

Crompton Court



Enter and view report May 2024

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Introduction

What is an Enter and View visit?

Healthwatch Liverpool has powers to carry out what we describe as 'Enter and View' visits. These are visits to health and social care settings which help us in our role as the independent local champion for health and social care. Enter and View visits are carried out by small teams of trained members of our staff and volunteers to observe a health and social care service at work, for example at a GP practice, a care home, or a hospital. We only visit services that are publicly funded, e.g. through the NHS or via local authorities.

What happens during an Enter and View visit?

During an Enter and View visit we talk to people using the service, whether patients or residents, and to friends and relatives where appropriate. We also speak to staff to find out where they think the service is working well, and where it could be improved. We also observe the service. We write up our observations and the feedback we receive and publish it as a report. Our report is sent to the provider of the service, as well as to regulators such as the Care Quality Commission (CQC), the local authority, and NHS commissioners when appropriate.

If there are recommendations in the report, the service provider is asked for a response, which we later publish online alongside the Enter and View report.

Details of the Enter and View Visit:

Name of the service visited: Crompton Court

Address: Crompton Street, Liverpool, Merseyside, L5 2QS

The Date of the Enter and View Visit: Thursday the 2nd of May

The Time of the Enter and View Visit: 2pm to 4pm

The names of the members of the Healthwatch Enter and View Team that undertook the visit were:

Engagement and Project Officer Terence Ferguson

Engagement and Project Officer Inez Bootsgezel

This was an announced visit, and we would like to thank Crompton Court staff and residents for facilitating the visit and for taking the time to talk to us.

Why did we carry out this visit?

Enter and view visits can take place for a variety of reasons, for example to find out more about a particular service, or in response to public feedback.

The Enter and View visit to Crompton Court was to learn more about the service, and to find out from observations and speaking with people where the service appeared to be doing especially well, in addition to finding out if any improvements could be made. The visit was not in response to any prior feedback or concerns identified relating to the quality of this service.

Safeguarding

Healthwatch Liverpool Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies, and the Local Authority will be notified on the same day as the Enter and View visit.

There were no safeguarding concerns identified during this enter and view visit.

About the Service

Background

Crompton Court is a residential care service that provides accommodation and personal care for up to 33 people. It accommodates people across 2 floors, each of which has separate facilities and ensuite rooms. At the time of our visit, there were 29 residents who lived at the home. The service is operated by ADL plc and does not charge top up fees.

Discussion with the manager

We met with Pat in the office of Crompton Court. Pat came across in our meeting as someone who cares deeply about the residents of the home and also the staff that she works with. They have had a recent Care Quality Commission (CQC) visit and they described it as a very positive experience and are pleased the results match this. They also had a visit from Liverpool City Council inspection team and Pat again felt it went well.

Pat advised us that Crompton Court is turning 29 years old and they are going to have a party to celebrate. Pat advised they had had previous residents who lived to over a hundred and they are proud of their residents' achievements.

We were advised that Crompton Court do not use agency staff as management feel they are overpaid for what they provide and lack knowledge about residents compared to permanent staff. Pat advised they avoid the use of agency staff by working as team, prioritising retention and reducing stress and sickness amongst staff. Pat advises they have consistent shift patterns of 08:00-14:00, 14:00-20:00, 20:00-08:00. She attributes this consistency and options of shorter shifts in preventing burnout and reducing sickness.

There are multiple long serving staff including the chef (25 years), senior carer (20 years) deputy manager (12 years) and the manager herself has been there for decades so this has built a consistency across the team. Management advised that the minimum wage increase has helped the situation with staff, but staff stay because they like working at the home.

Relationships with GP/Pharmacy/Dentists

Management advise that their General Practice is Stanley Medical Practice with whom they are very pleased. They describe the service as proactive and Lisa and Dr Callaghan will attend the home for observations and walk arounds. District nursing is provided by Vauxhall Health Centre and they say they have a great relationship particularly with the community matron who is described as being "just fantastic". Opticians' services are provided by the outpatient clinic and they have again found them brilliant and have had no problems at all with the service.

Currently Crompton Court does not have a dentist supporting the home despite efforts of management and link social worker Julie Doran. Families are paying privately for dental treatment which is the only option available for families to arrange treatment. This is an example of how the dental crisis is affecting vulnerable populations in Liverpool.

The manager advised she is very proud of the home. She lives locally and is able to attend in emergencies. The home has good local connections, many people know each other from the area. The Deputy manager mentioned that Covid lockdown times were very hard as staff had to certify deaths as doctors refused to attend (This is no longer the case). The district nurses were described as a great help during this time.

Quote from staff about covid

“Covid was a nightmare, having to shine torches in the eyes of residents (who had died) it was an absolute nightmare. We got support from our care home owners but there were no doctors coming, the District nurses were great however”

Medicare/Telemed

Management discussed the Medicare/telemed service and had some mixed feedback. They advised that they have been told they have to use it and advise that it has improved since it was implemented and that it takes some responsibility off staff to make decisions and prevents some inappropriate ambulance admissions. Management was also pleased with the training offered via the system. Staff have recently trained using the system in oral health care, health and safety and catheter care.

Staff gave an example of a recent frustration with the Medicare system. A resident bumped their head early in the morning witnessed by staff. It was reported out of an abundance of caution due to blood thinning medications being taken. Staff carried out observations as requested and were told to call back in 4 hours. This process continued every 4 hours even though the resident reported themselves fine with no change in observations. This included staff being asked to wake the resident during the night on multiple occasions. This continued over two days before staff refused to wake the resident any further. In this case management described “ a lack of a common sense approach” was taken and that speaking to different medical staff member each time did not help.

Visitation and Activities

Management have advised that they have a new visitation policy in place and visitors no longer need to book in by phone. The only exception to visitations is around protected mealtimes.

Management advise that they have a chiropodist that visits and a hairdresser every week. They also have three alternating activities coordinator that attend the home. The activities coordinator carries out individual sessions with new residents to establish their likes, dislikes, preferred bedtimes, look at photo albums amongst others. Management advise they involve the family in the process, and it helps with settling in when residents and family have input on decorating their bedroom. Residents needs and wants are continually monitored and updated according to management. Management advised they have a resident meeting once a month and families are invited to join and staff also attend. There is not an official resident spokesperson, but they do have some residents who like to take on a similar role.

Residents' clothes are marked with their names and room numbers to keep things together. Linens and towels etc are cleaned commercially weekly and this has been found to be working really well.

During our visit there was a rock-n-roll music activity going on with one resident dancing and others seemed to be engaged as well joining in with musical instruments. There is a quieter activities room upstairs for others who prefer a more relaxed environment. Management describes the activities coordinator as "brilliant" and helps all residents. They gave an example of how they have a resident who is now in a wheelchair but is a keen gardener. They have made adjustments that allow him to keep gardening with the activities coordinator and they have recently planted potatoes.

Quote from resident about visitation

"Visiting is fine, you need to sign in but it's good that they do that"

Meals and food

Management advised that Crompton Court has an in-house chef who has worked there for 25 years. At this the moment do not have any residents that are under Speech and Language Therapy input for their diet. Management advise they keep a list of dietary requirements in the kitchen for individual residents such as diabetic requirements alongside individual preferences.

Management advise they have a four-week rolling menu adjusted as needed following residents' meetings and their twice-yearly food survey. Management advise staff do daily walk arounds with menus asking residents what they would like. Staff report residents prefer traditional foods and they have breakfast options reflecting this including full English breakfasts and porridge. Other foods offered include meatloaf, pasties and classic desserts. Residents are also offered snacks throughout the day with a tea trolley service at 2pm. Whilst we visited staff provided the residents with lolly ices as it was a warm day.

Management report they have a great relationship with their dietician Tracy Moore who has helped them create nutritional milkshakes. They contain more calories than the shop brands and residents have found the taste much nicer and compare them to 'McDonalds milkshakes'. Staff keep a monthly weight chart of residents to help monitor any changes.

Observations

Observations on arrival

On the day of our visit there was bright sunshine and hot weather. The entrance to the care home was well maintained with a lush looking front entrance and garden area surrounded by plants. We were welcomed by staff and had our credentials checked and asked to sign in. The manager Pat greeted us when she returned from sourcing lolly ices for the residents.

The building looked in good condition with pleasant decoration and it did not look institutional. Staff advised they were proud of the décor and how nice the home looks for the residents. There was no loose or frayed carpets or trip hazards. Doors that were for staff access were kept closed and locked and radiators had wooden decorative covers. Large painted bannisters in contrasting colour helped transitions and visibility. The toilets had a large easy read sign with directions to the entrance.

In the hallway there are pictures of staff displayed, multiple thank you cards and dignity in dementia leaflets and posters displayed. There are multiple bouquets of dried flowers on the walls that were hand made by staff members. There was an old-style phone for decoration on the wall, a raffle basket for families and residents. Photographs of resident's activities were all over the care home as well as pictures of the therapy dog framed on the wall.

Quote from staff member

"Residents are lovely to get on with and the care home is immaculate and decorated in good taste, you don't want it clinical".

There was a bird cage on the lower floor which looked clean and well maintained with several brightly coloured birds chirping away. One of the residents was sitting nearby listening to the radio and looking at the birds. She advised she liked them except for at 7am and she pointed at her bedroom door next to the cage and laughed.

There were no strong odours or dirt noticed and the care home looked spotlessly clean in the areas we observed.

Observations of the living areas/dining room/summerhouse

The downstairs lounge has an attached dining area with an adjoining summerhouse. The room has windows that look into the hallway and also out on the garden. The space is not large but is well lit and there was room for the residents to engage in a dance class and those taking part seemed to be really enjoying themselves. There was a radio, television and music available.

We observed a small dining area joining to the downstairs lounge that looked to be used as a dining area. There were multiple tables and chairs that looked well-spaced out and clean. The area was pleasant as lots of sunlight came into the area from windows and the adjoining summerhouse.

The summerhouse has comfortable seating that looks out into the gardens. The area was bright and felt very pleasant and nice place to look onto the gardens. We did not see much of the external gardens but those leading to the main entrance were very pleasant and maintained well. There is an indoor smoking area attached to the summerhouse with 4 residents that smoke.

There is an activity planner pinned on the board in the hallway outside the main lounge. There were activities listed for 7 days of the week for the residents which including both 1-1 and group activities. Activities listed included-pampering, bingo, arts and crafts. karaoke, poems, reminiscing events, baking and lots more.

There was also an upstairs lounge described as the quiet lounge. The room was nicely decorated and bright due to multiple windows. There was a TV and comfortable chairs arranged around the room.

Residents' rooms

Residents' names were listed on each door, and some have decorated the doors and walls outside with their own pictures of their interests such as of their favourite football team. The bedrooms we saw were all a good size with room for a bed, TV, chairs and other decorations. The carpets in the room were thick and in good condition. The rooms we saw had big windows and felt well ventilated. All rooms are ensuite and staff advise rooms can be personalized by residents. One of the residents advised that they would like a linoleum/wooden floor and staff advised this would be allowed.

Quote from resident about room

"I have a lovely view of the garden, but I need to keep out of the sun. I would prefer a lino rather than a carpet as it's easier to keep clean"

Observations of the how Crompton Court engage with friends, family and residents.

During our visits we observed residents taking part in shared activity and seemed to be enjoying themselves. Staff seemed very friendly and knew all residents' names and used them when speaking to them. Staff also seemed to have a good relationship with each other from what we saw and there appeared to be a real camaraderie at the home.

Feedback from residents, relatives, and staff.

Healthwatch spoke with 4 residents, 4 staff members and one relative.

Quote from Resident



"I've been here 8 weeks and it's really good, everything is good. The best thing is the friendliness of the girls, no negatives it's all been good."



Quotes from Residents

1. "They are great, I was in hospital over Christmas and came here for rehabilitation".
2. "I like it especially the singing and music, I like Patsy Cline"
3. (Talking about food) "Sometimes I eat and pick, sometimes I don't like it but there is always a choice. I like the full English and they always have big portions"
4. "I really get on with Pat, I've got no complaints, my family live close by as well"

5. "The food is alright; you get to choose, and the portions are lovely".

Quotes from staff

6. "I love it, working here helps with my anxiety and I enjoy it even though it's busy. I love it this (working here) every day is fine, it's familiar and everyone knows us"

7. "I love it, worked here for 12 years, there is long serving staff, Brilliant relationship with Pat, I get a say in decisions"

Relatives feedback about Crompton Court



"You can approach them with anything."

"My dad has been here 8 months. Initially it was meant to be while some works were carried out at his home. We didn't think he would like it but he is really happy here. He is settled here. He has got really good mates in here. They do things at Christmas.

He does get tired, so we come in the afternoon. There's not one person I don't like, they can't do enough for you. Nothing is a problem for them, there's not a bad day. You can approach them with anything. They get the doctor out when needed. Dad eats the food. We can visit when we want, not at dinner times.

There is nothing to improve on here, they're so approachable. They keep us informed, e.g. when he has a bad day."



Summary and recommendations

Summary

Overall, we observed Crompton Court during our visit to be a pleasant environment with well-functioning leadership that seems to filter down to staff. Management and staff are proud of the care home and of their residents and seem to enjoy their jobs.

Quote from the manager

“I am responsible for 30 plus people, and I get lots of compliments and support from them, there are good relationships due to the spirit here and we will fight their corner”

The environment was clean and homely, and staff and residents seemed to be very happy. Feedback from the small number of staff, residents and families was majority positive about all aspects of the care home. Activities offered were numerous and appropriate and the food on offer seems to be enjoyed.

Quote from a resident

“I have been here for 12 months, I have settled in, all the stuff is good to me. All the staff have been great, I’m just made up I’ve settled in. I’ve got a next-door neighbour and we are good friends”

Recommendations

We have no specific recommendations for Crompton Court from our visit.

We found during our visit examples of excellent practice which included but were not limited to-

- Staff retention was a positive with multiple staff members remaining at Crompton Court for many years leading to a family atmosphere and a real feeling of camaraderie. The management structure being in place for so long seemed to strengthen this even further
- Staff and resident communication felt like a strength with residents and staff having lots of positive interactions and efforts made to adjust activities to residents wishes.
- The decoration of the home and the introduction of animals made for a very nice environment. This led to an environment that did not feel clinical and did feel like a home.

Appendix

Healthwatch Liverpool – Powers to Enter and View Services

Healthwatch Liverpool was established under the Health and Social Care Act 2012 and came into being in April 2013. We work to give local residents a stronger voice to influence and challenge how health and social care services are provided.

We enable people to share their views and concerns about local health and social care services, helping build a picture of where services are doing well, and where they can be improved. Enter and View visits are undertaken in accordance with the remit of Healthwatch Liverpool, and assist us in carrying out our statutory functions under the Health and Social Care Act 2012.

Enter and View visits are not designed to be full inspections, audits or an investigation of the service, rather they are an opportunity for us to get a better understanding of the service by seeing it in action and by talking to staff and service users.

We aim to identify and share good practice wherever possible. However, if during a visit we identify any aspects of a service that it has serious concerns about, then these concerns are referred to the appropriate regulator or commissioners of the service for investigation or rectification.

Any safeguarding issues identified will be referred to the Local Authority for investigation. Addressing issues of a less serious nature may be done directly with the service provider.

For more information about Healthwatch Liverpool, please visit our website www.healthwatchliverpool.co.uk or contact us using the details at the end of this report.



healthwatch

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