room is nicely set out, tablecloths were all clean and colour co-ordinated with the napkins. Some of the residents who struggle to feed themselves are supported by carers. Staff told the representatives that nutrition is very important here, they monitor all on resident's weight.

## **Conclusion**

There is a very relaxed atmosphere at the home, all the appeared to staff work as a team. Representatives felt that resident's dignity and respect was upheld and vulnerable people were assisted appropriately.

## **From what we saw the resident's dignity and respect was upheld and vulnerable people were assisted appropriately - LINK Representative**

The home was very clean and in a good state of decor. All rooms here are en-suite. The garden is attractive, very safe and has a conservatory. There are handwash posters in the visitor's toilet. Married couples can be accommodated here. The only poor features worth mentioning is the absense of a manager being available during the representative's visit. Tina appears to be a first class asset to the home and provided LINK with very positive information. Tina said that the manager has been at the home since it opened and should be congratulated on the good care provided and what a well run home she manages. The staff are all marvellous, both caring and dedicated.

## **Recommendations**

### **To The Home**

1. Home to send LINK office a copy of a blank care plan.
2. Home to send LINK office a copy of a blank discharge plan.
3. The LINK and the home to keep in contact with any health & social care issues that may arise.

### **To The LINK**

1. The LINK and the home to keep in contact with any health & social care issues that may arise.

The views in this report are of the collective team of Enter & View Representatives who visited Appleton Lodge and only apply to the day on which the visit was made.

*Stockport LINK [November 2010]*

## **Appendix i – Star Ratings Used by the Care Quality Commission**

The Care Quality Commission is the independent regulator of health and social care in England. their aim is to make sure better care is provided for everyone, whether that's in hospital, in care homes, in people's own homes, or elsewhere.

They regulate health and adult social care services, whether provided by the NHS, local authorities, private companies or voluntary organisations. And, they protect the rights of people detained under the Mental Health Act.

Following a key inspection of a service the Care Quality Commission publish a rating that describes the quality of care it provides.

The ratings scale is:

- 0 stars - poor
- 1 star - adequate
- 2 stars - good
- 3 stars – excellent

Inspection reports include a description of the outcomes that people using services should expect. They use the outcomes in the national minimum standards (NMS).

- When assessing the quality of care services the outcomes allow them to focus on the experiences of people who use services and what's important to them.
- They make judgments about the quality of services against each of the outcome areas. They then use these judgments to work out the overall quality rating for that service.

For more information about ratings or the national minimum standards please visit the Care Quality Commission website: [www.cqc.org.uk](http://www.cqc.org.uk)

Or contact the Stockport LINK Support Team on 0161 477 8479

Appendix ii

# M E N U

## Tuesday

### BREAKFAST

*A Selection of Cereals  
Fruit Juices, Fresh Fruit  
Toast with Jam and Marmalade  
Tea or Coffee.*

### LUNCH

*Homemade Italian Spaghetti Bolognaise  
Poached Cod in Parsley Sauce  
Served with Boiled Potatoes  
Garden Peas  
Tea or Coffee*

*Dutch Apple Tart & Custard  
Selection of Fresh Fruit*

### EVENING MEALS

*Chefs Soup of the Day  
Fried Egg and Chips  
A Selection of Sandwiches  
Tea or Coffee  
Assorted Mouse  
A Selection of Ice Cream*

*Available Daily on request: Jacket Potatoes, Salads, Sandwiches & low fat options.  
Week 4*