

County Durham LINK Meeting/Event

Date: 30 th November 2009
Event: Report on visit to Cheverley House Care Home in Belmont, Durham by LINK Enter and View representatives.
Number/range of attendees: 6
Purpose of meeting/event: Enter and View training visit
Record completed by: Michael Dalton
<p>The LINK Enter and View group were invited to visit the Care Home on a fact finding visit and as part of the Group's ongoing training programme.</p> <p>We were met by the Care Home manager, a very caring person, and the first impression of the facility upon entering was of a well maintained and friendly place. This impression was galvanised throughout the visit during which time we were shown around the three parts of the building (the residential section, the intermediate care section, and the day care section. Each section has its own dedicated staff of which there are two on duty at any one time. Each area of the building had a number of small and comfortable communal lounges for the clients to use. We felt this was a good idea as it provided clients with the opportunity to talk amongst themselves better than in a larger room. We had the opportunity to meet and talk to clients and they told us that they enjoyed their time there as the staff treated them with respect and a high degree of care. There was a very happy atmosphere, very homely, and the staff and clients all seemed to get along wonderfully. The clients told us that the staff arranged things for them to do if they wished such as quizzes, bingo, church services, carol singing etc. They could watch television in the lounges or on their own TV's in their rooms if they so wished. There were clients playing board games in one of the lounges. Some of the day care clients told us that they go to the Care Home twice a week but liked it that much that they would love to go more often. We were shown the rooms of a couple of the residents, by the staff, and were told and shown, that they were decorated and furnished to the clients own taste, even down to the choice of carpet and decoration.</p> <p>The clients in the intermediate care facility had come from a stay in hospital and were being helped by Occupational Therapists to get</p>

back on their feet before returning to their own homes. Clients were here for a maximum of 6 weeks. Other facilities were a dining room in each area, one with a bar. We were invited to stay for lunch which we all agreed was a lovely nourishing meal. A team of dieticians had worked with the management and staff to create a series of healthy menus which repeated on a 6 week cycle giving clients choices of healthy nutritional food.

Before leaving we had the opportunity to speak at length with the Care Home manager, who thanked us for our visit and told us about the plans for events over the next couple of weeks for events for the residents. Our overall impression of the facilities available was that it was well run, very warm and welcoming and it gave the clients a feeling of being at home.