

Healthwatch Cheshire West Enter and View Report - Social Care	
Enter and View Visit to	Weatherstones House Windle Hill Chester High Road, Neston CH64 7TD
Date	28 <sup>th</sup> March 2014
Authorised Representatives	Jenny Young, Bill Giffin
Staff Present	Manager
Background	Weatherstones House is registered to provide nursing care for 30 residents. Its website comments on it having the flexibility of an optional three residential care rooms. It is also advertised as a registered Nursing Home, offering care for people who need regular, skilled nursing care because of illness, infirmity or injury. The home is owned and operated by Weatherstones Care Limited who also own two similar properties one in nearby Neston and another in Birkenhead.
Overall Impression	<p>The entrance was inviting as were the staff. Lots of notices on the walls were observed for every one to read. The day's menu and the food rating were good to read. We were told that the home caters for 25 persons with some double rooms if needed.</p> <p>Residents' rooms were all different sizes and most had pleasant views. All but four rooms were en-suite and those rooms observed seemed in good decorative order.</p> <p>There is a laundry on site and the kitchen was inviting.</p> <p>We were told that lots of the staff had worked at the home for over ten years. The staff seemed happy in their work. A point noted was that GPs from the local doctor's surgery visit the home twice a week so they get to know their patients well. End of life plans appear to be respected and relatives can stay during this period if they wish. The home has a rummage box for use when some clients get agitated - it contained a mixture of old and new things.</p> <p>The grounds of the home are wonderful and appear to be kept in very good order.</p> <p>They have a lift on site and the staff ratio seems to be adequate.</p> <p>Overall a pleasant visit for us we were offered lunch, on reflection I wish we had accepted.</p>
Any ideas or suggestions for improving service?	None at this time.