

Enter and View Report:

Park House
Congleton Road
Sandbach
CW11 4SP

Tel: 01270 762259

Date of visit: 1st April 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:

Park House presents as a very warm and friendly environment where the needs and wishes of all residents are met by a supportive and caring Manager and staff team.

The home itself is clean, light and airy, particularly in the main lounges and dining area where residents sit, who also enjoy sitting in the well maintained gardens and very pleasant courtyard area in the warmer weather.

All residents/relative spoken to indicated they were happy with the support and services the home provides, food was excellent as was the care given by staff.

There is no residents or relatives committee - relative spoken to indicated there was no need for one - the manager and staff always available to talk to, and importantly listen and action as appropriate.

The following information has been provided by the care home management

GENERAL INFORMATION	
Name of Home:	Park House
Address and Postcode	Congleton Road Sandbach CW11 4SP
Name of person completing this form:	Charlotte Ellison
Position in the Care home:	Manager
Date the form was completed:	1.4.15
Telephone contact:	01270 762259
Email contact:	charlotte@parkhousesandbach.co.uk
Home Registration	<input checked="" type="checkbox"/> Residential
	<input type="checkbox"/> Nursing
	<input checked="" type="checkbox"/> Dementia
How many permanent residents in the home today?	29
How many short stay/respice stay residents in the home today?	0
Does each resident have a named or key worker?	No

INDEPENDENCE AND MOBILITY	
How do you assess residents' ability and mobility to keep themselves as independent as possible?	Trial period Pre admission assessment Physio and OT referrals
Please give any examples of how you encourage residents to remain independent with daily living skills ie: personal hygiene, eating, drinking and dressing.	Motivation - encouragement Advice of medical professionals

How do you promote mobility for residents such as moving and walking?	Activities - exercise Winter - indoors Summer - courtyard and grounds	
ACTIVITIES		
Do you have a budget to cover residents 'activities, interest groups?	No	
Do you have a member of staff to co-ordinate activities?	Yes	
If Yes: Are They	<input type="checkbox"/>	Full Time
	<input checked="" type="checkbox"/>	Part Time
	<input type="checkbox"/>	Sessional
What community links do you have with local organisations and who are they?	Cheshire East Wishing Well Singing for the Brain [Alzheimers]	
How are residents approached / encouraged to take part in activity/interest groups?	Main lounge activities One to one in rooms	
What activity interest groups do the residents like to take part in?	Group activities in main lounge Quizzes, bingo etc., Small groups - jigsaws, games	
Please specify the type of activity and the duration of each activity.	Various inhouse Outside entertainers on a regular basis Vicar fortnightly Pianist weekly	
How often do you run these activities?	<input checked="" type="checkbox"/>	Daily 3 - 4 days / week
	<input type="checkbox"/>	Weekly
	<input type="checkbox"/>	Monthly
	<input type="checkbox"/>	Yearly
Do you have a residents group?	Not formally	
How often is the residents	Daily	

group engaged in the management of the home?		Weekly
		Monthly
		Yearly
Do you have a relatives group?		Not formally
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?		
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.	Family liaison. If their family wants a resident to go to a club [for example] locally then the family would arrange this	
Please use this space to tell us about any facilities/activities not covered in the above questionnaire.	Parkhouse employs no agency staff and existing staff have been here a long time and know the residents and families very well. Cheshire have not increased their fees and our fees have remained very competitive and most families would prefer this to extra funding required for more activities.	
Is there anything else you would like to tell us?		
If a resident has a concern about their health and social care needs -who would deal with the issue?	Care assistant > Senior Carer	

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	Parkhouse was selected as a home to receive a visit, during our Spring round of visits 2015
Observations	<p><u>Welcome:</u> On arrival we were welcomed and were informed the manager was not in but Mr Dale, the owner, was on site as there was building work being undertaken. We were shown into an office whilst waiting . Mr Dale introduced himself and indicated that Cheshire East had visited recently. We explained the role of Healthwatch and the reason for our visit today. Mr Dale ensured the Senior Care on duty was available to us. We were subsequently warmly welcomed by Senior Care [Angela] who introduced us to staff and residents, and later by the manager Charlotte who had had an appointment prior to coming in.</p> <p><u>Security of building:</u> Appropriate for the needs of all residents.</p> <p><u>Staff:</u> Staffing levels are usually Senior plus 3 Care Staff on a morning; Senior plus 2 Care staff after 2 p.m. and 2 night staff for overnight only. The staff we met - Senior care/Care staff/Activities Co-ordinator/kitchen staff were extremely welcoming and observed to be warm and relaxed in their approach to all residents.</p> <p><u>Residents:</u> All residents were observed to be well groomed, and in fact one resident [102 in May] said that staff always helped her to make sure her clothes/colours were co-ordinated. Those residents able to converse said they were very comfortable and happy, staff were extremely good and nothing was too much trouble. Activities were not 'formal', they chose what they wanted to be involved in, or not; there was always something going on and it was</p>

nice just to sit and look at what others were doing if you felt like it. They didn't have organised outings, but as one lady put it 'families come to take us out and staff would take those people around the locality, but it was lovely in the warmer weather to sit outside and just 'be with the sights and smells of summer'.

Relatives/Friends:

The Manager said they did not have a residents or relatives group/committee. The home had a very open door policy and people knew they could talk to herself or any member of staff about any concerns or needs regarding their relative. Equally staff talked to residents and relatives to get to know what individuals liked/or didn't like to get involved in.

Spoke to the son of one of the residents whose mother was shortly to celebrate her 102 birthday. She had been in sheltered accommodation attached to the home until recently, so he knew the owner and staff very well. He could not speak highly enough about the efforts they and their staff put in to make sure all residents were happy and comfortable.

Meals and Drinks:

Menu's were not displayed in the dining area, but staff and residents spoken to indicated they were always consulted as to what the meals were for the following day, and if they then decided to change their mind this was never an issue. The food was lovely and 'I always send back an empty plate' was one comment by a resident.

Communication and Social activity:

Communication between staff and residents were observed to be very good. In regard to activities, the Activities Coordinator indicated these are usually over three days a week, and on a Wednesday of one week the church also comes in to undertake a service, and on the other Wednesday there is entertainment usually by having a singer coming in. Other activities include bingo, different sorts of games, photo's, memory cards etc

Environment, furnishings and building:

The home presents as being very clean and tidy with a friendly welcoming atmosphere. Furnishings are good with varying heights of chairs. Both lounges, [activity/lounge area/dining room and a smaller lounge room] were light, airy and comfortable, and were occupied by residents. There was laughter and chatting in the smaller lounge in particular between residents and a relative. The manager did explain that the gas supply was an issue for the home at the moment [hence some areas seeming a little cool] however the National Grid were due on site to discuss this. Outside there is building work going on which does not in any way

	<p>create disturbance or affect the residents. The garden and courtyard area is well maintained and pleasing to the eye. One resident indicated how much she enjoyed sitting out in the warmer weather.</p>
Conclusions/Summary	<p>Park House presents as a very warm, welcoming and friendly home with a staff group who have been working at the home for many years and are clearly committed to the wellbeing of all residents. There is no resident or relative group set up, yet clearly the manager sees of paramount importance all needs and wants of residents are met, and to this end has a very 'open door' policy that seems to work.</p> <p>One relative interviewed indicated that he saw no need for any 'committee' to be formed so that relatives can formally sit and discuss what needs to happen - this is done by talking to the manager, who is always available and very accommodating, or by talking to any member of staff. He said the important thing was they listened and then actioned as appropriate.</p>