



# Stockport Local Involvement Network

## Cale Green Nursing Home Visit

Thursday 6<sup>th</sup> August 2009

A report compiled by the Stockport Local  
Involvement Network

LINK Support is provided by the LINK Support Team at Pebble Enterprises, Labyrinth House, 45  
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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.

## **Cale Green Private Nursing Home**

**Thursday 6<sup>th</sup> August 2009**

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

**Visiting Members:** John Leach, Gerry Wright, Joyce Drummond. Support: Maria Kildunne

**Report to:** LINK Core Group

**Report Date:** 17<sup>th</sup> August 2009

**Subject:** Informal Visit

**Appendix:** Star ratings used by the Care Quality Commission

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### **Introduction**

Cale Green Nursing Home is a privately run establishment catering for older people. Cale Green provides 24 hour nursing and accommodation to 50 adult service users. Many of the service users accommodated at the home have high physical dependency needs.

The home is privately owned by Smallwood Homes Ltd. Cale Green is situated in Cale Green on Adswood Lane West, about one and a half miles from the centre of Stockport. Local bus services are available. A small driveway leads to a car park and the entrance to the Home. The home has a two storey purpose built building which has been extended to provide 43 single bedrooms and three shared rooms. Eleven rooms have en-suite toilet facilities. Assisted bathing facilities are available on both floors. There are lounges on both floors. The ground floor also has a separate dining area. Adaptations and aids are available including passenger lifts and hoists.

The Care Quality Commission (previously known as the Commission for Social Care Inspection) carried out an unannounced inspection to the home in January 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/registerservicesdirectory/RSSearchDetail.asp?ID=0000017291&Type=CRH> or call the LINK Support Team can forward you a copy by post.

The LINK Visiting Team was met by Kath Higginbotham and discussed the care provided in the home before going on a visit around the building.

## **Purpose of the visit**

Cale Green Nursing Home was visited by the Public and Patient Involvement in Health Forum in 2007 and a report produced. The Stockport LINK decided it would be a good chance to check on any progress since that visit and acquaint themselves with the manager and staff of the establishment and view the quality of care received within the home.

## **Building**

Parking just outside the building was very limited for visitors. There was an accessible ramp leading up the building.

Entrance to the building was open, although the sign stated to ring the bell and wait for attention, the visiting team rang the bell several times and entered the building of their own accord and was eventually attended to after a wait. There was a signing in book for visitors and antibacterial lotion for visitors to use.

The decor of the building was generally bright, cheerful and well maintained. Although there was a stair lift near the entrance, the team felt that the stair lift was a trip hazard as it protruded a long way past the bottom of the stairs into the middle of the floor.

The service lift which was also used by residents was kept open using a large wooden board which was of concern to the visiting team. It was noted and due to the lift doors closing quite quickly it was only propped open during deliveries.

Each of the bedrooms was well laid out and it was evident that the residents had a lot of their own personal items. Cleanliness was generally very good throughout the home.

## **Resident Engagement**

Cale Green offers the residents, families and carers a residents meeting every 6 weeks. The minutes of these meetings are recorded.

Cale Green employs an activity co-ordinator and there were activities on each day of the week Monday to Friday. Details of interested activities are in the care plans.

On the day we visited the atmosphere in the general lounge was warm and lively, the residents the team chatted with were all very happy with their stay and said they

always had plenty to do. As we were there they were just setting up for their afternoon activity – bingo. Some said they did sitting down exercises regularly.

The team chatted briefly with some of the relatives who were visiting and they were very positive about the home and the staff. Families, friends and carers are encouraged to visit Cale Green at anytime of the day. There are pictures of the residents enjoying numerous days out displayed on the walls. A range of clergy visits the home to meet the spiritual needs of the residents.

## **Staff**

It was reported that there were 70 members of staff working at Cale Green, 6 of which are part time and 10 part time qualified nursing staff

Kath the manager is an NVQ Assessor and has a training plan in place for all her staff. All staff has undertaken palliative care training. It was reported that there was not a high turnover of staff and staff were happy working at Cale Green.

One member of staff who greeted us was not wearing any shoes which the visiting team felt could be a health and safety issue.

## **Food/dining**

All the food is prepared on site in the kitchen.

The choice of menu is on a 4 weekly cycle and people have two choices per meal. The food is prepared by two chefs and one assistant; the team did not speak with the kitchen staff. The example menu in the reception brochure gave a good range of food but the team would have liked to have seen more selection of fresh fruit and vegetables available on the menu.

Due to the high dependency of many of the residents they are supported at meal times to eat their meals. Some have pureed meals if they have swallowing difficulties. A dietician visits regularly to the home to train the staff and was visiting on the day the visiting team were there.

Kath stated that cultural eating needs were catered for.

## **General Support**

On reception there are plenty of Cale Green Nursing Home Information Booklets which contained a lot of useful information such as:

- The last Inspection Report Findings

- A statement of purpose of the home
- The service user's guide
- An example of the self funding resident's contract
- An example of the activities programme
- Four week rolling menu
- Complaints procedure
- No smoking policies and procedures leaflet

This brochure was most informative and helpful in understanding the way Cale Green operates. However, the Commission for Social Care Inspection ceased to exist from April 2009 and was replaced by the Care Quality Commission and the literature within the booklet should reflect this.

Some people are admitted for respite care, some are rehabilitated and are able to go back home and some occasionally come for the day.

It was reported that most of the patients are registered with a GP, however it was difficult sometimes if new people were admitted to the home without a GP sometimes it was the case that the manager spend a lot of time ringing around to try and find their resident a GP that will come and see them.

The manager has called NHS Stockport before now to complain that she was unable to find a GP to come out to visit a resident.

There appears to be a disparity among GPs in that some will keep their patients once they move to the home and some that do not. There have also been incidents of people being discharged from hospital with pressure sores. It was felt the welfare of the residents would be much improved if the GP situation was resolved.

## **Conclusion**

Cale Green is overall a friendly home which appeared to have a good quality standard of care and appears professionally run.

Resident activity was evidently a high priority for the home and residents appeared to be involved in the activities that were being offered. The residents and staff the team saw and spoke to appeared to be happy and content.

The findings of the team appear to be consistent with that set out in the care Quality Commission Inspection Report carried out in January 2009.

## Recommendations

1. The LINK request further information on protocols for residential and nursing care residents being registered with a GP to Stockport Managed Care and the commissioning manager within NHS Stockport
2. The LINK Enter and View Team to further investigate with other nursing and residential homes about their experience of registered GPs, hospital discharge and particularly around the issue of pressure sores.
3. Kath mentioned that a registered manager forum would be beneficial and did not appear to know about the care home forum ran in Stockport and the LINK recommends that Smallwood Home Ltd Owners encourages Kath to attend the Care Home Forum and/or feedback to Kath if they attend the forum.
4. Cale Green Staff could be encouraged to request visitor identification on arrival to ensure the authenticity of the visitor before allowing them into the home. The front door to be kept shut and attended to when the bell rang to prevent strangers walking in unannounced and prevent the home from being at risk of bogus callers.
5. Cale Green to change literature in Cale Green Information Booklets to incorporate the telephone numbers and address of the new Care Quality Commission in the complaints policy.

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

*Stockport LINK August 2009*

## 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](http://www.cqc.org.uk)

Or contact the Stockport LINK Support Team on 0161 477 8479