



Enter and View

Cromwell Court Care Home

Semi announced Visit
22nd August 2024



What is Enter and View?

Part of Healthwatch Warrington's remit is to carry out Enter and View visits. Healthwatch Warrington Authorised Representatives will carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows Authorised Representatives to observe service delivery and talk to service users, their families, and carers 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 that we can learn about and share examples of what they do well from the perspective of people who experience the service first hand. Healthwatch Warrington's Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Warrington's Safeguarding Policy, the Service Manager will be informed, and the visit will end. The local authority Safeguarding Team will also be informed.

Details of the Visit

Details of Visit	
Service Address	Cromwell Court Care Home 76 Church Street Warrington WA1 2TH
Date and Time	22 nd August 2024 10:30 – 12:30 PM
Authorised Representatives undertaking the visit	Lisa Fidler Tracy Cresswell Norman Holding Kathy Yates

Acknowledgments

Healthwatch Warrington would like to thank the Registered Manager, staff and all the residents for their co-operation during our visit.

Disclaimer

Please note that this report is related to findings and observations made during our visit on 22nd August 2024. The report does not claim to represent the views of all service users, only those who contributed during the visit.

Who we share the report with

This report and its findings will be shared with the Manager of Cromwell Court, Care Quality Commission (CQC) and Healthwatch England. The report will also be published on the Healthwatch Warrington website.

Healthwatch Warrington's details

Address:

The Gateway

85-101 Sankey Street

Warrington

WA1 1SR

Website: www.healthwatchwarrington.co.uk

Telephone: 01925 246 893

Healthwatch principles

Healthwatch Warrington's Enter and View programme is linked to the eight principles of Healthwatch, and questions are asked around each one.

- 1. A healthy environment:** Right to live in an environment that promotes positive health and wellbeing.
- 2. Essential Services:** Right to a set of preventative, treatment and care services provided to a high standard to prevent patients reaching crisis.
- 3. Access:** Right to access services on an equal basis with others without

fear of discrimination or harassment when I need them in a way that works for me and my family.

4. A safe, dignified and quality service: Right to high quality, safe, confidential services that treat me with dignity, compassion, and respect.

5. Information and education: Right to clear and accurate information that I can use to make decisions about health and care treatment. I want the right to education about how to take care of myself and about what I am entitled to in the health and social care system.

6. Choice: Right to choose from a range of high-quality services, products and providers within health and social care.

7. Being listened to: Right to have my concerns and views listened to and acted upon. I want the right to be supported in taking action if I am not satisfied with the service I have received.

8. Being involved: To be treated as an equal partner in determining my own health and wellbeing. I want the right to be involved in decisions that affect my life and those affecting services in my local community.

Purpose of the visit

The visit was semi announced due to an anonymous call received reporting a concern with regards to lack of dignity and part of the ongoing work programme of Healthwatch Warrington.

Details of the service

Cromwell Court Care Home is a 'care home'. People in care homes receive accommodation, nursing, and/or personal care as a single package under one contractual agreement, depending on their registration with us. Cromwell Court Care Home is a care home with nursing care.

Provider Service and Staff

The care home has 67 beds and at the time of the visit it was at full occupancy.

Tracy Eaton is the registered manager and has been in post as manager for the post 6 years. The home has a multitude of staff including:

- Carers
- Senior Carers
- Nurses
- Maintenance staff
- Administrator
- Activity Co-ordinators
- Deputy Manager
- Kitchen Staff
- Laundry Assistants
- Domestic Assistants

Patient Voice



Results of the Visit:

First impressions

The building was well kept with sufficient parking facilities and had good signage in place. We were greeted by the care home manager and asked to sign in on a touchpad in the porch entrance before 'buzzing' us into the secured building.

On entering, it appeared clean and welcoming. The aroma throughout the home was pleasant. The entrance area had displays, including one for dementia for

which they won an award. We also received a warm welcome from the homes therapy dog, Teddy.

The corridors and room doors are individually designed to provide a distinctive effect of a street which helps residents feel independent.

Well Lead

The staff were friendly and welcoming, all staff displayed name badges and uniforms worn were appropriate for the roles being undertaken.

The home has good staff initiatives with an employee of the month being rewarded, the staff receive a voucher and the residents and family members have a say in who is awarded this. There were no staff photo boards displayed however, the manager informed us that they have been arranged and are awaiting installation.

Training is in place for staff via 'Your Hippo', additional training is also utilised via the training hub. Staff have undergone further training and are trained dementia interpreters.

Staff feedback was positive, staff spoken to stated they were well supported, received training as required and enjoyed working in the home. Staff stated that there was little turnover of staff as they feel listened to and valued.

Access to Services

The care home has a great relationship with the local GP Practice, residents are registered with Helsby Medical Centre. GP visits take place each Friday and the multi-disciplinary team visit takes place each Monday. District nurses are available and respond when requested.

Cromwell Court mentioned there is difficulty with dental care as dentists are unable to offer it to immobile residents, some care is offered by Bridgewater. The home has access to a chiropodist, podiatrist and have annual eyecare visits.

There is a fully fitted salon for residents to attend and have their hair and nails done every Monday and Tuesday. Gentlemen are taken to a barber if they prefer.

Residents have access to the onsite 'Drunken Duck' pub, the residents voted to use the available space as a pub and voted for the name. Sports can be watched in the pub, and it can be used for private functions such as birthdays.

The home has a minibus which is often used to facilitate day trips. The location of the home also means that residents could easily access shops if they wish.

Safe

The building was secure with good signage in place. There were visible fire alarms, and all fire panels have a location drawing adjacent to them. Safety equipment for evacuation was available throughout the building and in the bathrooms safe lifting equipment was in place. Bathrooms have good facilities and are fitted with alarms. The toilet seats were the same colour as the pedestal, for patients or visitors that are living with dementia they may not be able to distinguish the toilet seat if it is the same colour as the pedestal. Therefore, having a contrasting coloured toilet seat may avoid potential issues. Handrails were fitted throughout the home. Residents spoken to stated that the staff responded to alarms promptly.

On the first floor the AR's noticed that several of the resident's doors were open and they observed that residents were in full view from the corridor, the AR's expressed their concerns to the manager around the individual's dignity. The manager explained to the AR's that leaving doors open often, is included in the residents' care plan. The corridor outside the rooms was very well used by staff, residents and visitors.

In Daresbury wing, the AR's observed the medicine trolley left unattended, and medication had been left out. There were residents sitting within the wing. This was pointed out to the manager who took immediate action to rectify.

Caring

Staff were observed speaking to patients using their preferred name. There appeared to be an excellent relationship between residents and staff. Noise levels when observed seemed appropriate however, some residents stated that they are disturbed by noise at times. There are staff available for residents 24 hours a day. The home and residents are also supported by volunteers and local charitable groups in the area.

Each resident has a care plan which is reviewed regularly with residents and relatives. The care plans are stored electronically.

Responsive

The home has very enthusiastic activity coordinators that provide regular activities and day trips. They were observed interacting with residents and trying to involve everybody. The home has a therapy dog which the residents spoke fondly of. Quiet rooms are available on the premises.

The home has a 'you said, we did' board which indicates that the home listens to their residents and relatives and acts on feedback. They also have a 'wish tree' in the garden where residents can make a wish request, and the home try to accommodate it.

The manager operates an open-door policy for residents, relatives and staff. The home utilizes a Facebook page to communicate with relatives.

The main building is laid out around a pleasant central courtyard with raised beds and a gazebo, residents have been growing fruits and vegetables in some of the raised beds as part of their gardening club. There is a smaller paved garden area located at the back of the building, off one of the dining rooms. It has colourful picnic tables and a water

feature. The garden areas would benefit from some regular maintenance which could be done with the help of residents and volunteers.

Food

The residents spoken to were very happy with the food quality, and the amounts of food provided. The menus seen on the day were quite limited in choice and the main dining areas throughout the home were dimly lit.

Hydration was available in all rooms and there was a tea point facility for visitors. Special occasions are well catered for, and relatives are welcome at these events.

Effective

Generally, the home was clean, but some areas need tidying. The building is designed to provide four distinct resident areas. The building is looking a little tired in some areas and in need of some maintenance, in particular some door casings need repair.

The bathrooms observed were large and had ample space for a wheelchair, they were clean, had hoists fitted and an alarm.

Rooms and common areas look a little tired and lighting levels are poor throughout but particularly in communal living spaces, improving this would lift the general feeling of the home. Appropriate chairs are provided but would benefit from a selection of different designs to accommodate all resident needs, preference and to promote choice.

Conclusion

Cromwell Court had a friendly, caring feel throughout. There were some areas identified during our visit, for example, some resident doors were observed left open which could lead to lack of dignity, in addition to this a medication trolley was observed that was left unattended.

Overall, the residents were very happy here and praise the staff highly.

The home has dedicated staff providing a good service with good facilities. The home is supported by committed volunteers and the service provision.

Recommendations

Recommendations made from findings

1	Please display the Healthwatch Warrington poster in the reception area, which will offer an independent choice for the patients to feedback.
2	We recommend that toilet seats are installed in different colours to the pedestal (considering Dementia patients).
3	We recommend having more menu choices for residents.
4	We recommend that, unless clearly stated in a care plan, resident doors are kept closed to retain dignity.
5	Ensure all medicines are securely locked when unattended and staff are fully trained on procedures.
6	Consider brighter lighting, especially in communal areas. *



The Gateway
500 Parkway
Warrington
WA1 1SR

healthwatch

Warrington

www.healthwatchwarrington.co.uk

t: 01925 246 893

e: info@healthwatchwarrington.co.uk

📱 @HWW

📘 [Facebook.com/Healthwatchwarrington](https://www.facebook.com/Healthwatchwarrington)