

Cedar House in Leicestershire

Independent Lay Review - January 2020

Richard Edwards FRSA. Independent Review Lead Member



“ Cedar House continues to offer care of the very highest level in a first class setting that mixes a homely approach : a listening ethos and a responsive local home leadership. “

“ Residents private comments offered throughout my visit evidence base high levels of appreciation by residents for daily kindness and support by a very creditable cohort of staff “

Richard Edwards is a former Ministerial and Parliamentary Select Committee Advisor on Standards in Care with a leadership background in Local Government, Health Authorities and the NHS. He is currently Vice Chair of RESEC UK the Oxford University founded Charity that specialises in supporting Elderly and Specialist Care.

A Safe Environment ***

Cedar House puts the Care and Personal Safety of Its residents at the core of both its planning and daily life. Whether its the approach to estate upgrading via considerste building practices or through daily care support to residents



who present with very individual needs - staff exhibited a clear understanding of what each person needed. The new Reception and Cafe areas were welcome inovations.

A Careing Environment ****

Cedar House continues to offer a strong ethos of quality care throughout its older and newer parts. Over a dozen residents spoken with offered specific

comments on individual areas of quality care interactions by staff. Attendance at the morning staff “ handover “ again evidenced the strong focus on how care delivered well - through good home leadership - supports healthy lifestyles. Three residents commented upon specific personal examples of care support that were well beyond standards offered by many other providers in the East Midlands.



**Cedar House offers “ outstanding “ quality care Richard Edwards
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A Listening and Responsive Service ****

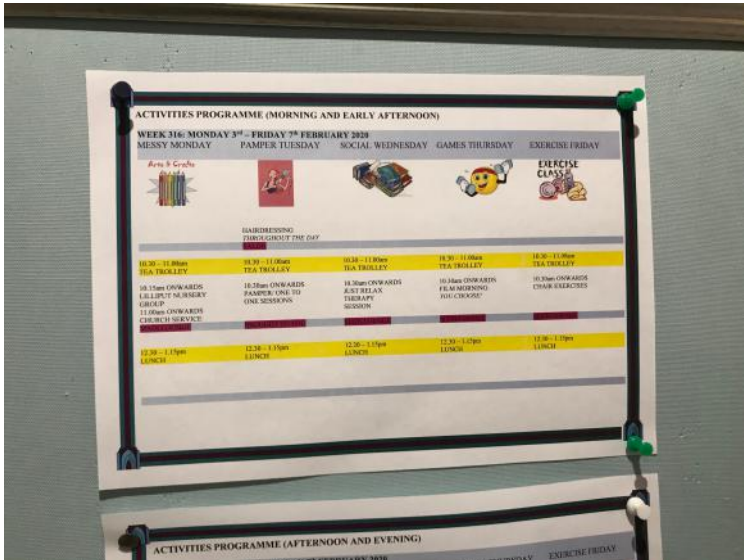
Communication across all parts of Cedar House was very good indeed with up to date information receipt and understanding tested by the Review. Five pieces of information - including news of two recent passings, a projected event, a future trip and menu changes plus the hospital updates of a popular male resident had all been understood and appreciated.

The monthly newsletter with its colour production and excellent photos was mentioned by several residents who enjoyed the community spirit it extolled.

The weekly newsheet appeared however less popular...in its current format. Most residents who had raised matters or questions felt they had been listened to and their views respected. A family member visiting concurred.

One item around cooked breakfasts which it was understood were only wished by a few residents was however a matter for some further thought.

A small breakfast club perhaps on two days a week in a specific location was mentioned as offering a chance to balance listening with operational practicalities..?



Excellent comments were also received around the **Nursery Group** visits and the very wide range of events and functions offered....including the singer and small animal / creature visit.

A long standing female resident commented that she was so lucky - comparing those offered in the care home of a close childhood friend.....



Comments offered during the Review - from across the Home

“ The residents meetings offer a chance to give your ideas “ “ i feel valued “



“ My daughter is so pleased that my views are heard as the food here is just right for me.

“ I feel Listened to “

“ A small cooked breakfast now and again please “

“ We asked for more trips and they listened “

“ Great Staff “. “ The meals are varied “

Caedar House Courtyard (above) is much enjoyed by those spoken to. Facilities are outstanding and still improving. Residents and family members commented on the high spec of bed rooms, toilets and common areas across the Home.

