



Stockport Local Involvement Network

Clifton House Residential Home Visit

Thursday 25th February 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

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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.

Clifton House Residential Home

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Report from: Stockport LINK Enter & View Team

Visiting Members: David Atkinson and Jean Mycock

Report to: LINK Core Group

Report Date: 8th April 2010

Subject: Informal Visit

Appendix: Star ratings used by the Care Quality Commission

Introduction

Clifton House is a residential care home that provides care for up to 12 people, including up to three people who may have a diagnosis of mental illness. Mr and Mrs Hudson are the proprietors of Clifton House with Mrs Hudson the registered manager.

The Care Quality Commission (previously known as the Commission for Social Care Inspection) carried out an unannounced inspection to the home in April 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/registeredservicesdirectory/RSSearchDetail.asp?ID=0000008549&Type=CRH> or call the LINK Support Team to forward a copy by post.

No. of Resident Places: 11

No. of Places with nursing care: 0

Total no. of places: The home is registered to take 12 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 outside door of the establishment was closed and there is a bell for access and the door was answered promptly. There are four steps up with a handrail. There is

no permanent wheelchair access but they have a portable ramp. The team were asked to sign a visitor's book.

Clifton House is situated on Clifton Road in Heaton Moor. There is a bus stop to Stockport or Manchester approximately thirty yards from the front gate and the home is a few minutes' walk from the local shops, cinema, public house and bank. The local library and bowling green are also close.

There is limited parking for 5 cars, one space was taken by the owner's car. There are no staff car parking spaces. The home also has facilities for parking at the side of the home for around 6 cars. The home is a large converted Victorian detached house on its own grounds with a more modern extension on the side. The hedges and garden require some minor maintenance. The outside of the home is to be repainted this year.

The rooms are clean and of differing sizes. All are single rooms with wash basins only. None are on-suite. There are wardrobes available for clothes. The place was clean and the decoration pleasing but some of the furniture is a little tired. The corridors are narrow and the team felt that residents with Zimmer frames would not be able to pass too easily. However, there were no obstructions in the corridors.

The site offers residential care for older people, mainly people who need more support than was possible at home. The home also cares for people with mild dementia if long term residents develop dementia while they are at the home.

There are a total of 12 single rooms and there is currently 1 empty. There are 9 women and 2 men. The staff and residents are on first name terms.

There is privacy for residents available in their own rooms but mostly one chair for the resident in each room. On the second floor there is a small quiet lounge without a television. The main lounge has seats for all and a television.

The residents' alarms were not obvious as they are next to the residents' beds, there are fire extinguishers and it is a non-smoking establishment.

Resident Engagement

One of the staff, Shelia McNally has responsibility for being the entertainment manager which she does 3 days per week from 10am - 3pm. There is an activities programme in a clear folder displayed on every resident's door. A local vicar comes to the home to provide Communion but if residents want to, they can be taken to church.

The staff will take residents shopping or out to the park. In the summer they use the garden and have events similar to Ascot Ladies Day which have afternoon tea, champagne and dress for the occasion.

Most residents have their own telephone so they are able to contact their families and friends and in some cases their own GP if they wish. All rooms have their own television so residents can be on their own if required or meet in the lounge for communal activities.

All residents spoke to said they were happy living there and they appeared relaxed and contented. One resident said that they love the home and complimented the food served.

Staff

There are a total of 14 staff, 2 of which are cleaners. They all appear to be local, female and aged 35-70. Most members of staff have worked there for many years. In addition, the manager also owns the home. The maintenance such as decorating and gardening is carried out by the owner's husband. The staff work shifts, there is always a minimum 2 staff working at a time but mostly 4 plus a manager work at a time. Members of staff work a maximum of 40 hours per week. The working patterns are 8am - 4pm, 4pm - 8pm and a night shift. The night staff normally include the owners mother who is an ex-nurse.

The manager is a registered general nurse with a wide knowledge of care. The staff are all NVQ trained at various levels and are encouraged to keep up their training.

The staff did not have any problems.

Nutrition and dining

The Deputy Manager provides the catering; a menu is available for residents. The team observed was liver with vegetables being served. Help with eating is available if needed. The team felt that the food was good and the fact that it was home cooked was a nice bonus.

The dining room is next to the kitchen with tables for four to six people. Meals can be eaten in the resident's rooms if preferred. All breakfasts are served in their rooms so they can get ready and dressed in their own time with support if needed.

The home manager works out the diets and nutrition and liaises with dieticians if food supplements are required. There wasn't any fruit in the room for residents but it

was available in the dining room. The team felt that the residents get a balanced diet. The home monitors their weight regularly.

General Support

A care plan is developed for all residents when they first access the home. This is done by the manager and the home's staff. The care plan is re-assessed by the manager on a monthly basis and their weight is checked monthly. Any medication is kept in a safe place and dispensed by a senior member of staff and recorded. If residents are able to self-medicate this is done in conjunction with their GP but monitored by the staff. All medication is checked against the GP prescription.

The home has its own laundry room and each resident's garments are colour coded so they don't get mixed up. The home said that they feel name tagging gives the impression of school or an institution so avoid use of name tagging.

The team felt that the home manager has the resident's welfare very much at heart.

The home will only offer respite care if space is available and they only provide palliative care for current after meeting with carers, relatives and the resident's GP. If the care needs cannot be met by the home, the resident will be transferred to a nursing home. Each resident has their own GP and if they haven't got a GP when they arrive at the home, they register with a local GP. The team met a GP who was visiting a resident in her room.

**“I feel that the home manager has the
resident's welfare very much at heart” -
Enter & View representative**

The staff are aware of the Dignity in Care Campaign.

Conclusion

The atmosphere was good and the residents and staff were happy in each other's company. The team felt that that there was a friendly, homely atmosphere. All residents and staff are on first name terms and this includes the manager/owner who was very approachable. Visitors are welcome at all times and there were a lot of smiling people.

Wheelchair access is poor and the home has only two bathrooms. There is a bath hoist and a passenger lift for easy access. There are two toilets on each floor for

residents and two toilets for staff. The hot water tap was not working in one of the toilets and the radiator was very hot.

There is a complaints procedure, which is available in the brochure which the team obtained a copy. It is also available on the entrance hall above where visitor's sign in and a copy is in every room of the home. The manager is available by telephone or email at any time. Mainly all complaints are dealt with within the house through discussion between residents and staff.

Recommendations

To The Home

1. The wheelchair access could be better, such as a permanent ramp could be installed outside the home.
2. The hedges and garden require some maintenance, but as spring and summer are coming, the team are assured this will be sorted soon.
3. The home addresses the issue of the very hot radiator in the bathroom and hot tap not working.
4. The home identifies a Dignity in Care Champion and display name within the home.
5. 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.
6. 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 and arrange for a follow up visit in 12 months time.

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

Stockport LINK April 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