



Stockport Local Involvement Network

Ashbourne House, Gatley

Care Home Visit

Tuesday 23rd February 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.

Ashbourne House, Gatley

Tuesday 23rd February 2010

Report from: Stockport LINK Enter & View Team

Visiting Members: Mike Lappin

Report Date: 14th April 2010

Subject: Informal Visit

Appendix i: Star Ratings used by the Care Quality Commission

Appendix ii: Residents Committee Meeting minutes - 28/11/09

Appendix iii: Monthly Newsletter - Spring Edition

Appendix iv Letter received from Martin Sorrell in response to the report - 05/05/10

Introduction

Ashbourne house is registered with the National Care Standards Commission to accommodate 23 People over the age of 65 of both sexes. They are a standard level care home that can meet the majority of caring needs of older people. They do not provide nursing care but residents can use external health care. Before admittance residents undergo a thorough assessment to ensure their individual needs are met.

The Care Quality Commission carried out a visit to the home in May 2009. 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=0000008537&Type=CRH> or the LINK Support Team can forward you a copy by post.

The LINK Team were welcomed by the home manager Martin Sorrell who gave us an introduction about the home and a visit around the building.

No. of Resident Places: 23

No. of Places with nursing care: none

Total no. of places: Ashbourne house is registered to take 23 people

No. of Staff: Staffing levels are determined according to need plus 20%

The weekly cost for residents as stated in the Service User's Guide is £420. Residents who are supported by Stockport Council social services might find there is a top-up fee to pay due to the payments from the Council not matching inflation.

Residents from other Councils may not have to pay a top up. Fees cover all meals, use of facilities, input from staff and all utilities.

Purpose of the visit

The Stockport LINK decided it would be a good chance to check on any progress since the visit made by the Care Quality Commission in May 2009. The LINK would like to acquaint themselves with the manager and staff of the establishment and view the quality of care received within the home.

Building and Accommodation

The building had good visitor access, in order to get into the home you had to ring a bell and a visitors book had to be signed. There was ample car parking space.

The building is converted and the decoration is good with rolling maintenance in progress. There are two double rooms and 19 single rooms, all have wash basins and fitted wardrobes. They are well decorated and residents can furnish with own furniture and belongings if required. There is also a dining room which overlooks the gardens.

The house is very clean and had a neutral smell. The access for wheelchair users was adequate but none were being used at time of visit. There was no clutter.

The building offers a choice of four lounges, three with a television and one quiet room for reading and entertaining visitors. There is space for meeting privately and family can speak to residents away from others. Residents can meet with visitors in their own rooms and if they wish to hold a small party one of the lounges will be set aside for them.

No health and safety issues were seen. Risk assessments are taken out and there is a weekly fire test. Staff are given induction and fire training. There is a health and safety poster on view and electrical safety testing is carried out.

Resident Engagement

A concert was in progress when the visit took place. Residents Committee Meetings are held with residents, the results of which are shared via the minutes (Appendix 1) and regular activities are organised. There is a prize bingo every Thursday afternoon, board games, reminiscence afternoons, film night, musical afternoons, visiting performers. The home have regular visits to Buxton for cream teas, Harry Ramsdens for sing-alongs & fish dinner and Blackpool to see the lights. (Appendix II). Religious needs are met and church services are held at the home on a regular

basis. The residents committee were very complimentary about the home and the staff.

Staff

There are 18 staff, some have worked at the home for 20 years and the latest joined 2 years ago. The home holds the Investors in People award which means that the proprietors and management of the home are committed to train their staff to the highest levels to ensure the best level of care for their residents. They have been re-assessed and their commitment to training was re-affirmed. 82% of the staff are currently educated to a minimum level of NVQ level 2 in direct care and many have achieved their level 3. One member of senior management is qualified as a NVQ Assessor and is undertaking a level three in clerical skills. A skills matrix was on view in the staff room to encourage staff to put themselves forward for training.

All staff spoken to enjoyed working there. There were no problems reported by staff, the staff felt that the home is a good site to work as care is more personal. The staff seemed to have a caring attitude to patients and the residents seemed happy.

Nutrition and dining

The manager believes that fresh fruit and vegetables are essential for health and wellbeing. The home was awarded a heartbeat award for ten consecutive years from Stockport MBC's Environment & Economic Development Division. Special diets are catered for. The dining room was well laid out and menus were available.

Nutrition is very important to the staff; a dietician comes in as required when indicated by a Malnutrition Universal Screening Tool (MUST) assessment, which measures residents' dietary and fluid intake. Residents' weights are constantly monitored.

The kitchen was clean and in the cellar there is plenty of room for storage, including large fridges. Cooled and fresh meat is kept separate.

General Support

Palliative care is supported by district nurses and the palliative care team as well as Macmillan nurses. The Enter & View Team viewed the care plans, risk assessment and policy and procedure files.

None of the staff are signed up as Dignity in Care champions but they have met the Stockport Dignity Challenge. A copy was on display in the kitchen, Dignity in Care is part of the staff induction. On joining the home, residents are asked how they would

like to be addressed. If no preference is given, staff will not address residents by their first names.

Residents can keep their own GP if they want but if they are new to the area the staff can help in organising a new one. The home is located between Gatley and Cheadle Health Practices and both practices visit frequently so there is a choice between male and female doctors for residents.

Conclusion

The home was well run and clean. A few positive features worthy of note were during the visit a new step-in bath was being delivered and the newly laid out gardens will be of great benefit to the residents. The team could not find any poor features.

There is a complaints procedure that is laid out in the Service User's guide. In the guide, the telephone numbers of both the home director and the Care Quality Commission are provided.

“I appreciate the visit as often homes operate in isolation” - Martin Sorrell, Home Manager

The manager stated that he appreciated the visit from the LINK and welcomed their input. He said that he feels the continence assessment in Stockport is not as effective as it should be and does not meet the needs of residents quickly enough. In this home continence is assessed on admission then continuously assessed. The continence form is filled in and passed to the district nursing team. Pads are provided by the home until arrangements are made.

Recommendations

To The Home

1. It was suggested that Walthew House be contacted for advice on contrasting colours to be used in the bathroom etc to assist visually impaired residents finding handles etc...
2. Memory boxes were also suggested to encourage residents to reminisce.
3. The home to display a LINK poster and materials to give residents, families and carers an additional voice in adding value to local health & social care services

4. The LINK and the home to keep in contact with any health & social care issues that may arise.
5. M. Sorrell to complete a feedback form re: continence.
6. Home to nominate a member of staff to become a Dignity in Care Champion.

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 Ashbourne House and only apply to the day on which the visit was made.

Stockport LINK February 2010

Appendix 1 - 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.

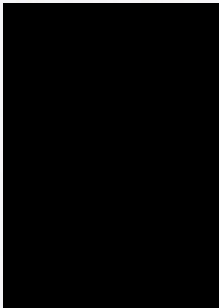
For more information about ratings or the national minimum standards please visit the Care Quality Commission website: www.cqc.org.uk

Or contact the Stockport LINK Support Team on 0161 477 8479

Appendix 2 - Residents Committee Meeting minutes - 28/11/09

Residents Committee Meeting ~ Friday 28/11/09

Informal meeting involving majority of residents:



Meeting started off informally with reminiscence session, Antiques and memory cards, refreshments and chatting about old times.

Residents asked about their satisfaction generally with day to day living at Ashbourne House and all were happy and contented.

MS and JT asked what else in the way of day to day activities could we assist residents with and we had a general discussion about activities, although we put on at least one entertainment show on per month MS mentioned that not all residents were willing to attend the shows and the general consensus was that sometimes residents just did not feel like participating on some occasions and that it was just how they felt on the day, entertainment we provided was good and varied it just depended on the day whether or not they felt up to attending.

General ideas for future activities from residents as follows:

Planned weekly exercises

Foot massage and pedicure, foot spa

Pampering days, makeover, facial

Picnics eating out in the new garden (weather permitting)

Croquet and bowls (weather permitting)

Visit to local garden centre

Pub lunches.

[Residents names have been anonymised to maintain privacy]

Appendix 3: Monthly Newsletter - Spring Edition



St Patricks day celebrations
Wednesday
March 17th
Entertainment
drink , dance,
food
merriment
All welcome
from 2.00
onwards

Town Hall Tea Dance

We will be continuing with the successful group visits to the town hall every month for our fix of ballroom dancing, any resident who has not been before will be given first choice , go on



Residents Birthdays

- Joan Smith 12th March
- Edna Valentine 6th April
- Freda Harvey 4th May
- Joyce Garner 16th May
- Betty Ashworth 02nd June

Spring Clothes Show

Astoria Fashion Clothing presents a spring clothes show on Thursday 16th April, with a wide selection of ladies and gents clothing

There will be a great selection to choose from on the day with varying sizes but if there is anything in particular you would like them to bring in for you see Martin

Ashbourne House

MONTHLY NEWSLETTER

Newsletter

February/March
2010

Spring Edition 2010



Welcome to
Our spring is nearly here (honest) News letter

We hope you enjoy our News letter and everyone is welcome to have their say in what items we shall print each month.

You may wish us to include puzzles and cross-words?

We would love to include your contributions.

We are currently writing out new seasonal menus for our lunches and teas and would love to include some of your favorite recipes ! All ideas most welcome please see Martin , Jane or Sharon

Volunteers wanted for Residents committee

Our residents committee meets each month and seems to be encouraging some of you to come forward with ideas , we will continue to meet once a month to discuss issues that effect you all.

We run these meetings on a informal basis and volunteers need not attend every meeting it would be nice for everyone to have a say . We feel it would be a way for you to help us become the best we can.

Library services

Just a reminder that we have a the library service visiting once a month with a variety of books,

They will bring books by request so if you have a favourite Author or title just tell Martin

Spring and Summer outings

Now spring is nearly here we are in the process of booking some outings to get some fresh air after the long winter

We have arranged the services of a small mini-bus to take us out and we will be advertising each event well before the day

Accompanying family welcome please ask



Spring is on its way and some of us can't wait to get back outside and enjoy the new garden ? Which we are all hoping will be even better after a couple of years bedding in

Occupational therapy sessions will be restarting every other Tuesday activities include flower arranging, knitting, cards, board games, crocheting , painting and jigsaws

All welcome

Remember its your home so have your say on how its run

**Appendix 4 - Letter received from Martin Sorrell in response to the report -
05/05/10**

