



Enter and View Report: Prospect House.

Care Home Contact Details:

High St  
Malpas  
Cheshire  
SY148NR

Care Home Contact Details: Tel:

Date of Visit: 26<sup>th</sup> September 2019

Time of Visit: 10.30am.

Healthwatch Cheshire Authorised Representatives:

Rhiannon Wilson - Jennifer Young

Staff Present:

Manager: Sharon Dodd

Administrator: Helen Dodd

## What is Enter and View?

Healthwatch Cheshire (HWC) is part of a network of over 150 local Healthwatch across England established under the Health and Social Care Act 2012. HWC represents the consumer voice of those using local health and social services and trades as both Healthwatch Cheshire East and Healthwatch Cheshire West.

The statutory requirements of all local Healthwatch include an 'Enter and View' responsibility to visit any publicly funded adult health and social care services. Enter and View visits may be conducted if providers invite this, if HWC receive information of concern about a service and/or equally when consistently positive feedback about services is presented. In this way we can learn about and share examples of the limitations and strengths of services visited from the perspective of people who experience the services first hand.

Visits conducted are followed by the publication of formal reports where findings of good practice and recommendations to improve the service are made.

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### 1. Description & Nature of Service

#### Details of home

Prospect House is an older building which for 100 years was the Doctors Surgery in Malpas Village. In 1988 it opened as a nursing Home and recently has had a change of owner. Presently Prospect House is operated as a private limited company, Mysing Care Limited who have one other establishment in Hoar Cross, Staffordshire. Mysing have recently completed a building refurbishment costing one million pounds, to improve the overall environment and services offered. This has visibly made a huge difference to the living area's and health and wellbeing of the residents. As part of the refurbishment they have modernised the house attached and can now offer 65 bedrooms in total all with ensuite facilities. The Service is designed to provide residential nursing care for those individuals whose needs arise through failing health, palliative care, physical frailty, impaired mobility, and/or reduced mental function/dementia. It is sited in the main high street with easy access to General Practitioner Surgery, Pharmacy, shops, schools, Older Peoples Centres, transport, café, laundrette, churches, hairdressing and other facilities. Prospect House provides care for people over the age of 40, but generally most of the residents are older people who are able to access a range of services such as long term care, respite care, day care and also to provide shorter periods of care to rehabilitate people after a short stay in hospital prior to returning home, or to avoid admission to hospital.

**Latest CQC Report** - the location was subject to CQC inspection in September 2018- Findings Good on all 5 Questions.

**Website information:** The service has its own website indicating the services and accommodation available. It is clear and easy to use and also has information regarding complaint process.

<p><b>2. Acknowledgements</b></p> <p>Healthwatch Cheshire would like to thank the service provider, care home manager, residents, visitors and staff for their contributions to this Enter and View visit.</p>
<p><b>3. Disclaimer</b></p> <p>This report relates to findings gathered on a specific date of visiting the service as set out above. Consequently, the report is not suggested to be a fully representative portrayal of the experiences of all the residents and/or staff and/or family members/friends but does provide an account of what was observed and presented to Healthwatch Cheshire Representatives at the time of the visit.</p>
<p><b>4. Purpose of the Visit</b></p> <ul style="list-style-type: none"> <li>• To enable Healthwatch Cheshire Representatives to see for themselves how the service is being provided in terms of quality of life and quality of care principles</li> <li>• To capture the views and experiences of residents, family members/friends and staff</li> <li>• To consider the practical experience of family/friends when visiting the service in terms of access, parking and other visitor facilities</li> <li>• To identify areas of resident satisfaction, good practice within the service and any areas felt to be in need of improvement</li> <li>• To enable Healthwatch Cheshire Representatives to observe how the service delivers on the statements it advertises on its website</li> </ul>
<p><b>5. Introduction/Orientation to Service</b></p> <p>Prospect House is an attractive older house which has been very well adapted to provide very good accommodation and is suitable for individuals with different cognitive and sensory needs. The accommodation within Prospect House are described as Standard Rooms, Classic Rooms, Superior Rooms, Premium Rooms and the courtyard cottages which are more spacious with Kitchens and called The Garden and Bowling Green Rooms, available to residents whose primary needs for care arises from their dementia or mental frailty and also suitable for a married couple as are other rooms in Prospect House . The establishment is fully accessible by wheelchair and there are lifts providing access between floors. There are many Therapies available at Prospect House:</p> <p>Occupational Therapy Dietician Aromatherapy Physiotherapy Chiropody Namaste</p> <p>Adjacent to Prospect House is a church who provides ‘Forget me not Café which is available to Resident’s and their families and to the local community.</p>
<p><b>6. Methodology</b></p> <p>Representatives were equipped with various tools to aid the gathering of information. The following techniques were used by the Representatives:</p> <ul style="list-style-type: none"> <li>• Direct observation of interactions between staff and residents</li> <li>• Participant observation within therapeutic/social activities where appropriate</li> </ul>

- Assessing the suitability of the environment in which the service operates in supporting the needs of the residents
- Observing the delivery and quality of care provided
- Talking to residents, visitors and staff (where appropriate and available) about their thoughts and feelings regarding the service provided
- Observing the quality and adequacy of access, parking and other facilities for visitors

**7. Summary of Key Findings**

- An attractive older building providing a range of services for Older People in a popular village in a rural area.
- A landscaped courtyard with excellent seating area's for residents, family and friends, which enables a range of activities
- The Use of a mini- bus which supports planned outings and enables resident's choice of visits to special events.
- Good observation and evidence of staff who are passionate and knowledgeable of Older people's needs and are proactive in driving this forward to ensure the health and wellbeing of those they care for.
- Residents make full use of the in- house activities, film night's and trips out.
- Residents Internet access enabling the individual to Skype family and friends. Also email service available.
- Mobile Library Service provided by Cheshire West and Chester Council.
- Lifts provided to access floors.
- Wheelchair Access.
- Religious Services
- Residents have access to a range of therapies
- Visiting 24 hrs no restrictions.
- Good involvement with the local schools and community.
- Regular Residents and Relative meetings.
- Concerns and complaints addressed.
- Residents have use of several quiet areas within the establishment.
- The recent refurbishment has improved and complemented the existing establishment.
- Prospect House has been awarded the platinum award from the Gold Standard Framework (GSF) for Care Homes.
- Nominated for the NHS 70 Award.
- Rated 'Good' by CQC

**8. Detailed Findings**

**8.1 Location, external appearance, ease of access, signage, parking**

- Located in a popular rural village approximately 12 miles from the City of Chester and within easy reach of Wrexham and Whitchurch.
- External appearance demonstrates a well-kept and maintained older building.
- Clear signage to Prospect House and a wide access for incoming and outgoing vehicles.
- Good access to the front door and reception.
- There is an arrangement with The United Reform and Methodist Church adjacent for visitors to Prospect House to use the Church car Park except on Sundays etc and there are notices which inform visitors.

<b>8.2 Initial impressions (from a visitor's perspective on entering the home)</b>
<ul style="list-style-type: none"> <li>• To access Prospect house there is a security system where you identify who you are and why you are there.</li> <li>• Access through the front door of Prospect House leads straight into the reception area with fresh flowers, and staff desk which is a very welcoming environment.</li> <li>• There is a very nice seating area to one corner which enables visitors to sit in comfort whilst they wait to be attended to.</li> <li>• There is a visitor's book, which we were asked to sign and other documents and literature on the notice boards which clearly informed visitors with regards to events, and activities which residents could access.</li> <li>• Leaflets were available to support relative's needs from Prospect House for bereavement and the awards framework leaflets for Prospect House.</li> <li>• We were asked to take a seat and quickly welcomed by both the Manager Sharon Dodd's and The Administrator Helen Dodd.</li> </ul>
<b>8.3 Facilities for and involvement with family/friends</b>
<ul style="list-style-type: none"> <li>• There are no set visiting hours, enabling relatives and friends to visit residents when it is convenient to them.</li> <li>• There is a large courtyard area with very nice seating which is used by residents and relatives/friends.</li> <li>• Concerns or complaints are acknowledged and discussed as appropriate.</li> <li>• Resident and Family meetings held on a regular basis</li> <li>• There is a Prospect House Charter of Rights for residents.</li> <li>• There are resident evaluation meetings with residents /relatives every 12 weeks.</li> </ul>
<b>8.4 Internal physical environment</b>
<ul style="list-style-type: none"> <li>• Prospect House is an older building but the internal character and recent refurbishment fully compliments its purpose.</li> </ul>
<b>8.4.1 Décor, Lighting, heating, furnishing &amp; floor coverings</b>
<ul style="list-style-type: none"> <li>• Internal décor is very light, which compliments the furnishing throughout the building. The lighting is appropriate and floor coverings are to a high standard and safety factors have been considered.</li> </ul>
<b>8.4.2 Freshness, cleanliness/hygiene &amp; cross infection measures</b>
<ul style="list-style-type: none"> <li>• All areas of Prospect House including bathrooms and toilets are very clean and hygienic and are designed to be easily maintained and cleaned.</li> </ul>



Bathroom area

#### 8.4.3 Suitability of design to meet needs of residents

- There has clearly been a lot of thought and planning in the refurbishment to support resident's health and wellbeing and daily living.
- Spacious corridors, lounges, quiet areas and communal rooms to suit all needs.
- Residents bedrooms are en suite allowing for a hotel feel and supports their privacy.
- Residents can furnish their rooms should they wish with personal furniture and items.



#### 8.5 Staff support skills & interaction

- There were 18 staff on duty during our visit which included nursing staff, care assistant's, housekeeping, laundry, office and maintenance staff.
- There are first level nurses RMN'S or RGN'S on duty for each shift.
- Prospect House has a bank of aprox'12 staff when cover is required.
- Care Assistant Staff are encouraged to gain the relevant qualification and most have gained the Qualifications and Credit Framework diplomas (QCFs).
- Sharon Dodd's Manager has overall responsibility for training.
- An approved medication system is used and staff have hand tablets to support recording resident's details.
- Keyworker /named nurse procedure is in place to support each individual

resident's needs.

**8.5.1 Staff appearance/presentation**

Staff were all smart, well presented and keen to interact well with residents during our visit.

**8.5.2 Affording dignity and respect/Approach to care giving**

- Prospect House has a person-centred care approach and each resident has a care plan. The plan is updated regularly and both resident and relatives are invited to attend a 12 weekly evaluation meeting.
- The Chef Paul Wright offers a seasonal rotating menu ,and takes a special interest in the individual residents choice of favourite meals he discussed how recently working with a resident he was able to recreate a favourite soup for that resident who said “It is nearly as good as I made”. Paul recently was given a commendation for the Care Chef Award from NACC for main meal and dessert.
- It was evident that staff were keen to get involved in activities which we noted during our visit.
- The Activities Co-ordinator Barry Moss discussed with us the specialist sessions he provides with other staff in arts and crafts to support individual resident’s needs.
- The activities programme offers a range of activities and trips out which recently had been to RAF Cosford, Chester Zoo, and Lady Lever Art Gallery.
- There is a Ladies lunch day on a Wednesday and a Gentleman’s lunch on a Friday both events residents enjoy with wine and beer offered at each occasion.
- Film nights are enjoyed by residents
- Malpas Choir attend Prospect House every three weeks to sing with Residents.
- Residents are involved with the local community and local schools.



**8.5.3 Effective communications - alternative systems and accessible information**

- Activities offered and leaflet advice information displayed for relatives, residents and visitors.

- A very informative house brochure is available which informs and answers questions and includes fee's for different types of stay at Prospect House. This includes the resident's charter of rights.

**8.6 Physical Welfare**

- It was evident during our visit that the staff we spoke to ensured good practice and continuous improvement, this was hugely important in their support of the residents they cared for.

**8.6.1 Appearance, dress & hygiene**

- It was evident during our visit that residents were able to maintain a good quality of life due to the provision of services offered at Prospect House, and their choices were taken into account in their daily needs and activities.

**8.6.2 Nutrition/ mealtimes and hydration**

- The menu rotates every four weeks and offers a seasonal menu.
- Care is taken to support resident's dietary and hydration requirement's.
- The dining room was well presented and was part of the recent refurbishment and had a grand piano in the room which supported a pleasant atmosphere.



- Residents could choose where they took their meals and could eat in their rooms if they wished.
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**8.6.3 Support with general & specialist health needs/Maximising mobility & sensory capacities**

- Systems were in place to monitor resident's needs.
- There are registered RMN/RGN and qualified line managers on duty daily.
- Activities such as seated yoga, and sensory games are regularly carried out.

**8.7 Social, emotional and cultural welfare**

**8.7. 1 Personalisation & personal possessions**

- Residents are able to personalise their bedrooms with their own possessions and furniture.
- The activities offered enable and encourage residents to make a choice to join in what they enjoy.

<b>8.7.2 Choice, control &amp; identity</b>
<ul style="list-style-type: none"> <li>Residents Charter of Rights at Prospect house ensures choice, control and individuality is maintained.</li> <li>Relatives and resident's meetings and the 12week evaluation supports resident's needs.</li> </ul>
<b>8.7.3 Feeling safe and able to raise concerns/complaints</b>
<ul style="list-style-type: none"> <li>Locks on bedroom doors are in place.</li> <li>Fire procedures and emergencies during a 24hour period are in place.</li> <li>Residents are encouraged to raise any concerns with management and staff. There are also cards and a box in reception for any concerns or issues to be left for attention.</li> </ul>
<b>8.7.4 Structured and unstructured activities/stimulation</b>
<ul style="list-style-type: none"> <li>There are three Activity co-ordinators who cover different specialist activities inside and in the courtyard area outside which are well documented for the involvement of all residents.</li> <li>Involvement from the local community and local choirs.</li> <li>Hairdressing salon provided.</li> <li>Prospect House is sited in a village high street which offers stimulation and a variety of shops and places of worship.</li> </ul>
<b>8.7.5 Cultural, religious/spiritual needs</b>
<ul style="list-style-type: none"> <li>There are regular visits to Prospect House from many denominations and the Methodist and United Reform Church is physically adjacent to Prospect House.</li> </ul>
<b>8.7.6 Gardens - maintenance &amp; design/suitability for use/enjoyment</b>
<ul style="list-style-type: none"> <li>The three maintenance staff cover all aspects of internal decoration and general maintenance, and also cover the courtyard and garden area's which were immaculate and allowed residents and visitors to sit and enjoy this outside area.</li> <li>Activities are carried out in the courtyard area and there is a garden club.</li> </ul>
<b>9. Observations</b>
<b>9.1 Elements of observed / reported good practice</b>
<ul style="list-style-type: none"> <li>Sharon Dodd's the registered Manager and Helen Dodd the Administrator have a continuous improvement set of values which they hope to implement to ensure Prospect House continues to demonstrate good practice in support of the residents they cared for. This was evident in our observation and discussion.</li> <li>Prospect House has been awarded the Platinum Award from The Gold Standard Framework (GSF) in relation to End of Life Care.</li> </ul>
<b>9.2 Other observations / findings of note applicable</b>
<ul style="list-style-type: none"> <li>Residents are able to Skype and access to email is good practice and supports residents needs who may have family abroad.</li> </ul>
<b>10 Comparisons</b>
<b>10.1 Comparisons of observations against providers website</b>
<ul style="list-style-type: none"> <li>Providers website is excellent and enabled information to be easily accessible.</li> </ul>

<b>10.2 Comparisons with previous Healthwatch visit (s) where applicable</b>
<ul style="list-style-type: none"> <li>Healthwatch visited in July 2017 and discussed the huge investment programme planned for Prospect House. This has now been implemented, and is a noticeable improvement</li> </ul>
<b>11 Recommendations</b>
<ul style="list-style-type: none"> <li>There were none on this visit due to the huge investment which had improved Prospect House. The new minibus provided for resident's outings was also good to note.</li> </ul>

**Feedback from Provider of Service**

**Were you happy with the arrangements/requests prior to the visit?**

Please feel free to comment as appropriate.

Yes.

The visit was conducted very professionally, efficiently and with great respect for the fact that Prospect House is first and foremost the residents' home.

We are delighted with the report and particularly proud that the significant investment we have undertaken following consultation with residents and their families and friends about how we could improve the environment for the benefit of our residents has been recognised and praised. We are so pleased to have had the opportunity to fulfil their requests and to have created a transformed home environment to enhance the quality of life for our residents.