

Chelmunds Court Care Home

Enter & View Report
3rd October 2019



2 Pomeroy Way,
Birmingham
B37 7WB

Tel:0121 770 4254

Chelmunds Court Care Home

Enter and View Visit



Date of Visit:
03/10/2019

Authorised Representatives
Scott Baldwin, Jenny Marsh

Purpose of the visit

Following feedback from the public and a desktop review of local social care homes, Chelmunds Court Care Home was identified for an Enter and View visit. With an ongoing focus on social care in Solihull, we were keen to observe the service and find out what is working well to enable us to share good practice and to share any recommendations we may have for improvement.

Methodology

Authorised Representatives were able to speak with the home manager, staff, family members of residents and the residents themselves.

CQC Rating

Chelmunds Court currently has a CQC rating of 'Requires Improvement', following a visit on 16 January 2019. They were categorised for requiring improvement in the areas of Safe, Effective and Well-led, and as good for Caring and Responsive.

About the home

Accommodation for persons who require nursing or personal care, Dementia, Treatment of disease, disorder or injury, Caring for adults over 65 years

Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users, their relatives and staff, only an account of what was observed and contributed at the time of our visit.

Staffing at Chelmunds Court

Role	Total	Morning	Afternoon	Evening	Night
Nurses	6	4	4	2	2
Carers	10	5	5	5	5
Activity Co-Ordinator/Wellbeing Lead	2	2	2	0	0
Domestic	2	2	2	0	0
Maintenance	2	2	2	0	0
Administration	2	2	2	0	0
Home Manager	1	1	1	On-call	
Deputy Manager	1	1	1		
Unit Manager	1	1	1		
Clinical Lead	1	1	1		
Catering	2	2	2	2	0

The Acting Manager told us that the home has bank staff that they can call upon and on occasions agency staff are used.

Residents at Chelmunds Court

On the day of our visit the home had 48 residents, the home capacity is 73.

Arriving at Chelmunds Court

On arriving at Chelmund Court Care Home, we noticed that the car park was quite large and had plenty of parking spaces for disabled drivers.

We gained access to the building by pressing a bell, which is easily accessible for wheelchair users.

We were greeted at the main entrance by the Acting Manager, who welcomed us in and asked us to sign in, before showing us to her office. Staff were very welcoming and offered us drinks and even asked if we wanted a dinner reserved.

The Acting Manager happily answered our questions, before accompanying us around the building. We were then left to walk around the home and free to talk with staff members and residents.



Inside Chelmunds Court Care Home

The main door to Chelmunds Court is a wide, automatic door, which offers easy access to wheelchair users. The reception area was spacious and well-decorated, with a seating area for residents' family members and visitors. The furniture in the reception area was clean and comfortable and still looked relatively new.

The corridors of the home were wide and free from clutter. The walls had pictures on them, and each resident's door had a picture on that was personal to the resident. Toilets and bathrooms had pictures on them, that acted as a visual aid for residents.

There were several communal areas in the home, that residents could access to have some alone time or to take part in activities. The rooms were well-decorated and had clean and comfortable seating in them. The floors were carpeted and there were pictures on the walls to add a homely touch.

Dining rooms were clean and tidy and were well-decorated and spacious. Tables and chairs were also well-maintained. The home had a number of separate smaller rooms, such as a tearoom called the Blue Bell Café and a room which they encourage the male residents to use (although, female residents can use this room too). The home also hosts an on-site hairdresser, which is used twice a week.

Outside Chelmunds Court

The garden at Chelmunds court is well-maintained with the grass being kept tidy and the patio area being clean.

The garden was clutter free and had seating for residents. The seating looked relatively new and was clean.

Activities at Chelmunds Court

At Chelmunds Court there are a variety of activities that are hosted for the residents, which includes seated catch ball and movement exercises. The activities are put together as part of a weekly planner that is created by the home's Wellbeing Lead, with input from the residents. The home also has a knitting club, that is hosted by a volunteer whose mother was a resident at the home.

Special occasions are also celebrated on a regular basis, at the home. These include Halloween, where staff are encouraged to come into work in fancy dress and residents have the opportunity to get involved by dressing up too and making pumpkins.

Bonfire Night is also celebrated at the home, where the Wellbeing Lead will decorate the tree in the rear garden with lights and the residents eat jacket potatoes and enjoy the neighbouring fireworks. Valentines Day is celebrated by residents making crafts and presenting them to their loved ones

Christmas is also celebrated in the home, where all types of festive activities take place, such as craft making, and special dinners. Birthdays are also celebrated throughout the year too.

Observations

During our visit to Chelmund Court, we observed that the residents looked well cared for and happy. Their clothing was clean, and their personal hygiene was kept to a high standard.

We also witnessed staff engaging well with residents at the home, including one carer singing and dancing with the residents. We also saw residents being supported with food and drink, as well as being supported whilst being given medication.

There was a "sing along" activity in progress during our visit, where residents were happily singing along to a variety of classic songs with carers.

We felt that the staff genuinely cared for the residents and there was a good rapport between the staff and the residents at the home.

What people told us..

Residents

We spoke with several residents who were positive about the home and its staff. They told us;

“I like living here. It’s a lovely, clean building”

“The staff are very nice here”

“I like the staff. They look after me”

Relatives

Unfortunately, no relatives were present during our visit to Chelmunds Court.

Staff members

We spoke with different staff across the home. Staff explained that they felt well supported and that they could approach management. Other staff told us that they felt that they would be completely confident in approaching the home manager if they ever had a concern regarding safeguarding.

“I started as an apprentice on reception here. I’ve enjoyed it so much that I now want to work here as a carer.”

“I’d be happy to have my mom living here.”

“We have regular training and I can go on other courses develop my skills.”

Summary

Our overall experience of Chelmunds Courts is that it's a very nice care home.

The management and staff are working hard to overcome the stigma that the home has had over the past couple of years and have high expectations about how well the home will perform in the future.

Management and staff both seem to genuinely care for the residents of Chelmunds Court and engage with the residents very well.

The residents seem to be very happy and enjoy living at the home and appear to be well looked after regarding their personal and hygiene needs.

Activities at the home are varied, which caters for a variety of the residents' individual interests.

The home itself is well-maintained and decorated to a high standard. The building is clean and tidy and had no bad odours.

Recommendations

One of the recommendations that we made following our first visit, was that management were to ensure that a clear timeframe was set out regarding recruitment of staff, so that there were consistent and regular staff numbers providing care for residents

During our second visit, we could see that management at the home had taken on board the recommendation that we made regarding staff recruitment, as staffing levels had risen. The current Acting Manager told us that staffing levels were high and that the home now has a number of bank staff to fall back on if staffing levels were to drop.

Another recommendation that we made following our first visit to the home was for management to implement an effective engagement strategy, to help the home re-engage with the local community, which would be beneficial in developing the home's community activities.

During our second visit, we could see that staff had taken on board our recommendation to implement a strategy to engage with the local community, as the home has now engaged with the local school and have invited children in as part of an intergenerational project. The home has also made connects with the local church, which has resulted in the vicar coming into the home to conduct a service every Thursday.

Provider Feedback

Following on from your visit on 3rd October 2019, we were pleased that you observed and feel that there have been improvements made to Chelmunds Court. We continue to work hard to ensure that improvements maintain, and in making further improvements to the home. It is nice for us to receive some positive comments and feedback regarding the work being done and that you feel our residents are being well cared for.

Kind Regards

Louise Evans
Deputy Manager - Chelmunds Court

Healthwatch Solihull
Enterprise Centre
1 Hedingham Grove
Chelmsley Wood
B37 7TP
0800 470 1518