

Enter and View

Cranham Court Nursing Home

Follow-up visit, 16 March 2017:

At the time of the follow-up visit, there were 56 residents. The team spoke with 5 members of staff, 2 relatives of residents and 9 residents in total during that visit.

The team felt well received by the receptionist when they arrived and were immediately struck by the Reception area which was bright and welcoming. The reception area also displayed useful information for relatives and other visitors, such as the report of a CQC inspection that had been undertaken in November 2016, other informative material and a stand that showed the current week's daily menu's for relatives and other visitors information.

As this was a review meeting, the team concentrated on discussing areas of improvements that had been flagged up and were related to the previous Healthwatch Report of April 2016 and the CQC report of November 2016.

There was discussion of the procedures regarding DBS and it was confirmed that the home have all staff covered by DBS and renewals would take place every 3 years. The home had undertaken a complete revamp of all their procedures and documentation and they showed the team records for the following areas: staff meetings, maintenance records, registered nurses meetings, meetings between both units, and residents meetings. The meetings has helped the communication between the staff, residents and the management and were improving the quality of care.

The maintenance records were very helpful as they indicated that the home is continually improving the environment (although this is an ongoing activity because of the age and size of the building) by replacing damaged or worn carpets; keeping all the facilities, such as the toilets free from limescale and in good repair; plus decorating areas within the home so that the environment is clean, tidy and homely. Observations on the day of the visit confirmed this information and discussions with relatives and their families endorsed that meetings had taken place and had been very informative and useful. Due to the season, there was no garden furniture in place in the courtyard but apparently in the warmer months this area was very popular and there were frequent events organised in this area. Many of the residents who would like to go outside are usually accompanied as their mobility is limited.

The Dementia unit was a very bright and interactive area and the events co-ordinator undertook various activities with the residents in this unit that involved reminiscence sessions, gentle keep fit and other specialised activities. It was observed that Doll therapy was in place with certain individuals. The hairdresser was also attending to residents on the ground floor of the unit. The CQC had noted in their report that there were inconsistencies as regards medication - that records, such as incident and Mars sheets were not always completed correctly and of problems with the ordering medication. The home had since looked again at their procedures and had discussed ordering procedures with the pharmacist and GP, and they now had in place a 28 day repeat prescriptions arrangement rather than a 3 month agreement, which was working well. The Management had also brought in a very strict procedure and the Mars Sheets were now reviewed daily by the Manager or Assistant Manager and signed off as appropriate.

Mars Sheets and the procedure checking book were checked during the visit.

The team felt that, all in all, the home had made huge attempts to address the improvements indicated by the CQC and Healthwatch. The Management were extremely open, helpful and used records to validate these improvements.

The The Matron and her deputy were fully engaged with the process and answered the team's questions fully, allowing them access to the following records: Mar Charts, minutes of staff meetings, maintenance records, residents meetings, meetings of both units, meetings with nurses.