

Haslingden Hall

Haslingden

Friday 27th September 2024
2pm – 4pm



Disclaimer: This report relates only to the service viewed at the time of the visit and is only representative of the views of the staff, visitors and patients who met members of the Enter and View team on that date.

Contact Details

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Haslingden Hall Care Home

19 Lancaster Avenue

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Website:

<https://www.amicura.co.uk/care-homes/haslingden-hall/>

Telephone:

01706 214403

Care Home Contact:

Jo-Ann Liptrott (Manager)

Date and Time of our visit:

27th October 2024

Healthwatch Lancashire Authorised Representatives:

Steven Walmsley (Engagement Team Leader)

Austin Staunton (Healthwatch Lancashire Volunteer)

Introduction

Healthwatch Lancashire is the independent public voice for health and social care in Lancashire and exists to make services work for the people who use them. We believe that the best way to do this is by providing the people of Lancashire with opportunities to share their views and experiences.

Healthwatch Lancashire has statutory powers to listen, act, challenge and gather feedback to improve local services and promote excellence throughout the NHS and social care services.

To help achieve this Healthwatch have a statutory power to 'Enter and View' health and social care services that are publicly funded. The purpose of an Enter and View is to listen to people who access those services and observe service delivery.

Following the Enter and View visit a report is compiled identifying aspects of good practice within the service visited along with any recommendations for any possible areas of improvement.

As we are an independent organisation, we do not make judgements or express personal opinions but rely on feedback received and objective observations of the environment. The report is sent to the service provider providing an opportunity to respond to any recommendations and comments before being published on the Healthwatch Lancashire website at:

www.healthwatchlancashire.co.uk

The report is available to members of the public along with the Care Quality Commission (CQC), Healthwatch England and any other relevant organisations. Where appropriate Healthwatch Lancashire may arrange a revisit to monitor the progress of improvements and celebrate any further successes.

General Information

Haslingden hall is a 76 bedded residential home that caters for older adults, younger adults, disabled adults and mental health. They offer a flexible range of care services including palliative, residential, dementia and respite care

Taken from website (see appendix 1)

Acknowledgements

Healthwatch Lancashire would like to thank residents, relatives, staff and management, for making us feel welcome and for taking the time to speak to us during the visit.

What did we do?

Healthwatch Lancashire Enter and View Representatives made an announced visit to Haslingden Hall on 27th September 2024 and received feedback from:



Pre-visit survey

Healthwatch Lancashire emailed a pre-visit questionnaire to the care home manager. The aim of this questionnaire is to gather information about the staff structure, resident population, services offered and activities that are planned for residents to take part in. Some information from this questionnaire is included in the summary below.

Introductory meeting with manager

At the beginning of the enter and view visit, Healthwatch Lancashire met with the manager to discuss the care home and view the facilities. This involved discussing some of the activities and aspects of the daily routine, and to hear the manager's perspective on what is currently working well at the care home.

One to one discussions with residents and their relatives

Residents were asked about their experiences in the care home, including their opinions on the facilities, daily activities, food, and the care they received. They were also asked about how they were involved in the day-to-day life of the home, and whether they were included in planning activities.

Discussions with members of staff

Staff were asked about their experience working at the care home and what they thought was working well, and anything they thought could be changed to improve the experience for themselves and the residents.

Observations

Observations were made throughout the visit. We focused on resident and staff interactions, how accessible the care home was for residents, and the condition and cleanliness of the facilities.

Summary



Healthwatch Lancashire representatives made an announced visit to Haslingden Hall on the 27th September 2024 and spoke with 5 residents and 12 staff members.

Throughout the visit observations were made of staff interactions with residents. We found that residents were happy with the care they received, and believed care staff to be friendly, approachable, and attentive to their individual needs. Residents were observed throughout the visit to be taking part in the activities with high levels of engagement and participation. It was noticeable that activities were central to the daily routine at the home and that a great deal of effort had been put into the activities that were being run on the day of the visit.

Residents were happy with the menu offered each day, and spoke highly of the quality of the food. Most residents appeared content with the range of daily activities available to them, although some mentioned that they would appreciate greater variety.

Discussions with staff showed that they were satisfied with their roles. They felt that staffing levels were appropriate, and allowed them to provide an excellent level of care. Staff also felt that they were well trained, and that management were approachable if they had any concerns. The home is currently trialling new falls prevention technology, which staff were confident would be beneficial to the experience of residents.

During the visit staff members were welcoming and provided assistance to the Healthwatch representatives by organising a group of residents to speak with about their experiences.

Service Overview

Location and public access



Haslingden Hall is located on Lancaster Avenue in Haslingden, Rossendale. The care home has its own car park for visitors and staff with an ambulance bay located at the front of the home. There is access to local bus services from two stops outside the home which connects to Haslingden and Rawtenstall.

Background of the home

Haslingden hall is located in a purpose-built facility. It is managed by the care home group Amicura, which operates eleven care homes across the UK; three of which are in Lancashire (Morecambe, Haslingden and Chorley).

The home has a total capacity of seventy-six beds across two floors, with residential and early dementia care being provided on the lower floor and more intensive support delivered on the first floor. The home caters for a high proportion of residents who are living with dementia and other neurological conditions, with both floors housing some residents with complex needs.

Discussions with the manager revealed that the staffing ratio is determined by the current level of residents' needs and is updated as those needs change. The home runs on a ratio of one to five which means the home operates with an above average ratio of staff to residents.

Services available

The home provides a range of other services to residents, including a tuck shop, and a hair dressing service that is available every week.

Recreational activities take place throughout the week. These activities include intergenerational projects, such as a mother and baby group called Sing and Smile and a craft session with children from Helmshore primary school. Singers and entertainers visit to provide shows, and there are regular quizzes, games, movie nights, and talking therapies sessions. Members of the local church attend to deliver holy communion.

The home is currently undergoing a trial of Nobi smart lamps (See appendix 2) which are in use in some residents' rooms where there is a particular risk of them suffering with a fall. These lamps use AI technology to detect and predict when a fall will happen in order to alert staff before the event happens. (recommendation 1).

Enter and View observations

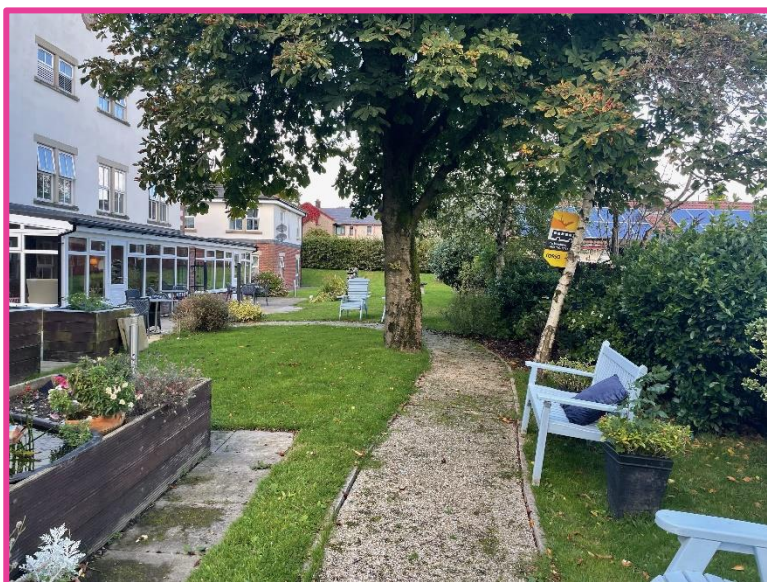
External Environment

The outdoor area of Haslingden Hall has been adapted to cater for accessibility, with drop-kerbs and ramps provided for people with mobility aids.

The car park has two designated spaces for disabled drivers and a dedicated ambulance bay to transfer residents to hospital or other healthcare services. These were observed to be worn away and were not clear upon first sight. (recommendation 2)

There is a large space in front of the care home which has benches and a gazebo, where residents can sit and get fresh air (see picture below). This was the only outdoor area available to residents at the time of our visit. The area is not fenced off and borders the car park, so cannot be used safely by residents with complex needs.

The care home has a large amount of outdoor space which has been designed to be used by residents throughout the year. The space at the rear of the home has different seating areas and a wide path to allow for wheelchair access. There are raised beds and a chicken coup for residents to care for, which is encouraged by the staff at the home.



Features such as a bus stop have been added to the garden area to make it more dementia friendly, which is something that residents complimented as they felt the garden area was well used.

Internal Environment – first impressions

Upon entry to the care home is a reception area with a front desk and a waiting area. Access to the main areas of the home are secured by keypads in order to maintain resident safety. At the time of the visit, the home was hosting a Macmillan Coffee Morning event which was set up in the entrance area of the home where residents and their relatives could purchase drinks and snacks.



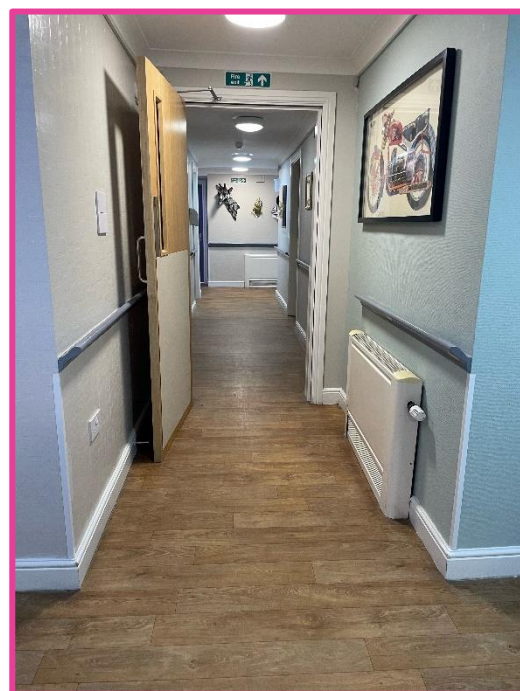
Two main communal areas are in the centre of the home. These were being used by residents at the time of the visit. In one of the communal spaces, residents were gathered for a singing performance by an entertainer.

The main entrance area has noticeboards with information for relatives, informing them about upcoming activities at the home and other services. It was noted that there was already a plan in place for the following month of October. The activities agenda was well designed and offered a variety of stimulating events, but it would benefit from larger text and images to provide clearer information for residents and relatives with visual impairments. (recommendation 3)

Observation of corridors, public toilets and bathrooms

Each of the floors has a similar layout, with long corridors punctuated by rooms and stairways (see right image). Signage was, however, quite limited. Adding clearer signage to the various levels would aid residents and visitors navigating the home (see recommendation 4)

The corridors are wide enough to allow access to residents and people using wheelchairs. Noticeboards along each corridor contain information about services available at the home, staff information, and other area specific information about policies and procedures. There were some examples of decoration around the corridors which created a more 'homely' atmosphere. Flooring throughout the home was observed to be dementia friendly, with a matte finish, and handrails with contrasting colours are present in all corridor areas for residents with visual impairments and limited mobility.



Lounges, dining and other public areas



Dining and communal areas are present on each of the three floors, and share a similar footprint and layout. Most of the residents use the same dining room on the lower floor of the home, which facilitates a social atmosphere at mealtimes. We were informed that some residents eat in their own rooms, depending on their personal preferences and care requirements.

Nurses stations have been repurposed into different facilities that residents can access throughout the day at their leisure. There is a "tuck shop", a library, a video library, and a clothing shop where residents can purchase things using money that is managed on a resident account. Provision is also made for residents who are unable to leave their rooms due to mobility issues, with a mobile version of these shops and libraries being available on a regular basis. (recommendation 1)

The food menu for the day was displayed around the home. It was neatly set out, clearly written, and showed an image of the choices available.

Staff and resident Interactions



Throughout the visit, Healthwatch Lancashire representatives observed interactions between staff, residents and their relatives.

The administration staff were welcoming, helpful, and ensured that visitors followed the sign-in process before entering the main residential areas of the home.

Members of staff were observed attending to residents throughout the visit. We found them to be caring and attentive to the individual needs of the residents, and understood their care plans.

Healthwatch Lancashire observed different activities taking place, which were attended by a large number of residents. It was apparent that the activities planned at the home appeal to the interests of residents and were an integral aspect of daily life. Staff members joined in with the activities, and it was noted that residents greatly appreciated the inclusivity of the activities.

One activity room was in use as a quieter area for residents who did not wish to take part in the singing, and they were observed taking part in less intensive activities of their own choosing. Staff members were joining in with these whilst carrying out their necessary duties such as observations.

Resident feedback

Healthwatch Representatives spoke with **five** residents during the visit.

Tell us what you think about the home

The five residents that Healthwatch Lancashire spoke with felt that the care delivered by staff at the home was exemplary, and that they were happy with the provision and adjustments that had been put in place to support their wellbeing.



“We are very lucky here with the staff that look after us.”

They told us that staff knew them well and were able to meet their needs, especially when it came to care. One resident commented that they felt like the staff were professional and approachable when they needed something.

“They care and they make friends with you.”

One resident explained that they had not been at the home very long but they had been able to settle in quite quickly.

“I am still getting used to the idea of being in a care home but they do a lot to look after me.”

What activities are on offer and do you join in?

Residents complimented the varied activities on offer, explaining that they enjoyed joining in with the rest of the group. It is clear that staff gently encourage residents to take part in the activities and attend events, and this facilitates a positive social environment.

“That singer they had in today was brilliant he was really good and you could see everyone had a good time.”

How do you find the food provided?

All of the residents we spoke to about food were satisfied with the range of choices available to them at mealtimes. They also complimented the quality of the food. They commented that it was consistently good. “The food is alright they give us a choice if there is something we don't like



Staff feedback



Healthwatch received feedback from **twelve** staff members during the visit.

Do you have enough staff when on duty?

All staff members we spoke with were happy working at the home and complimented the good team spirit shared between colleagues. All twelve staff members spoken with said that they felt there were enough staff at the home, including during busier periods, owing to the higher than average number of staff to residents.

“Having more staff makes a difference as things get kept on top of.”

Several members of staff told us that the relatively high staff-patient ratio allowed them to provide more patient-centred care. This, they noted, was particularly beneficial when caring for residents with more complex needs.

Three members of staff commented on how other members of staff from other teams would provide additional support to cover issues such as sickness or annual leave.

“The activities coordinators will often help with other tasks around the home such as helping residents get around the home or cover when someone takes a resident out for an appointment.”

Do you feel supported to carry out a person-centred experience?

Three members of staff commented that the home was a supportive place, where they felt enabled to help deliver a person-centred experience with the needs of the residents being central to the planning of activities and how they delivered their service.

“We have regular meetings with families which help us identify what is working well and what needs to be done differently. We are always learning.”

Several members of staff also complimented the open-door policy from management and the support that they received.

“The management team are always supportive and we often get great support from head office.”



They also explained that the assistance from the head office meant that the home was well resourced. An example given by staff was how the home was trialling new technologies in order to make the home safer for residents. They explained that initiatives such as this were making it easier for the home to keep on top of tasks such as observations and monitoring of falls.

Nine members of the staff team complimented the activities that were on offer at the home and how they were well planned for residents. Staff felt able to join in with activities, which they felt helped develop a positive relationship with the residents.

One additional element that staff members felt was working well was the link they had with the local GP surgeries. GPs visit the home regularly, allowing residents to access healthcare services easily.

Do you feel you have enough training to carry out your duties well?

All twelve staff members praised the regular mandatory training processes that were in place to help them develop and improve the care they delivered. There was a mix of face to face and online provision which staff felt helped with engagement and professional development.

Are there any changes that can be made to improve the resident experience?

One member of staff explained that while there is a good range of events and activities available for residents to take part in, they would like to be able to explore other options such as day trips for residents to give them more variety. (recommendation 5)

One member of staff commented that they sometimes found it difficult to get in contact with social workers, especially for some residents, in order to provide additional services to residents who needed support with their mental health.

“We don’t have a point of contact for social workers like we do for GPs which makes things difficult when the resident has complex needs.”

They felt that it would be useful to set up a link with Lancashire County Council in order to be able to access more consistent support for the residents and their relatives (recommendation 6)

Recommendations

During our enter and view visit we spoke to staff, residents and relatives, and observed the care environment and facilities. Based on our observations, we have made the following recommendations:

1. Celebrate successes and positive comments with residents, relatives and staff through the newsletter and updates at staff meetings.
2. Repaint the markings at the front of the care home to make the ambulance bay and the disabled parking spaces clearer.
3. Present the activities timetable in a clearer format with large print and images to give information in a more inclusive and accessible manner.
4. Implement clear signage around the corridors and communal areas to aid navigation around the home.
5. Explore additional opportunities for residents outside of the home such as more day trips for residents.
6. Investigate establishing a link with a named contact at Lancashire County council in order to be able to deliver more consistent support for residents.

Provider response

Recommendation	Action from provider	Timeframe	Comments
Celebrate successes and positive comments with residents, relatives and staff through the newsletter and updates at staff meetings	In reference to celebrating our achievements I have attached as evidence our three-monthly newsletter that is sent out to all relatives, we also have a monthly inhouse newsletter that is sent out via email and hard copies are left in the foyer.		
Repaint the markings at the front of the care home to make the ambulance bay and the disabled parking spaces clearer.	The repainting of the car park spaces had already been identified but is yet to be completed, we do have the specialized paint, but the job requires the ground to be dry which is a challenge at this time of year.		
Present the activities timetable in a clearer format with large print and images to give information in an accessible manner.	We are in the process of changing the activity timetable to a clearer and larger format, but I would like to make you aware that most residents have Alexas in their room and in the communal areas which are programmed to remind them of upcoming activities for that day the Alexas are very popular for residents with sight issues. Also, the activity co-ordinators and care staff verbally tell		

	<p>residents on a daily basis of upcoming activities, just thought I would mention that as I don't think it came up when we chatted.</p>		
<p>Implement clear signage around the corridors and communal areas to aid navigation around the home.</p>	<p>The dementia signage is already available within the home and is on the maintenance to do list this was removed during the refurbishment of the home and is yet to be put back up.</p>		
<p>Explore additional opportunities for residents outside of the home such as more day trips for residents.</p>	<p>Accessing the community is not something we have an issue with, residents are members of ring and ride and are offered the opportunity throughout the year to go on trips that they provide, unfortunately not a lot of the residents take up the opportunity, but it is something we do offer. The home used to have a minibus but this created more problems than it solved as staff who were licensed to drive it would leave , the bus would then be left for long periods unused and then require a lot of maintenance to get it road worthy again then we would recruit another driver and they would leave it became a never ending cycle and a pointless exercise so it is not something we would</p>		

	be looking at doing again.		
Investigate establishing a link with a named contact with Lancashire County council in order to be able to deliver more consistent support for residents.	I have already contacted LCC numerous times regarding a point of contact but unfortunately I am not getting anywhere it is always down to another department , you ring that department they say it is nothing to do with them, again a never ending cycle.		

Any other comments?

Thank you taking the time to visit and for sending the report back quickly.

I have now had chance to review the report and to discuss the contents with head office.

Regarding the recommendations, you have made I would like to assure you that they have been taken on board and we are in the process of implementing some changes.

Appendices

1. Haslingden Hall website:

<https://www.amicura.co.uk/care-homes/haslingden-hall/>

2. Nobi

3. Smart lights website https://www.nobi.life/en_GB



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