

Enter and View Report - Care Home

Leycester House

Edenfield Road

Mobberley




WA16 7HE

Tel: 01565 872496

Date of visit: 2nd March 2015

This report describes our observations of the quality of what we found at the date and time of the visit, information given from the Home Manager, residents, relatives and observations made by our Authorised Representatives

Overall observations for this home:

Promoted independence for residents	
Encouraged mobility both inside and outside the home	
Provided stimulation and social activity	

Summary:

Leycester House provides care for up to 40 residents, including short term convalescence and day care.

Relatives and residents praised the staff stating they were all lovely and caring, that they encouraged all residents to remain as independent as possible and provided a good quality of care.

The food was described as excellent. Social activities are provided daily and are varied.

The building, physical environment and furnishings look homely.

Overall impressions were the environment, flooring and some furnishings would benefit from updating.

CARE HOME MANAGEMENT INFORMATION

The following information has been provided by the care home management

GENERAL INFORMATION

Name of Home:	CLS Care Services-Leycester House	
Address and Postcode	Edenfield Road Mobberley Cheshire WA16 7HE	
Name of person completing this form:	Jeanette Oldbury	
Date the form was completed:	2/2/15	
Telephone contact:	01565 872496	
Email contact:	Jeanette.oldbury@clsgroup.org.uk	
Home Registration	<input checked="" type="checkbox"/>	Residential
	<input type="checkbox"/>	Nursing
	<input type="checkbox"/>	Dementia
How many permanent residents in the home today?		31
How many short stay/respice stay residents in the home today?		1
Does each resident have a named or key worker?		<input checked="" type="checkbox"/>

INDEPENDENCE AND MOBILITY

How do you assess residents' ability and mobility to keep themselves as independent as possible?	By completing an initial assessment and support plan. Liaising with Physio's, OT, GPs and discussing individual abilities and coping mechanisms with residents and families. Completing risk assessments
Please give any examples of how you encourage residents to remain independent with daily living skills i.e.: personal hygiene, eating, drinking and dressing.	Assessing and discussing abilities with the resident as to their current level of ability and to encourage the resident to use their current abilities for as long as possible. Also, to agree the level of intervention needed Monitoring abilities, weights etc and identify any additional aids needed to encourage and maintain independence

How do you promote mobility for residents such as moving and walking?	To support encourage and promote independence within the home and discuss the importance of moving and walking to maintain independence, wellbeing and skin integrity	
ACTIVITIES		
Do you have a budget to cover residents 'activities, interest groups?	✓	
Do you have a member of staff to co-ordinate activities?	✓	
If Yes: Are They	✓	Full Time
		Part Time
		Sessional
What community links do you have with local organisations and who are they?	Mobberley pensioners annual trip to Llandudno Local church Mobberley Trust via RAJAR Community Hall Victory Hall , Mobberley	
How are residents approached / encouraged to take part in activity/interest groups?	Each resident is asked individually on a daily basis if they wish to join in the activities. There is also the daily information board for residents to read and weekly timetables around the home. The care staff also inform the residents in their daily routine	
What activity interest groups do the residents like to take part in?	The entertainment is always popular, as is the bingo sessions. Our residents like to have quizzes, play games, dominoes, play your cards right, beetle, Reminiscence and nail/hand massage. Singalongs, poetry, residents meetings, outings and residents meetings. Some residents like to help with the shop trolley and purchase items.	
Please specify the type of activity and the duration of each activity.	As previously mentioned there are a variety of activities . most sessions take up to an hour depending on the participation of the individuals	
How often do you run these activities?	✓	Daily
	✓	Weekly
		Monthly
		Yearly
Do you have a residents group?	✓	
How often is the residents	Daily	

group engaged in the management of the home?		Weekly
	3 monthly	Monthly
		Yearly
Do you have a relatives group?		No
How often is the relatives group engaged in the management of the home?		Daily
		Weekly
		Monthly
		Yearly
If you have a Relatives group how often and where do they meet and would a Healthwatch authorised representative be able to meet with the group to get their views?	Individual questionnaires posted annually to relatives	
If yes, who would we contact to arrange this?		
Please give any examples of how you facilitate social interaction between residents and their local community.	By inviting the local community to events run by the home and taking the residents to the community hall. Invite the local churches to hold services and communions on a regular basis	
Please use this space to tell us about any facilities/activities not covered in the above questionnaire.	Hairdresser Reflexology/Manicurist Podiatrist Pat the dog sessions Clothing sales	
Is there anything else you would like to tell us?	1-1s cheese and wine	
If a resident has a concern about their health and social care needs -who would deal with the issue?	Manager, Care Team Leaders who would investigate and GP or Social Worker review	

Are you aware that Healthwatch Cheshire East has a Signposting Service to point people to the organisation that deal with issues and can capture their story to forward to partners who can make a difference and inform trends?	No
If no, would you like more information	yes

Authorised Representative Observations

Background	Leycester House was selected for a visit during our round of Spring 2015 visits to care homes
Observations	<p>Welcome: We were welcomed by Jeanette Oldbury, Manager. She said she was expecting us and checked our badges. The letter from Healthwatch advising of our visit was displayed on the notice board.</p> <p>Security of building: Main entry is via a call button and coded entry system</p> <p>Staff: We were informed there are 35 members of staff. During our visit we observed the Manager, 1 Administrator, the Activities Coordinator, Hairdresser, 3 Carers and one Cleaner.</p> <p>All staff appeared very friendly, smiling and chatting to residents, greeting us. We observed them giving drinks in the upstairs lounge area, they obviously knew resident's individual needs but still offered choices. They demonstrated care when supporting residents to walk and move around.</p> <p>Residents: Currently there are 36 residents, including those requiring convalescence, day care and short stay visits. The care home is registered for social care. There is support from a local GP and the District Nurses. Residents can keep their own GP if preferred.</p> <p>We talked to 6 residents.</p> <p>Most of the residents we met knew of Leycester House because they lived nearby or their relatives had heard it had a good reputation. Two came for day care and knew the staff. One resident was convalescing after a period in hospital.</p>

All residents said staff were very helpful and there was always someone to help if needed.

People who come for day care can be helped with bathing and visit the hairdresser.

We observed residents being encouraged to walk as much as possible. A variety of mobility aids were being used, including walking sticks, walking frames, rollators etc.

Relatives/Friends:

We met two relatives who reported the staff are very caring “nothing is too much trouble” They also encourage personal independence.

One relative also emphasised staff “they get him to walk with frame rather than wheelchair”

One relative remarked his father was “not eating properly when he arrived at Leycester House - now eats a good sized meal” His Dad also preferred to stay at Leycester over Christmas because there “was more going on”

One relative, whose mother was recuperating after a hospital stay, reported the staff were always happy to deal with anything they can. Her mother had come to Leycester because it had a “fantastic reputation”

Meals and Drink.

Residents and relatives reported “food is excellent” chef comes every day to tell you what is on the menu - if you don’t like it he will do what you do like. The meals vary from soup and sandwiches at lunch and an evening meal. People having day care can come for breakfast. Carers provide assistance with eating if required.

Communication and Social activity:

On the first floor which has lounge, dining area, drink making facilities and access to bedrooms residents were sitting in small groups or watching TV. Some residents were chatting in this homely atmosphere. One was reading the local paper.

We met Debbie Gregory, the activities coordinator. There are a number of activities arranged daily. A monthly activities planning meeting is also held, which residents and relatives can attend, but only a very few do.

Pets are allowed and we met Debbie's dog who is very popular with residents. Manager told us pets would be allowed if that is what a resident wants.

Activities include:-

Quizzes, bingo, board games, table top games, dominoes and scrabble.

Outside visits a local church on Sunday, a violinist visits regularly and activities include films, a clothes show, and karaoke.

Visitors and staff take residents to the local pub.

All residents are encouraged to take part in activities but not all will want to. We observed a game of dominoes during our visit with a number of residents participating. Later in the afternoon a hymn service was planned.

Upstairs in the dining area a board displays events and what activity is timetabled for each day. Debbie also informs everyone what is happening. In this area there is an electric keyboard.

The one notice board also listed names of residents who wear call alarms necklaces. The board would benefit from more up to date information i.e. A relatives survey on the notice board was dated 2012

Environment, furnishings and building:

The care home has two floors, the upper floor accessed via stairs and lift. The floor upstairs is mainly used by residents or people receiving day care, convalescence, who are mainly ambulant with support. The ground floor area is mostly for residents with more complex mobility and or mild / moderate dementia.

Initial impressions are that the environment is homely, carpeted flooring and chairs of various heights and small tables are dotted around the whole building. The entrance area appears cramped, but constrained by the building entrance.

We were able to observe that the bedrooms were small, with basic furniture. All had wash hand basins and commodes. There were separate toileting and bathing facilities observed on the second floor.

The main concern regarding the visit was the strong odour of urine on the upper floor, which became more pungent as you walked towards the bedroom wing.

	<p>The strong odour was all pervading and although the general areas looked clean on the surface, a more detailed inspection may enlighten the cause of the problem.</p> <p>One relative remarked about the strong odour and commented “may be the carpet”</p>
Conclusions/Summary	<p>Leycester House provides care for up to 40 residents, including short term convalescence and day care.</p> <p>Relatives and residents praised the staff stating they were all lovely and caring, that they encouraged all residents to remain as independent as possible and to provide a good quality of care.</p> <p>The food was described as excellent. Social activities are provided daily and are varied. The Activities Coordinator works hard to provide a good range of activities and opportunities for social get togethers.</p> <p>The building, physical environment and furnishings look homely if a cramped in places. The main concern was regarding the strong smell of urine on the upper floor, particularly in the bedroom areas.</p>