

# Chestnut Grove Rest Home Preston

Enter and View Report  
Tuesday 8<sup>th</sup> November 2022  
1:00pm-3:00pm



## 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:

Chestnut Grove Rest Home

St Catherine's Way

Todd Lane

Lostock Hall

Preston

PR5 5XE

Telephone number: 01772 337061

Staff met during our visit:

Tracey Whiteside (Manager)

Date and time of our visit:

Tuesday 8<sup>th</sup> November 2022

1:00pm-3:00pm

Healthwatch Lancashire Authorised

Representatives:

Emmy Walmsley (Senior engagement officer)

Jodie Ellams (Team Leader)



## Introduction

Our role at Healthwatch Lancashire is to gather people's views and experiences, especially seldom heard, to give them the opportunity to express how they feel about a service. This was an announced Enter and View visit undertaken by authorised representatives from Healthwatch Lancashire (HWL) who have the authority to enter health and social care premises, announced or unannounced. The aim is to obtain the views and experiences of service users, relatives and staff and observe and assess the quality of services.

The team compile a report reflecting observations and feedback. Healthwatch Lancashire is an independent organisation, therefore we do not make judgements or express personal opinions. The report identifies aspects of good practice as well as possible areas of improvement. This is sent to the manager for their opportunity to respond. Where appropriate, Healthwatch Lancashire may arrange a revisit to check the progress of improvements. The report is then published on the Healthwatch Lancashire website at [www.healthwatchlancashire.co.uk](http://www.healthwatchlancashire.co.uk) and sent to the Care Quality Commission, Healthwatch England and any other relevant organisations.





## Acknowledgements

Healthwatch Lancashire would like to thank management, staff and residents for making us feel welcome and taking part in the visit.

## General Information

“Chestnut Grove Rest Home is a residential care home which is registered to provide care and support to 12 older people. The detached home is situated in Lostock Hall.” (taken from the website)

## Methodology

The Enter and View representatives made an announced visit on Tuesday 8<sup>th</sup> November 2022 and spoke to seven residents, three staff members and received feedback from one relative through the relatives online survey.

Healthwatch Lancashire obtain the views and experiences of residents, relatives and staff. Conversations with each are adapted to capture individual experiences to help assess the quality of services. Conversations with residents were structured around four themes (Environment, Care, Food and Activities). Conversations with staff included their experiences of staffing levels, support, and training. Relatives are asked to speak about their general experiences including how they feel about the service if they feel involved in and informed. The team also recorded their own observations on the environment, facilities and staff-resident interactions.



## Summary:

Healthwatch Lancashire representatives spoke to Seven residents, three staff members and gained feedback from one relative through the relative's online survey.

Once Healthwatch Lancashire representatives entered the building we were greeted by the manager, no visitors book was identified. Healthwatch Lancashire representatives were shown around the rest home, the dining room consisted of three dining tables with a restaurant style layout.

There is a large lounge area with large windows looking out on to the garden, there are multiple arm chairs with a large television with plenty of choices of DVD's. The bedrooms had unique bedding and towels to each individual resident for infection control. Resident's rooms are decorated to their own personal taste as they wish. Sinks in all rooms and infection control baskets. There is access via a stair lift from bedrooms on the first floor to the downstairs area.

There is a kitchen downstairs that is used to cook homemade meals every day on site. The garden wraps around the home and consists of benches and a birdhouse. There are different spaces around the garden allowing residents space if they want some quiet time.

Staff members were identifiable by wearing masks and aprons. There was staff and resident interactions taking place throughout the visit and all the staff members were aware of each individual's names and their needs.

The rest home had communal bathrooms and toilets situated upstairs and downstairs. Staff members appeared happy and were seen to be giving person centred care throughout the visit. Positive resident interactions were observed, and a good atmosphere was observed throughout the visit.

Healthwatch Lancashire representatives were informed that the rest home now has a mini bus which allows the staff members to take residents out on day trips and has a lift into the bus to facilitate wheelchairs. They had recently visited the Christmas fair and have other trips booked in for the residents.

The rest home felt warm and welcome throughout and was clean and tidy. Healthwatch Lancashire representatives were shown some of the bedrooms and one that had been recently decorated, Tracey informed us that the plan is to decorate all the rooms.

## Enter and View observations

### Pre-Visit and location

Chestnut Grove Rest Home does have a website, but it is in the development stage. It is not accessible at the moment and information on the care home is found on the CQC website. The rest home is near public transport routes, shops and local amenities. The rest home was signposted at the entrance, but parking was limited at the front of the home. There is a drive at the side of the home which houses the new mini bus.

### The external environment

The external environment has seating and goes from the side and all round the back of the home. The manager told Healthwatch Lancashire representatives that work was being done on the garden area next year. There are plans to have an outdoor bistro and chicken coup. There was one entrance at the front which was easily accessible.

There was space to sit outside at the front of the home with seating and a cover so residents can sit out In all weathers.



### The internal environment/reception - first impressions

When Healthwatch Lancashire representatives entered the building, we were greeted by the manager.

There was a warm and pleasant feeling throughout the home as staff and residents were seen interacting with each other and the staff looked happy in

their roles. All the staff were observed to be communicating with the residents and ensured they had what they needed.



### The observation of corridors, public toilets, and bathrooms



In the entrance hall was a communal toilet for residents, staff and visitors to use. There are some bedrooms downstairs and some upstairs, each room had its own sink and bedding and towels unique to the resident. There are twelve bedrooms in total in the home and they can be decorated to each resident's personal taste.

The rest home is accessible both inside and outside to most residents, with some work ongoing in the outdoor area. The bedrooms and bathrooms were clean and tidy.



## The lounges, dining, and other public areas

There was a large lounge area with different chairs to allow residents to choose their preferred chair. The lounge had windows that overlooked the outdoor garden. This space is large enough for all residents to sit and relax, watch television. There was a range of DVDs for the residents to choose from. It was observed that bags with various activities such as games and musical instruments were stored behind chairs in the lounge area.

In the dining room there were three dining tables laid out ready for meal time. There was a menu hung up on the corridor and inside the dining room, everyday home cooked food is made by the staff on site. The room was set up to allow for social interaction.



## Observations of resident and staff interactions

When Healthwatch Lancashire representatives visited Chestnut Grove, it was apparent that staff members were interacting with residents well. This was seen by observing staff and resident interactions in the home, helping them around the home and talking to them. The staff were observed to be welcoming and friendly and helpful towards the residents.

There were three staff on duty on the day of the visit and all staff were busy doing different jobs around the home.



## Feedback from residents

### Environment

*"I can't complain about my room, it has everything I need."*

*"We have a nice garden. It is convenient for when I want to go into Preston. I go out for a walk every day."*

*"Facilities are fine."*

*"It is very good, it has everything I need and if I ask for something, they will try and get it for me."*

*"I have enough blankets. My room is good."*

*"My room is alright, and my family can walk here."*



### Activities

*"If I feel like it, I can join in, there is BINGO if I want to play it."*

*"We go out for meals, but some of the activities in the home could be better for choice."*

*"We like going out if we can but there isn't enough choice."*

*"I don't really do any exercise because how I'm feeling at the moment."*

*"I can stay in bed if I like."*

## Care

*"Staff are good."*

*"Staff will do anything I ask."*

*"Staff are grand. One or two want to do it their own way, and some staff don't seem to understand me."*

*"Staff are happy and approachable. All staff do all roles and move around."*

*"The girls are good; they understand me and keep checking on me."*

*"Quite happy here, staff are definitely good, and they always check on me."*

## Food

*"No complaints, its ok and can be repetitive sometimes."*

*"Good food, cooked nice and lots of choice."*

*"Very good."*

*"Everything I need."*

*"I like the food."*

*"Oh yes the food is nice."*



## Staff views

Do you have enough staff when on duty?

*All three members of staff said "yes."*

Do you feel supported to carry out person centred care?

*All three members of staff said "Yes."*

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

*All three members of staff said "Yes."*

Are you happy working here?

*"I've been here a long time."*

*"It's a lovely home. Only small and laid back. Staff are lovely and residents are lovely."*

*"Yes- it's nice, nicely run."*

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

*All three members of staff said "Yes."*

Any other comments

*"Any ideas are discussed."*

*"I love how the cooking is all homemade. All staff help each other in job roles. Its homely."*

*"We ask and it gets done. We've just got the bus so there is going to be more outings. There are activities every day."*





## Relatives and friends' views

One relative provided feedback on the online relative's survey

How do you feel generally about the service?

*"The service is excellent and carried out with kindness."*

Do you think that you are kept informed about your relative

*"Yes."*

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

*"Yes."*

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

*"Yes."*

Would you recommend this service to others?

*"Yes, I would."*

## Recommendations for Improvement

The following areas for improvement have been highlighted from resident and staff feedback. These are not Healthwatch Lancashire recommendations but rather, areas to explore further for possible improvement.

- Outdoor area maintenance and improvements.
- Ensure residents are involved with the food choices and a regular change in menu is discussed.
- Better storage in the living room to prevent build up of clutter behind the seating area.



## Provider response

Areas identified for improvement	Action from provider	When by	Comments
<ul style="list-style-type: none"> <li>Outdoor area maintenance and improvements.</li> </ul>	As discussed I have plans to resurface the outside area at the back of the home, this is now underway and will be completed soon	05/02/2023	Underway
<ul style="list-style-type: none"> <li>Ensure residents are involved with the food choices and a regular change in menu is discussed.</li> </ul>	We have regular resident meetings to discuss food.	Ongoing	Last meeting was at the beginning of January 2023 and we have agreed with the recent influx of residents to try some more adventurous dishes such as a curry, a chilli con carnie and some pasta dishes.
<ul style="list-style-type: none"> <li>Better storage in the living room to prevent build-up of clutter behind the seating area.</li> </ul>	We will look into solutions for this but as this "clutter" is all activities for the residents we do not want to make this difficult to access as we encourage residents to engage in as many activities as often as possible.	ongoing	
Completed by	(Name) Tracey Whiteside	Date	20/01/2023

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