

Cornmill Nursing and Residential Care Home Preston

Enter and View Report

Tuesday 13th November 2018

10.30am-12.30pm



DISCLAIMER

This report relates only to the service viewed at the time of the visit and is only representative of the views of the staff, visitors and residents who met members of the Enter and View team on that date.

Contact Details:

Sandra Connelly
Cornmill Nursing and Residential Care Home
Bonds Lane
Garstang
PR3 1RA

Staff met during our visit:

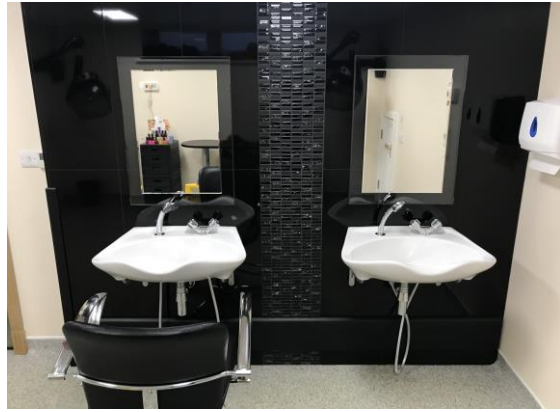
George Hill Director
Clive Hill Director
Sandra Connelly Registered Manager

Date and time of our visit:

Tuesday 13th November 2018
10.30am-12.30pm

Healthwatch Lancashire Authorised Representatives:

Michele Chapman Engagement Officer (Lead)
Sue Hannah Senior Engagement Officer
Ella Pearson-Glover Engagement Officer
Jeanette Newman Engagement Officer

**Introduction**

This was an announced Enter and View visit undertaken by authorised representatives from Healthwatch Lancashire who have the authority to enter health and social care premises, announced or unannounced, to observe and assess the nature and quality of services and obtain the view of those people using the services. The representatives observe and speak to residents in communal areas only.

This visit was arranged as part of Healthwatch Lancashire's Enter and View schedule. The aim is to observe services, consider how services may be improved and disseminate good practice. The team of trained Enter and View authorised representatives record their observations along with feedback from residents, staff and, where possible, resident's families or friends.

The team compile a report reflecting these observations and feedback, making comment where appropriate. The report is sent to the manager of the facility for validation of the facts. Any response from the manager is included with the final version of the report which is published on the Healthwatch Lancashire website at www.healthwatchlancashire.co.uk

Acknowledgements

Healthwatch Lancashire would like to thank George Hill, Clive Hill, and Sandra Connelly together with staff, residents and visitors, for making us feel welcome and taking part in the visit.

General Information

Cornmill Nursing & Residential Home is privately owned by G Hill Ltd with places for fifty two residents. There were two vacancies at the time of our visit. The person in charge is Sandra Connelly.

Information obtained from carehome.co.uk states that the home provides care for people from the ages of twenty one plus who are affected by old age, and physical disability, and younger adults.

Methodology

The Enter and View representatives made an announced visit on Tuesday 13th November 2018.

We spoke to five residents, ten staff and one relative, where possible within the constraints of the home routine, people's willingness and ability to engage and access to people in public areas. Discussion was structured around four themes (Environment, Care, Nutrition and Activities) designed to gather information concerning residents overall experience of living at the home.

The team also recorded their own observations of the environment and facilities.

As some residents were receiving visits, choosing to stay in their rooms or being nursed, we spoke with five of the fifty residents.

Our role at Healthwatch Lancashire is to gather the views of service users, especially those that are hard to reach and seldom heard, to give them the opportunity to express how they feel about a service regardless of their perceived ability to be able to do so. It is not our role to censor feedback from respondents.

We use templates to assess the environment of a facility and gather information from respondents, to ensure that reports are compiled in a fair and comparative manner.

Cornmill Nursing and Residential Care Home is currently rated "Outstanding" by the CQC. Our visit of Tuesday 13th November was conducted with consideration of how this was achieved.

Observations were rated on Red, Amber, Green scale as follows;

Green = We would choose this home for a loved one.

Amber = We may choose this home if some improvements were made

Red = We would not choose this home for a loved one unless significant improvements were

Summary:

Cornmill Nursing and Residential Care Home is a well established and well appointed care home with nursing set in picturesque surroundings very close to the centre of Garstang.

Both the interior and exterior of the facility had been impressively maintained and representatives observed thoughtful provision of homely touches such as planters, baskets, fresh flowers, and a number of outdoor seating opportunities overlooking the fountain courtyard or the riverside.

There appeared to be adequate numbers of staff on duty and those we spoke to said they were happy in their work. Staff told us they had clear processes, plentiful training, and were encouraged to promote the independence and inclusion of residents in the local community. Advising “special emphasis is placed on providing recreational activities, where residents are encouraged to pursue their hobbies and interests.”

Staff also told us that management respected their skills and listened to their opinions.

The directors of Cornmill Nursing and Residential Home are committed to continuous improvement and development demonstrated by a meaningful consultation with residents. Similarly, the directors had invested in new technology which had added greatly to the efficiency and safety of the home.

The directors of the home told representatives they were personally involved in the home maintaining a daily presence and taking pride in the standards of care, the pleasant environment, and the provision for residents such as a wealth of activities and locally sourced food.

Based on the criteria, the Enter and View Representatives gave the home an overall score of:

Green

Enter and View observations

Pre-visit and location

Prior to our visit we were able to access a comprehensive and informative website detailing the facilities at Cornmill Nursing and Residential Care Home. At the time of our visit we requested a facility brochure and this was provided, professionally presented and bound including images. A sample menu was also provided, a copy of which is included in each residents care plan.

Cornmill Nursing and Residential Care Home is located very close to the market town of Garstang, with transport links, a post office, shops and cafes.

The home was clearly signposted from the southern approach and a large car park was situated directly to the front of the building with more parking to the rear. The home has disabled access to each building from the car park and a reserved space for visiting medical staff.

Green

The external environment

The building is an impressive stone built former mill originating in the 13th century with later additions. Set in an exceptionally attractive landscape alongside the River Wyre, the side elevation takes advantage of the scenery with a conservatory and large balcony overlooking the river.

Despite the time of year representatives observed the provision of large hanging baskets and other pots and planters enhancing the environment. The exterior face of the building displayed a “blue plaque” detailing the mills history.

Residents were provided with ample opportunity to enjoy the grounds with seats and tables overlooking the riverbank. A beautifully appointed internal fountain courtyard provided further seating, tubs, planters and items to attract wildlife.

It was clear where visitors should report to and the door was answered in a timely manner by staff.

The external environment and grounds were very well maintained and sympathetically developed.

Green

The internal environment/reception-first impressions

The reception area houses a small desk preceded by a general noticeboard, antibacterial hand gel and the newly installed signing in process. Monitoring is by touch screen keypad with the Director telling us that this addressed any GDPR concerns and gave “at a glance” information to computer network.

We observed the Healthwatch Lancashire poster to be prominently displayed as requested and found staff to be easily identifiable by uniform.

There is no photographic staff notice board; however, the Director told us that residents' care plans included individual photographs of key workers.

Representatives were made to feel very welcome at the home. One of the Directors was made available to our team, and provided us with refreshments and a comfortable room to use throughout the visit.

Green

The observation of corridors, public toilets and bathrooms

There was a high standard of cleanliness and decoration throughout the facility with light coloured "Microban" flooring and carpeting in social areas. Walls were light and corridors were well lit uncluttered and easily navigable. Doors had clear signage denoting use.

There was little in the way of dementia friendly signage or colour coded provision, however this must be seen in the light of the facility primarily offering nursing and residential care.

The Director told us that the majority of bedrooms at Cornmill are en-suite with some having a balcony overlooking the river. Other types of bedrooms had vanity units and were sited nearby toilet/bathroom facilities.

Representatives considered that there were ample bathroom/shower room facilities for the number of residents. All of these were appropriately adapted and had sufficient provision of soap, towels, and toilet rolls.

Green

The lounges, dining and other public areas

Facilities were set over two units accommodating twenty six residents in each, the units being carefully adapted to incorporate some of the original features of the mill.

There were several lounges and dining areas in each unit, alongside private seating areas to receive visitors and a pleasant conservatory overlooking the river.

Seating was comfortable and homely being arranged around the TV or coffee tables. Representatives appreciated the homely touches such as soft furnishings, side tables, lamps, ornaments and fresh flowers. We noted books and daily newspapers were available and that one of the conservatory walls was decorated with paper poppies that residents had made during activities.

Living areas were supplemented by two conservatories, the second overlooking a the fountain courtyard furnished with several dining tables and being a very attractive place to eat.

There were sufficient numbers of dining tables for the number of residents wishing to eat in the dining areas and we observed these to be set with tablecloths, serviettes, glassware, crockery and a decorative centrepiece.

Representatives were shown a cinema room with a 65 inch television and internet access, down each side of the room was comfortable cinema seating. Similarly, we observed a fully equipped hairdressing salon with two stations.

Green

Observations of resident and staff interactions

Representatives observed interaction between staff and residents to be respectful and positive with staff knocking on residents doors prior to entry and encouraging choice and independence. Low staff turnover meant that residents and staff were familiar with each other with the activity coordinator in particular being able to spend meaningful time with residents.

The environment ensured that residents had choice about where they could eat or relax and we saw residents enjoying free movement around the facility. Residents have the opportunity to socialise in a variety of lounge areas, similarly we saw residents engaged in craft activities, listening to the radio and reading newspapers.

Residents who engaged with representatives told us they had “plenty to do” and they felt well cared for.

Staff told us that residents were encouraged to engage with the local community and the activity coordinator confirmed that residents had recently supported the Salvation Army, MacMillan coffee morning and a toy appeal.

Responses in respect of food were very positive, indicating a choice of food at each mealtime.

Representatives observed that when call bells were heard they were answered in a timely manner.

Green

Additional information

Healthwatch Lancashire conducted the Enter and View process with particular regard to the CQC evaluation of Cornmill Nursing and Residential Care Home as Outstanding.

STAFF

The facility experienced a low turnover of staff in comparison to other care homes. Representatives considered what the contributing factors to this may be and how this benefitted the business, (less recruitment costs) other staff members and residents and their families.

The Director told us that all staff were continually trained and developed. For example training was introduced to support particular residents with specific health issues i.e. spinal injuries, PEG feeding. Although the facility was not dementia specific all staff including ancillary staff had undertaken dementia training. There was opportunity for staff to achieve excellence in training with the facility being awarded platinum in the Gold Standards Framework in respect of end of life care.

The team found that environmental provision for staff was good with a separate bathroom and shower provided and a changing area. The staffroom observed as a dedicated area with comfortable seating and tea and coffee making facilities. Staff noticeboards were clear and informative and staff were updated with internal communications in a sensitive manner e.g. residents deaths.

Staff were regularly rotated to different areas of the home ensuring that all residents and staff were able to get to know one another. At busy times such as handover an hour “overlap” of shifts was scheduled to accommodate “pressure points” for staff.

Representatives considered that there appeared to be sufficient staff on duty. The Director told us that at handover times there were up to sixteen staff with a skill mix including the Matron, a Deputy Matron three Nurses and care staff, supported by kitchen staff, domestic staff, and laundry staff.

The Directors appeared to be heavily involved in the business taking a personal sense of pride and encouraging a similar attitude amongst staff. An example was staff being named on the residents care plan and consulted about residents preferences for Christmas presents.

Staff appeared to be confident of processes and accountability with a clear management structure and technology to support them. Similarly, staff reported being respected for their opinion, and skills with speedy responses from management to suggestions.

Training was conducted in a spacious dedicated area.

TECHNOLOGY

The Directors of Cornmill were open to change and prepared to invest in technologies to improve efficiency, safety and the experience of staff and residents. The Directors had leased a laundry system featuring an ozone based cleanser JLA Otex. This enabled laundry to be washed at lower temperatures in mixed loads with the benefit of neutralizing bacteria and virus such as MRSA Cdiff and Ecoli. The Directors told us that this was environmentally friendly and enabled them to address potential outbreaks. The Directors had also purchased a portable version of this technology which was used to sanitize public rooms and bedrooms. The benefits being the containment of infection and the reassurance these rooms would be completely clean.

A recent acquisition was a wall mounted nurse call system which is able to identify individual members of staff. Management could see at a glance the skill mix and number of staff responding to a residents call and how long they had been in attendance. Similarly, the Directors had dispensed with the “signing in book” citing inefficiency and GDPR obligations, preferring a screen which visitors entered their details. We observed that the Director also had integrated this system to the homes computer network.

The storage of medicines was closely controlled in the provision of two large fridges each running continuous self diagnostic tests and recording the temperature which was displayed on the door. The fridges were stored in a dedicated treatment room. The Director showed us how syringes and other clinical consumables were stored in low level drawer systems for ease of access.

Underfloor heating ensured that consistent temperatures could be maintained throughout the home with displays of the temperatures at various points. All baths and basins are similarly controlled by thermostat.

Likewise, the hydrotherapy bath, with a manual thermostat also prominently sited.

Simple and effective processes were in place with an example being a simple colour code strip on resident’s name plates indicating the level of support required during a personal emergency evacuation process.

The management team had set aside a room for the hosting of multi-disciplinary team meetings, and the Director told us that the home had excellent links with local health professionals.

The management team at Cornmill took responsibility for their own development and continuous improvement, forging links with other care homes to share good practice.

PERSON CENTRED PROVISION

The Manager described how the Director accompanied her to assessments and that when a new resident arrived a comprehensive care plan was established. Rooms were often redecorated and carpets replaced (despite them being relatively new) and a greetings card and welcome fresh flowers placed in the resident's room.

Directors were in daily attendance in the home and addressed issues quickly. A published experience survey detailed, 100% satisfaction with staff, a 100% satisfaction level with choice and quality of life, and 100% satisfaction level with access to concerns/complaints. Similarly 100% of residents would recommend the care home to a friend or relative.

The survey responses level at 93% of residents indicating resident consultation and involvement in the home.

The Directors told us that there was a choice of meal at breakfast, luncheon, and evening meal with the option of cheeses and wine after dinner. A sample menu indicating dishes such as full English breakfast, braised lamb or poached fish, chicken and mushroom pie, and roast pork. Desserts offered included blackcurrant pie and custard, tiramisu or cakes, fruit and yoghurt.

One of the Directors showed staff the kitchen (which had a 5 star hygiene rating), and the adjacent dry store pantry. The Director pointing out that only branded quality foodstuffs were used. Likewise, that the home used only locally sourced fresh produce and meat in order to contribute to the local economy.

The home provided free Wi-Fi to residents' rooms who want to use it, a dedicated and attractive hairdressing room (with nail bar) and a cinema room with comfortable seating and a large 65 inch screen TV.

Daily newspapers are available on request, and a library service is available.

Residents care plans included details of their key worker and menus. An activity worker was employed and a schedule was on display at various points throughout the home. The activity coordinator told us that she often left prearranged activities for times when she was off duty (for example quizzes).

We observed that the home encouraged involvement with the local community and supported the independence of the residents.

The home excelled in End of Life care having obtained the platinum level in the National Gold Standards Framework.

Feedback from residents

Environment

"It's different from being independent, but it couldn't be a better environment, it's so clean."

"I love my room, I have a big double room. I actually enjoy my own company and watching programmes."

"Lovely place really."

"It's a good environment, I like it. There are people to talk to."

Activities

"Every Tuesday, I go out with my friend. We go to the cashpoint and I get money out, then we will have a look in M&CO. I like that shop, it's where I like to go. My friends and visitors can come whenever, there are no restrictions."

"The activities co-ordinator is lovely, everything they put on is interesting and I especially enjoy art classes."

"I write books, my friend scribes and I tell her what to write. These then potentially get published; I can do what I want to. I should mix more with other people but I like my own company. I do get my nails done every week, I like to be glamorous. There's someone who also comes in and does my makeup."

"Plenty to do, I'm not bored at all."

"They take good care of me and keep me involved."

Care

"I see the doctor once a year; the staff are very nice and charming."

"The care is very good; some of the younger ones find me difficult I think. They get frustrated with me, because we're not as quick as them, you see. But they have the strength so it's important to have young women."

"It's delightful being here."

"Very good - they care for me and treat me well."

"This is a wonderful place."

Food

"The food is very good, I like fish the most. There is always an option that I like, plenty of veg and fruit available."

"I like the food, particularly ice-cream. Desserts are my favourite and there are always at least two choices on the menu."

"I am mixed about the food really."

"I don't know what's on the menu but everything is good. I choose when I get to the dining table."

"I like fish and there will be some on today."

"I like all the meals."

Relatives and friends' views

How do you feel generally about the service?

It's terrific. Very caring, very well organised. The building is very well cared for."

Do you think that you are kept informed about your relative e.g. Health and future care plans?

"Relatives can come when they want I used to work here 10 years ago. It's gone from strength to strength."

Do you know how to make a complaint if you need to?

"Yes and the residents do too. They can make a complaint and it's all followed up. Staff are friendly and so if residents have a problem they just tell their carer and it goes up the chain."

Are you aware of the social activities at the service and do you feel welcomed to join in?

"There are lots of activities for residents to do and no expense spared on equipment. It's great you can get involved in the fun sometimes. There are different activities for different abilities."

Would you recommend this service to others?

"Definitely, there are few I would recommend but this is definitely one."

Staff views

Do you have enough staff when on duty?

"Yes."

"Yes I would say so."

"Yes."

"Yes I think so."

"I think there's always room for more, but generally we have enough staff."

"If I need staff they are there."

"Sometimes - if there isn't it puts a lot more work on others."

"Most of the time - we just work harder. Residents still get the level of care they need."

"Yes."

"Yes."

Do you feel supported to carry out person centred care?

"Yes I am asked to recommend Christmas presents for the residents."

"I don't work with the residents."

"I'm doing great here."

"Yes, I would do anyway it's the way I work."

"Oh yes definitely."

"Yes definitely I work three afternoons should be 12-30 to 3.30pm but often don't go until 5pm I get so involved. I organise things for when I am not here as well so there is something on that the residents want to do for instance board games and the cinema room."

"I chat to residents to see what they want to do. We have a calendar for the year to arrange events and we find out what people would like. I have a diary recording the activities and who will join in. We are doing some more Christmas cards today. The residents have already done some which are at the entrance for people to buy."

"Some might like the activity and others may not so I chat to them to find out what they like. I keep an eye out for residents not partaking and I listen to them to find out what they would like and I encourage them to interact with others doing activities."

"We support the community with our activities - the homeless and the Salvation Army toy appeal. We put a scarecrow out for the Scarecrow festival and I bring things in from outside."

"No one here plays the piano so we bring a pianist in also relatives do play the piano. School kids come in as well."

"Yes definitely I always make sure I have a laugh with the residents"

"Very much - I know all of the residents."

"Yes - There is always someone to ask."

"Yes we work as a team so you only need to ask if you need help. We get to move around so we know the residents and working together means we get to know each other."

Do you feel you have enough training to carry out your duties well?

"We get up to date training to accommodate all the residents. I have just done training in spinal injuries and peg feeding."

"Yes, and if you have any problems, Clive(a Director) will help."

"I would say so; I did an induction which was good. I shadowed for a full week before being more independent."

"Plenty, but sometimes there is too much training. Recently we have had dementia training. But I know why we do it and it's important."

"Yes I have experience with the Brownies for twenty plus years and the RBS."

"Yes cleaners get the same training as the carers. We get lots of training."

"Absolutely, sometimes too much training, (laughing.) Last month I did Sepsis, First Aid and Dementia training."

"We are always training."

"We have lots of training."

Are you happy working here?

"Yes very happy. My opinion and skill is respected."

"Yes very."

"I am happy; I have only been here a few months."

"Yes, so far I am."

"Yes most of the time, I have good and bad days. (Just like you would in any job). I have been here a long time and I do think we should get paid more. I feel like I do a lot, I take on many responsibilities for the money. "

"Yes very."

"Yes you get to do a good job; transport, shifts etc. are okay. More money would be nice."

"Love it."

"Yes get on well with other staff and residents happy."

"Yes."

Would you be happy to recommend this care home to a close relative?

"Yes."

"Definitely, here rather than anywhere else."

"Yes, the level of care here is higher than others."

"I wouldn't put my relative in a care home personally, but if I had to this would be it!"

"Yes I would."

"Yes no hesitation."

"I certainly would it's superb in every way."

"Its amazing I can't say I could fault it in any way. My dad was in a care home which I thought was good but this genuinely blew me away when I cam to work here."

"Food is excellent, there's plenty to do and the care is outstanding."

“Yes absolutely 100%.”

“Because I treat every resident as if they are my mum or dad with respect, compassion and value. I try to make them all smile.”

“Yes definitely.”

“Yes I would.”

Response from provider

A pleasing and comprehensive report covering many major aspects of life at the Cornmill. The report acknowledges the hard work, dedication and commitment of the staff to providing a safe and caring home for our residents.

Observations were noted which clearly demonstrate that Cornmill is consistently providing a high quality service which enhances our residents satisfaction and further that we meet and often exceed our statutory and regulatory requirements.

Cornmill is proud to be rated 'Outstanding' by CQC, to be accredited at the highest level, 'PLATINUM', ~~for~~ by the NHS Gold Standards Framework for Care Homes in the provision of high quality End of life Care.

We are also pleased to note that Healthwatch would recommend Cornmill to a loved one.

www.healthwatchlancashire.co.uk

info@healthwatchlancashire.co.uk

Twitter: [@HW_Lancashire](https://twitter.com/HW_Lancashire)

Facebook: facebook.com/lancshealthwatch