



**Healthwatch Cornwall Enter and View  
- Visit Report - Crantock Lodge Nursing  
Home, December 3, 2014**



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<b>Intial Information:</b>			
Name and address of establishment:	Crantock Lodge, 34 Bonython Road, Porth, Newquay TR7 3AN		
Date and time of visit (if multiple visits list all):	Wednesday 3rd December 2014 10am - 12pm + 2pm - 4pm	Name of contact at establishment:	Peter Shaw - Owner
Healthwatch Cornwall authorised representatives involved:	Pat Hamling Julie Brewer		
Acknowledgements:	Healthwatch Cornwall would like to thank the provider, residents, and staff for their contribution to the Enter and View programme. Particular thanks must be given to Peter for being so accommodating and informative.		
Disclaimer:	Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.		



## What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers, and staff on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. 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 service first hand.

The right to Enter and View can also be used to engage with people that might be harder for Healthwatch to reach, and/or to find out about any problems or difficulties that providers, service users or relatives and other professionals are experiencing with the health and social care system in general.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC where they are protected by legislation if they raise a concern.

### Purpose of this visit:

- To pilot Healthwatch Cornwall's approach

to an Enter and View visit to test the procedure and documentation.

- To give our authorised representatives experience of conducting a visit.
- To engage with service users, staff and visitors to get an overview of the running of the home and of experiences of the health and social care system.
- Identify examples of good working practice to refer to during future visits.

### Methodology:

Healthwatch Cornwall Enter and View representatives were invited by the owner of the home to use the premises as a pilot location to test the procedures and documentation that has previously been developed.

Healthwatch Cornwall had received no feedback or pre-information regarding the care home.

A pre-visit meeting was held between Pat Hamling (E&V representative) and Peter and Sarah Shaw (owners of Crantock Lodge) on Wednesday, 22nd October 2014.

The home has the capacity for 11 residents. At the time of the pre-visit visit there were 7 residents. The aim of this visit was to explain the purpose of the visit, to gain an overview of the home, including the types of care provided, and to discuss logistics, including approximate times of visits. A guided tour of the home was included.



On the day of the actual visit, the representatives initially spoke with the owner and manager to ascertain which residents would be able to speak to them or who would not be able to due to their inability to give informed consent, or due to safety/medical reasons.

Interviews with residents were carried out in their rooms or within the dining area. Interviews were also carried out with relatives of residents and these were either in the residents' room, the dining room or sitting room.

Enter and View representatives interviewed 2 members of staff, 6 residents and 2 relatives of residents. All those interviewed were made aware of the reason for the visit and an explanation of the questions that were asked.

A part of the visit was also observational, involving the authorised representatives being aware as they moved around the premises and surroundings, gaining an understanding of how the premises operate and how the service users and their relatives engaged with staff members and the facilities.

### **Summary of findings:**

**Crantock Lodge can be seen to demonstrate very good practice in many areas and staff and management are to be complimented in generating such a friendly, individual and caring atmosphere.**

- **Staff interacted really well with residents and were supportive, friendly and respectful in their communications.**
- **Residents, without exception, praised the quality, choice and freshness of the food.**
- **Residents, without exception, expressed their happiness with the services provided and felt they were treated as individuals. They all felt very secure and appreciated**

**the family atmosphere.**

- **Staff appeared very happy and to take a real interest in their work.**
- **The designated role of 'House Mother' enables some specific time with individual residents and share their worries/concerns or mood.**

### **Results of visit:**

Crantock Lodge is a registered residential care home without nursing. It is privately owned and has facilities for 11 residents. It offers 24 hour care to residents who require some assistance with personal care and mobility but are otherwise alert and independent.

The home also offers respite care. The residents interviewed had lived at Crantock Lodge for periods ranging from 3 months to 10 years.

### **Environment:**

Crantock Lodge is a small modern residential home which is a dormer bungalow on level ground situated close to many facilities in Newquay. It is in a quiet close and has pretty gardens that are accessible for residents. There is a small car park and plenty of off-street parking. It is close to the sea at Lusty Glaze and many rooms have sea or coastal views.

First impressions are of a very warm and 'homely' care home, friendly and odour free. The home is on two levels with a fully operational stair lift. At the time of visit a passenger left was being installed. On



the day of the visit the home was full with 11 residents. The décor and furnishings throughout Crantock Lodge are of a very high standard. All eleven rooms are en-suite rooms and furnished and decorated to residents own requirements. Residents' bedrooms each have a phone and internet access if required.

The sitting room/lounge offers seating arranged so it has several small groupings of chairs allowing for an informal and friendly warm atmosphere.

The dining room is light and airy and also furnished with some armchairs for residents. The dining room is used for many of the activities that take place in the home.

There is a small library with a large choice of books and the home has a hairdressing salon.

The general atmosphere at Crantock Lodge appears to be supportive, respectful and caring from the interactions observed between the staff, residents and visitors. Residents are encouraged to treat this as their home. There is a relaxed routine in place and residents make choices regarding their own routine.

Visitors are welcome at any time and although there are no facilities for relatives to stay overnight, in an emergency they can be accommodated.

Several residents commented on how their individual requests are met:

An extra hub was installed for internet access.

A carpet and bed was changed to suit a resident's preference.

#### **Food:**

The quality and choice of the food was excellent. A daily menu is circulated and residents are encouraged to express any wishes. Any request for alternative food (even if not stocked) will be obtained. For example, a resident requests a glass of sherry at 11am each day and this is often served in the garden. A choice of wine is

available at lunchtime.

Two residents commented there is a very large choice of food but they can request anything. An example of this was provided of cress that was purchased specially for a sandwich.

All residents confirmed the flexibility offered regarding choice of food and routine.

#### **Activities:**

Residents enjoy a varied selection of activities including knitting, sewing, arts and crafts, reading, crosswords, TV, using an iPad and cake icing. On the day of the visit the activity was cake icing - residents, relatives and staff decorated buns in the dining room.

The previous week a group called Tickled Pink entertained the residents at the home. A number of activities were planned for the Christmas period.

Two residents confirmed they went out with their friends and family for lunch or visits.

A hairdresser also visits the home weekly.

#### **Access to care:**

Residents usually visit their own GP, Dentist and Optician but their own GP will visit if they are too unwell to visit the surgery.

There are regular visits from chiropodist, optician and dentist.

The ambulance service and district nurses have attended the home recently. One resident required a paramedic recently and was pleased with the service.



Several residents were uncertain if they had seen their care plans. Two relatives did not think they had seen their relatives care plan and would speak to the manager/owner.

### **Additional Feedback**

One resident commented 'I am very lucky to be in this home.'

One resident said they 'find the home a very different place from when she first arrived, we are cared for extremely well but it feels different. I am content.'

Relatives reported being made to feel very welcome at the home and occasionally have shared lunch. They are happy with the treatment that their relative receives. They said the staff were friendly, helpful, caring, committed and approachable.

Relatives also reported that they would feel confident in raising any concerns with the manager or owner. A satisfaction questionnaire has been circulated in the past but they couldn't recall that this had been done recently.

Relatives confirm they had heard very good reports of Crantock Lodge before their family member moved in.

### **Recommendations:**

This report highlights good practice that was observed and reflects the appreciation the residents expressed about the high level of care and support provided.

Recommendations for the provider are as follows:

- To take an active part in the newly developing Cornwall Care Quality Collaborative as other care homes would greatly benefit from the sharing of good practice that occurs in the home.
- To give consideration to how to ensure

residents realise they have seen their care plans.

- To highlight to all residents and family the regularly circulated residents satisfaction questionnaire.
- To keep an open dialogue with Healthwatch Cornwall regarding experiences of local health and social care services and the interaction with these services from the homes perspective.

### **Service provider response:**

Thank you for your feedback report. We are glad you had a good visit here to Crantock Lodge. Overall we are very happy with the report and think it is a good reflection on the high standards of the home and the excellent work from the staff team here. It is nice to see them acknowledged as they do work extremely hard and are very dedicated to all the residents here. We have a few things to raise:

Under your 'Staff' section, it mentions about a resident reporting between 4pm and 9pm it is busy and the bells are ringing. The day staff leave at 4pm when two staff take over for the 4-9 shift. However, there is still a manager on site until 5pm who can cover in emergencies. We have discussed the evening shifts on a number of occasions to see if additional staff were required. However, staff fed back that there is only about an hour where it is busy as one member of staff administers afternoon medication and the other staff member does the afternoon tea. The staff fed back that, at present, they do not feel additional staff



for the whole evening is required as it is only during this hour that it is busy. It was agreed the manager on site can assist if the bells go off. On our call bell alarm system I can also see that the bells are being answered within a minute or two and there are no alerts to highlight they have been going off longer than our agreed time. Crantock Lodge prides itself on the fact we have call bells in every room and these are used not just for emergencies but for any reason. This may just be that a resident would like a cup of tea, wants their pillows plumped or would just like some company. There is in emergency button on the bells which can be used to alert staff of an emergency. The rota is regularly reviewed and staff will feed back if they are feeling additional staff are required. At present this is not the case but it is reviewed regularly depending on if a resident is unwell, how many residents we have etc.

It was also noted in your report that some residents were uncertain if they had seen their care plans. All care plans have been read and signed by the residents. They are actively involved in establishing the plans and signing them to say they have read them and are happy with them. I have checked all support plans and all of them have signing sheets in and all residents have read/signed them. A lot of the residents we support do have issues around memory and can be forgetful so it was agreed we would ask the residents on a more regular basis if they would like to see their care plans. Although we do seek the input from family members, the residents at Crantock Lodge have the capacity to make decisions about their own care and support needs. It is only if they lack capacity that we would get family members to say what care their relative requires. If the family have been involved they will be asked to sign anything, but in general the staff work closely with the residents for them to decide themselves what support they would like.

With regards to the Satisfaction Surveys, again due to issues with residents memories I can confirm they had been completed. These are handed out and completed on a

regular basis but also after events such as Christmas to gain feedback. All satisfaction surveys we received were excellent and all very positive from the residents. It states that the residents cannot recall receiving these but they are filed in our office as evidence.

With regards to your specific recommendations:

- I have researched the new Cornwall Care Quality Collaborative scheme and have emailed Hugh Alderwick who is the lead person in our area for the Kings Fund. However, it appears to be at the very beginning of a three year integrated care collaborative programme that is currently in early stages. I have offered for us to be part of this and have requested some information on what we can do and how we can be involved.
- We are going to be completing an overhaul on our current care plans to make them even more user friendly. They will be easy to read, easy accessible information. We will ensure the residents are fully involved and will be asking them to sign the plans on a regular basis. They are also involved when plans are reviewed. We will be sending a memo out to inform the residents that they can see their care plan at any time (not just when being reviewed) and can also ask staff to add to it at any time.
- As mentioned before, the questionnaires had been completed but a few residents had forgotten completing them. Questionnaires are in office should evidence of this need to be seen.
- I have all the information from Healthwatch and contact details so can email with regular feedback and experiences of our local services. We would also welcome Healthwatch to come back for a



visit at any time as we felt the visit was very helpful. We always strive to reach the highest standards which I think was evidenced in our report. Any external agencies who can offer support and feedback on how to further improve the service is always welcomed.

Again, I would just like to thank you for the visit and all your feedback. We hope to welcome you to Crantock Lodge again sometime in the future.

Kind regards  
Tina Purcell, Manager



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