



Stockport Local Involvement Network

Bamford Close, Cale Green

Care Home Visit

Thursday 12th August 2010

A report compiled by the Stockport Local
Involvement Network

LINK Support is provided by the LINK Support Team at Pebble Enterprises, Labyrinth House, 45
Middle Hillgate, Stockport, SK1 3DG

Telephone 0161 477 8479 Fax 0161 480 3735, Email links@pebbleenterprises.co.uk

Website: www.stockportlink.co.uk

Directors: Derek Caldwell, Shirley Williams, Neil Slack. Secretary: Margaret Brade

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.

Bamford Close, Cale Green

12th August 2010

Report from: Stockport LINK Enter & View Team

Visiting Members: Gerry Wright, Kirsty Bagnall and Margaret McCauseland

Report to: LINK Core Group

Report Date: 25th August 2010

Subject: Informal Visit

Appendix i: Star Ratings used by the Care Quality Commission

Appendix ii: List of training offered from front page of home training booklet

Appendix iii: Activities from week commencing 9th August 2010

Introduction

Bamford Close is a single storey building offering accommodation for up to 40 older people; four of whom may be diagnosed as having a degree of dementia. The home also provides a day care service for up to ten people.

The home is owned by Borough Care Limited, which was established in 1993, we now have 12 homes throughout the Stockport area.

The Care Quality Commission carried out a visit to the home in May 2009. The Commission gave the home 3 stars. For Star rating please see appendix 1. For a copy of the Inspection Report please visit <http://www.carehome.co.uk/externalsite.cfm?linkcategory=reg&searchazref=32482> or the LINK Support Team can forward you a copy by post.

The LINK Team were welcomed by Home Manager Amanda Crabtree. They also met with and spoke with the chef, a cleaner, members of care staff, residents and family.

No. of Resident Places: 40

No. of Places with nursing care: 0

Total no. of places: The home is registered to take 40 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

The home is situated in a leafy area of Cale Green, Stockport. There is car parking for the home which could accommodate approximately 12 cars. A regular bus service runs down the road. The front door is kept locked and Amanda's office overlooks the entrance. Although representatives followed a member of staff into the building, having had the door held open for them, they were greeted immediately by Amanda. There is a bell on the front door and representatives were asked to sign the visitor's book. There were no antibacterial gels on public view. A LINK poster was on display in the foyer. The structure of the building was very modern. It was built around 30 years ago as offices but lends itself very well as a home. The home is divided into four areas, Pink, Green, Blue and Red with 10 residents in each area.

The building was very tidy and neat. Amanda advised the representatives that there is little storage area, but there was very little clutter. Corridors are quite wide making access with wheelchairs and frames easy. Every social room visited had a TV but there is no real provision for residents to meet in privacy. There is only one area for meetings which can be closed off at the back of the main room. The representatives were told that this room is rarely used by residents unless they want to put on a film and have the room act as a cinema, during the day it is available for private conversations. There are pleasant areas to make tea and be with loved ones. The premises were in a good state of repair with no obvious health and safety problems. The only thing noticeable was that fire extinguisher access could be covered by phones blocking access. There were plenty of notice boards with information.

About the Service and General Support

There are 40 places at the home, 37 permanent with 3 rooms for short term residents. The home offers support for up to 4 residents with dementia and up to 10 residents day care. Most residents are female. The home does not offer a specialist care, however they can accommodate up to 4 residents with dementia. Amanda explained that the home tries to cope with any deterioration in a resident's condition rather than transferring them to a specialist care in another Borough Care home.

There are no problems with doctors' appointments; care nurses and various specialists visit the home as and when required to undertake tests and check up on ongoing conditions. Amanda stressed the excellent relationship the home has with district nurses and doctors. The families of the residents are involved with staff in producing individual care plans for each person. The home experiences no problems with specialists visiting the home. The patients are all registered with local doctors, mostly at Cale Green Practice, which is just across the road from the home. Doctors will visit some residents who are not fit enough to get to the surgery. All diets and pharmaceutical requirements appear well supported. Regarding Dignity in Care all management are well aware of the requirements although none have signed up to the agreement. They have also attended relevant events.

Regarding discharge from hospital, the home has had no real problems. After questioning from the representatives, Amanda said that they have encountered some problems, usually clothing going missing. They also do not always receive a discharge note with patients. A number of patients here come in to give respite to families and also for short term problems. Regarding complaints there used to be a suggestion book but it went missing and it has not been replaced. Residents can talk to staff about any issues and any major concerns are put in writing to Amanda or sent to HQ of Borough Homes.

Staff

There are 40 staff working at the home and there is always at least one senior member of staff on duty. The staff includes cooks, kitchen staff, 6 care staff and housekeepers as well as senior members of staff. Care staff work in shift systems. All the staff are trained to or are receiving training to gain a level 2 NVQ. Only senior staff are all level 3 as this element incurs fees. Staff are given a 2-3 month induction before starting training to ensure they are settled and want to stay in the home. Various staff members receive regulatory training (appendix ii). Representatives spoke to several members of staff in various positions; all are pleased with their employment and enjoy looking after the residents. Many of the staff have been employed here for a long time. They were always smiling and giving the residents their attention and spending time with them.

Patients/Residents/Carer/Family

All residents with whom the representatives spoke like the home and find the staff attentive and kind, there were no major complaints, only that the bingo can sometimes start late. All residents to whom the representatives spoke found the staff very friendly. Residents spoke to the family of one of the residents and she was also

very pleased with the treatment her mother received. Residents and family felt the food was very nourishing with a good varying menu. There were no real dislikes highlighted. One resident said that due to the layout of the home, sometimes they would get lost and better signs around the home would make it easier to find their way around. The representatives that photographs on doors might help the residents find their room. This has been proved successful in care homes for people with dementia. Family members to whom the representatives spoke were very pleased with the care their relatives were receiving and one related the home to a social club.

“I think of the home as a social club - there is always something for my mother to do” - Relative of resident

One resident with whom the representatives spoke was new to the home and getting used to the environment. He was a bridge player in the past and spoke of how he attempted to teach the residents and staff how to play.

The entertainment/activities provided by the home include bingo which had a high profile. Representatives felt that residents who did not enjoy bingo may feel left out at times although other activities are offered. The garden has recently been refurbished and looked very bright and sunny. In addition, a raised flowerbed and a new greenhouse are being considered. There are hairdresser visits, chiropodist, library visits and games. Representatives received an activities plan for the week visited (appendix iii). Previously, church services were held at the home once a month as advertised in the home brochure. However, now residents who want to attend a service are taken to church. The representatives were told that there are plenty of social activities offered in the various meeting areas. While representatives were in the home, they saw bingo starting and residents were having their nails painted. Music was being played loudly in the main social room. One of the bathrooms had an unpleasant odour and representatives were informed that bathrooms were being refurbished. They were also shown new bathrooms where a cleaner was working.

Food

There is a good choice of food provided. Amanda said that since arriving at the home, several residents' health has improved enormously. It seems that residents would not have been eating well in their own homes. Representatives spoke to the chef who was very enthusiastic. There are various cereals available and the chef offers a very varied menu with dietary needs met. There were tables set in each of

the 4 areas for lunches. Dinner and breakfast are served in the main hall. The food is taken into each area on a hot cart from the kitchen and served. A special diet set by dieticians is used for residents with problems such as those who are suffering from weight loss and diabetics. There is also a vegetarian option. Residents who need help with eating are given their food on a red mat. The only comment from the residents about the food was that the quantities are sometimes too much.

Each area also has its own kitchen where relatives are free to make refreshments and snacks.

Conclusion

The general atmosphere at the home is a happy one, nobody appeared bored and it was very homely. In the main, the home was clean. The standard of decoration was good; the home was full of ornaments brought in by staff and residents. The bathrooms require upgrading but this has now started. The bedrooms are small but adequate; the beds are in the corners therefore can only be approached from one side.

**“Everybody in the house seemed very happy -
staff, residents and relatives” - LINK Enter & View
Representative**

The happy atmosphere is a positive feature worth mentioning but the refurbishment of the bathrooms appears slow.

Recommendations

To The Home

1. The LINK and the home to keep in contact with and share any health & social care issues that may arise.
2. The home to put antibacterial gel on public view.
3. The home to ensure that fire extinguishers are available and visible.
4. The home to consider signage around the home to help residents find their way around the house and to consider adding residents photos to their bedroom doors.
5. The home to replace the suggestion box.

To The LINK

1. The LINK and the home to keep in contact with and share any health & social care issues that may arise.
2. The LINK to refer issues with discharge to the discharge procedures sub group.

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

Stockport LINK [August 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

Or contact the Stockport LINK Support Team on 0161 477 8479

Appendix ii - List of training offered from front page of home training booklet

INDEX	
	Page
Introduction	1
NVQs	2
Yesterday, Today and Tomorrow	3
Care Staff Induction	4
Pressure Area Care	5
Audiology/Care of NHS Hearing Aid	6
Loss/Grief and Bereavement	7
First Aid Training (One Day)	8
First Aid Training (Two Day Refresher)	9
First Aid Training (Three Day)	10
Food Safety Awareness (In-House and Lisburne House)	11
Health & Safety/Infection Control/Falls Prevention	12
Fire Awareness Training	13
Safeguarding Vulnerable Adults	14
Sensory Awareness and Basic Sign Language	15
Intermediate Safe Handling of Medicines	16
Palliative Care for Care Staff	17
Manual Handling Key Trainers Updates	18
Training for Administration Staff	19
Modular Training for Care Assistants (Two Day Course)	20
Dementia Care, Working in Partnership	21

Appendix iii - Activities from week commencing 9th August



The poster features a central title 'Activities' in a large, stylized font, with 'Week Commencing 9th August' below it. To the left is a pink silhouette of a head with a question mark. To the right is a colorful illustration of various fruits. Below the title, a list of activities is organized by day of the week. At the bottom, there are three small images: a group of children, a butterfly, and a blue sky with clouds.

Activities

Week Commencing 9th August

Monday. Reflexology. bingo

Tuesday. games

Wednesday. bingo

Thursday. bowls.

Friday. memory quiz

Saturday. Summer fairs at marburg 2pm -5pm plus activities

Sunday. with Amanda and Joanne

Also, Movement to Music Monday to Friday

