

**healthwatch**  
Cheshire West



**Enter and View Report**

# Lostock Lodge Care Home

17th May 2022



# healthwatch

## Cheshire West

### Contents

Report Details	Page 4
What is Enter and View	Page 5
Methodology	Page 6
Details of visit	Page 7
Recommendations and what's working well	Page 16
Service Provider Response	Page 17
Distribution	Page 17

## Report Details

<b>Address</b>	Cheshire Business Park Roundabout, Lostock Gralam, Northwich CW9 7UA
<b>Service Provider</b>	Country Court
<b>Date of Visit</b>	17 <sup>th</sup> May 2022
<b>Type of Visit</b>	Announced
<b>Representatives</b>	Jem Davies Mark Groves Grace Owen Jenny Lloyd
<b>Date and detail of previous visit by Healthwatch Cheshire West</b>	19 <sup>th</sup> August 2019

### Acknowledgements

Healthwatch Cheshire West would like to thank the service provider, residents, visitors and staff for their contribution to the Enter & View Programme.

### Disclaimer

Please note that this report related to findings observed on the date listed above. Our report relates to this specific visit to this service and is not

representative of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

This report is written by Healthwatch Cheshire West using the information gathered by the Enter and View Authorised Representatives named above who carried out the visit on behalf of Healthwatch Cheshire West.

## What is Enter and View?

Part of the local Healthwatch Programme is to carry out our statutory role to undertake Enter and View visits.

Enter and View visits are conducted by a small team of staff and trained volunteers, who are prepared as “Authorised Representatives” to conduct visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement.

Enter and View is an opportunity for Healthwatch Cheshire West to:

- Enter publicly funded health and social care premises to see and hear consumer experiences about the service
- Observe how the service is delivered, often by using a themed approach
- Collect the views of service users (patients and residents) at the point of service delivery
- Collect the views of carers and relatives
- Observe the nature and quality of services
- Collect evidence-based feedback
- Report to providers, the Care Quality Commission (CQC), Local Authorities, Commissioners, Healthwatch England and other relevant partners.

Enter and View visits may be carried out as “announced visits,” where we advise in advance of the time and date of the visit; “with Prior Notice”, when the service is advised of a period window of when the visit will take place;

or if certain circumstances dictate, as “unannounced visits” when the service does not know that a visit will be taking place.

Enter and View visits can happen if people tell us there is a problem with a service but equally, they can occur when services have a good reputation – so we can learn about and share examples of what they do well from the perspective of people who experience the services first-hand.

### **Purpose of the Visit**

- To engage with service users of the named service and understand how dignity is being respected in the care home environment
- To observe the care provided at this home, looking at a number of key themes; Environment, Food & Drink, Safeguarding, Staffing and Personal Care
- To observe residents and relatives engaging with the staff and their surroundings
- To capture the experience of residents and relatives and any ideas they may have for change.

## **Methodology**

### **This visit was an Enter & View visit given with Prior Notice.**

A visit with Prior notice is when the setting is aware that we will be conducting an Enter & View visit, but an exact date and time is not given. A letter is sent to inform the establishment of the pending visit ‘week commencing’, along with a Manager’s questionnaire. However, on this occasion the decision was made to make the home aware of our visit on the morning of 17<sup>th</sup> May 2022 to enable us to check that there were no Covid-19 outbreaks at the premises.

# Details of Visit

## Environment



Lostock Lodge is a three storey home which is situated on the edge of a large housing estate and business park on the outskirts of Northwich. There is a small shopping precinct nearby and a family pub next door. The home has its own car park and gardens. There is also on street parking nearby.

We were greeted by the manager, Stephanie Molden who was very welcoming and asked us how we would like to conduct our visit. It was decided that Steph and Gemma – her deputy – would show us around the home thus allowing us to talk to residents and staff in the course of their day.

This report will detail our observations and findings of our visit.

Visitors to Lostock Lodge enter the home via a spacious reception which is modern, clean and has seating for visitors. A member of staff is present at all times.



There are secure doors and a key code lift to each floor. The ground floor provides residential care, the middle floor provides care for mid to late dementia and the top floor is for those residents who have early onset dementia who require less assistance.

We were pleased to see that there was a consistently high standard of cleanliness throughout the home and all areas were free from unpleasant odours. All areas looked well cared for and we were told that the maintenance staff are very proactive to maintain this.



The home is furnished to a high standard and we were informed that all the furniture is shortly to be replaced as it is 5 years old – however it all seemed in good condition.

On all floors the corridors are well lit, free from trip hazards and there are hand rails and some seating along each corridor. They have been decorated with various themes e.g. local landmarks such as Anderton Boat Lift, pictures by visiting artists and photographs which may evoke memories for the residents.

### Communal areas



From our observations, it was felt all of the communal areas are decorated and furnished to a very high standard. There is a homely feel throughout the premises with lots of attention to details. There are lots of plants, both artificial and real around the home giving it an 'outside in' feel.

Each floor has a large lounge with a dining area that overlooks the well-kept gardens. This area has lots of natural lighting and comfortable seating in various configurations to allow for social activity or personal space. There is a large television and we were told the gentlemen in particular enjoy watching sports together. A lot of effort has been made to make the area feel homely, for example the shelves have ornaments and there is a fish bowl which the residents find relaxing to watch.

At the end of each corridor is a quieter space such as a garden room or a smaller lounge/dining room. Again, these benefit from lots of natural lighting and have pleasant views of the garden.



## Residents' Rooms

We did not enter any of the residents' rooms, however the doors were open to a number of rooms. They appeared spacious, with large windows affording plenty of natural lighting. All rooms are en-suite and some of the ground floor rooms have direct access to the garden.

Residents can personalise their rooms to their taste by decorating them with personal effects and bringing in their own furniture if they wish. Residents can also decorate their door and choose if they wish to have their photograph on the outside; some of the doors have memory boxes to prompt visitors and staff as to what is important to each resident.

We were told that a married couple have two rooms opposite to each other, they use one as a bedroom where they both sleep and the other as a living and dressing room.

## Outdoor Areas



The home is fortunate to have a large garden area which surrounds the premises. We saw raised beds to enable residents to partake in gardening. There is plenty of outdoor seating and tables, however these are in need of some painting which the staff told us was to be undertaken soon. There is a 'beach' area – again this is being redeveloped imminently as there are plans for a Jubilee Garden Party.



We were also told that they have plans to recruit a gardener to ensure that this area is used to its best.

## Other Facilities



As previously mentioned, the home is divided into three floors and in addition to the residents' rooms, lounge and dining areas there are a range of facilities that can be used by all residents, these include:

- Cinema room
- Gym
- Family room
- Nail bar (soon to be changed to a doll therapy room)
- Library area with a wide range of books available 2<sup>nd</sup> floor
- Piano available for residents to play 3<sup>rd</sup> floor
- Garden room 1<sup>st</sup> floor
- Bathroom with accessible bath on each floor.

## Food and Drink

Lostock Lodge provides a Hostess for each floor and their role is to ensure all residents receive adequate nutrition and fluids throughout the day. There is a dining room on every floor and these are set out very nicely. There are tables of 4 and 6 which have tablecloths, napkins and small vases of flowers. There is a small kitchen area where residents can



help themselves as they wish throughout the day to drinks and snacks such as fruit, pastries and crisps. Dependent on the needs of the residents their food is either plated up or served at the table. It is recognised that some residents may be reluctant to eat, therefore the staff will offer small portions to encourage them and they can always have more if they wish.



There is a daily menu displayed in the restaurant which offers two choices, however if the residents do not want the meals on offer, the chef will offer alternatives such as jacket potatoes, soup or salad if they prefer. There are set meal times to establish routines, however, again if a resident wants to eat outside these hours, we were told that it is not a problem.

Some residents have their meals tailored to meet their needs under the guidance of the dietician, using the MUST (Malnutrition Universal Screening Tool – which is a five-step screening tool to identify adults who are malnourished, at risk of being malnourished or obese).

For those residents who have dementia, there is specialist crockery and cutlery to support them.

## Recreational Activities



The wellbeing team is made up of 4 wellbeing coordinators and run by the Customer Relations Manager – Stacey Debney-Webber.

The team focus on providing a meaningful range of activities for all residents. Activities are promoted by using pictures rather than words to make it easier for residents to understand.

Each morning starts with an exercise class which is designed with the residents in mind e.g. armchair exercises.

The Wellbeing Coordinators speak to the resident's family to find out their likes and hobbies, and tailor activities to them. Here are some examples of this:

- Every Wednesday the team plan a trip out. Past trips have included to Chester Cathedral and to Sainsbury's to do some shopping. Relatives can accompany residents too.
- Cocktail making classes
- The gym is available but not often used by residents independently. It's utilised more for one-on-one sessions with the activity coordinators. It contains exercise bikes and a rowing machine which helps to support the residents with seating, rather than a running machine for example. Staff will work with Occupational Therapists in order to help residents with relevant exercises.
- Every quarter the team speak to residents to 'make a wish' which the coordinators try to bring to life. There have been drone tours of South Africa in the Cinema room for a resident who use to live there and private virtual ballet classes for an ex-ballerina and her husband. The team also bought George Clooney cut outs for a lady who loves him!
- External entertainers come into the home regularly, particularly enjoyed by residents who are unable to get out themselves. For example, a ukulele player was visiting the afternoon of our visit and a live band is booked to take part in their jubilee celebrations.
- The plans for the jubilee included afternoon tea with Pimms and a traditional style street party on the car park. Mayor of Northwich has been asked to open the event.
- Residents of the sheltered housing over the road are all invited to the home for the jubilee celebrations.
- The team have introduced a Sunday service in the Cinema room every week for those from any religion to take some time for reflection. Prayers are read and residents can share prayers etc if they wish.
- Virtual oomph exercise classes are shown in the Cinema room.

## Residents

Residents have a monthly review to monitor any changes in their weight then action can be taken appropriately by the chefs to amend dietary requirements.

Care plans are logged and saved electronically which makes it easier for all employees to access and to identify trends and patterns which may emerge.

During our visit we noticed that all the residents we saw appeared clean and well cared for. Whilst most of the residents were dressed in day clothes some had chosen to remain in their nightwear, again these were clean and maintained their dignity.

One resident said she's been there for years and was very happy there. She had a spot by the window she likes to sit in and it was saved for her each day. From her seat she could see the birds visiting the bird feeder.

Another told us how supportive the staff have been to her since she arrived at the home and then recently lost her friend. She said they were very kind to her.

### **Relatives and Friends**

During our visit we did not see any friends and relatives at the home however we were told that they are welcome to visit at any time and on any trips that the home undertakes.

There is a 'family room' which can be used to host special events. One resident recently turned 102 and their family used the room for a birthday party. The room can be used for private dining and family visits if a quieter area is required.

Friends and relatives are encouraged to be part of the home and are welcome at activities and events. For those residents who are able they can leave the home independently for shopping and to visit people they know.

### **Staff**

The Manager and Deputy Manager knew the names of all residents and were seen to interact with them in a caring and empathic manner. They were able to answer all our questions and explained the structure of the home and some key members of the team such as:

- Wellbeing coordinators – who run a variety of activities

- Floor Hostess – who ensure the communal areas are well stocked with snacks and drinks and take orders for meals.

Lostock Lodge is not unique in facing challenges since the pandemic concerning the recruitment and retention of staff. We were told how much they value their staff and provide an enhanced salary and development opportunities to ensure staff feel valued and supported. Those members of the team we did speak to said they liked their work and that the management team was 'great and supportive'.

### **Promotion of Privacy, Dignity and Respect**

All interactions between staff and residents appeared caring and respectful. Staff knew all of the residents by their names and were very patient at all times.

Residents all have their own room and can choose whether they want their door open or the privacy of the door closed.

There are several displays of 'Dignity and Dementia' which offer information such as the dignity statement, tips for carers and suggestions of how to deal with challenging behaviours.

There is a dedicated Dignity Champion at Lostock Lodge and their details are displayed for both residents, staff and family to seek advice.

### **Safeguarding, Concerns and Complaints Procedure**

The management told us they have a customer services manager who greets all visitors to the home and they are always on hand to address any concerns or queries. Both Steph and Gemma are also constantly visible throughout the home to speak with both residents and family. We were told that they strive to 'get it right' first time, but will always listen to residents and families if they are not happy with any aspect or have a concern.

## Medication and Treatment

Residents' medication is administered by a senior care team who are available 24/7. Whilst undertaking the medication round staff wear a tabard to show other staff what they are doing and that they are not to be interrupted.

The home is linked to Witton Street Surgery and a GP visits once a week, however if there is a need they will attend when required. We were also told that the chiropodist and dentist visit regularly.

## Recommendations

- Implement the good practice of using pictures for menus, as they do for activities, to enable residents to understand their choices.
- Consider placing chairs half way down the corridors for residents to rest if needed. The corridors are long and it was mentioned one resident had moved rooms to be closer to the communal area as they struggled to walk the length of the corridor in one attempt.
- Establish and maintain a link with the Northwich Care Community Steering Group to ensure the needs of the residents of Lostock Lodge are understood in the local community. This will also assist in building the staff's knowledge of the Northwich area and create opportunities for the home.

## What's working well?

There appears to be a genuine desire to do the absolute best for the residents at Lostock Lodge and the staff we spoke to clearly love working there. Residents feel supported and cared for. There are some really innovative ways of engaging the residents and personalising their activities e.g. the drone tours of South Africa and the ballet lesson.

The home has reached out to the local community and is working with them to raise funds for a defibrillator – the pub next door hosted a Quiz Night for the home raising £500 towards this. Other local businesses are involved in this too.

Passion for Learning is a charity that works with local children and care homes undertaking a project called 'Share a Smile'. This has enabled Lostock Lodge to develop and build a relationship with children for activities and visits thus enriching both groups.

Most recently the home had some chicks that had hatched and this was shared via their social media platforms, inviting the local community to come and visit the chicks.

## Service Provider Response

“Many thanks for the report, it’s a lovely read and I’m delighted with the comments, so many thanks to you all for your time.”

Stephanie Molden Home Manager

Recommendations – Re picture menus

We have picture menus in a file which is held on each of the three kitchenettes (on the individual floors). We don’t currently display these, as not suitable for all the residents, but the hostess will use these as a tool for anyone who benefits from images rather than written or verbal menus