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# Annacliffe Care Home Report

December 2015

Healthwatch Blackpool

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*Resident's voices - a Healthwatch Blackpool Review*

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# 1 Introduction

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## 1.1 Details of visit

Details of visit:	
Service Address	129-131 Newton Drive, Blackpool FY3 8LZ
Service Provider	Annacliffe Residential Care Home
Date and Time	14/12/2015 @ 13:00 HRS
Healthwatch Representatives	S Robinson, W Stevenson, A Verma
Contact details: Healthwatch Blackpool	333 Bispham Rd, Blackpool

## 1.2 Acknowledgements

Healthwatch Blackpool would like to thank the service provider, service users, visitors and staff for their contribution and for facilitating us to carry out our consultation.

## 1.3 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, only an account of what was observed and contributed at the time. |

The views expressed in this report are primarily from those who reside in the home. It is acknowledged that some of the participants in our studies may suffer from conditions such as dementia or other memory impairments which do not enable them to give fully balanced and reflective views. However we feel that it is essential that every voice is heard and recognise our duty to all who receive care in Blackpool. In order to allow for this to happen we request feedback from the care home for clarification of the issues that are raised.

## 2 What is Healthwatch Review?

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Part of the local Healthwatch Blackpool programme is to carry out regular reviews and visits to health and social care services. Healthwatch representatives carry out these visits to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch authorized representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Our visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch reviews 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. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC where they are protected by legislation if they raise a concern.

### 2.1 Purpose of Visit

To gather information about the experience of living in a care home in Blackpool directly from those who reside in them, including quality of life factors such as activities and choices. Also to look at homes from the perspective of "would I wish for my relative to live here?"

### 2.2 Why did we do this?

Many of our elderly people in residential care have no one to speak on their behalf. Working alongside the CQC (Care Quality Commission) and Blackpool Council, Healthwatch Blackpool contacted, by letter, 14 Residential Care Homes in Blackpool in December 2015. We asked if we could come into their homes and speak to the residents. We wanted to know if they were happy about the levels of care that they were receiving.

## 2.3 What were our aims?

Our aim was to allow the residents to have a voice and a say in the care that they were receiving. Were they living in comfort, did they have privacy, did they receive 1 to 3 home cooked meals daily, was their housekeeping and laundry services met and was there a plan in place to manage their medication needs etc. To do this we needed the help and the cooperation of not only the residents but also the care homes, their staff and the families/carers of the residents. By collating this information we were able to evaluate the quality of care within each care home we visited.

## 2.4 Methodology

It was decided beforehand that we did not want to perform an enforced Enter and View visit to any Residential Care Home in Blackpool. We felt that to be invited to attend the home would give us a more balanced view and encourage openness and co-operation with the care home. To do this we wrote to every care home we intended to visit, outlining our intentions and the purpose of the visit. We also provided every home with a full colour poster confirming the date and time of our visit and its aims. We asked that each care home place the poster in a prominent position where staff, residents and resident's families / carers could read it. A few days before each visit we telephoned the care homes to confirm that they were aware of our visit, the date and time of the visit and the intentions of the visit.

On the day of the visit all Healthwatch representatives wore identification badges. Before speaking to any resident we explained fully who we were and the purpose of our visit. Those residents that were happy to speak to us were asked a series of open ended questions about what they liked most and what they felt could be improved. We confirmed that their name would not be linked with anything that they told us and that they were free to end the conversation at any point. We made observations throughout the visit and made notes of what we saw around the home.

## 2.5 Summary of provider

Broadway Care Home is a large care home situated close to Blackpool's south shore. The home cares for 24 people. There are en-suite facilities and a number of lounges are available so people can choose where to relax. There is a ramp access to the home for people with mobility problems. Entrance to the home was through a secure locked door, the manager greeted us on arrival and we were asked to sign the visitor's book. The Care home is large yet inviting, the home was clean and the residents were free to move around the home as they pleased. All meals were prepared onsite and the menu was varied and wholesome. On the day of our visit we met with the manager, she made us feel welcome and helped facilitate us while we conducted the visit.

## 2.6 Results of visit

### General

All the residents that we spoke to said that they enjoyed living in the home and that they felt that they were safe and comfortable. They felt that at all times they were treated with dignity and had their privacy respected, especially when they were in their rooms, saying that staff always knocked and made reference that they were coming in before entering. All the residents we spoke to were clean and tidy and said that the laundry service provided was very good and met their needs fully. Residents felt that if they had a problem or an issue they could approach staff with it and it would be acted upon.

### Food and drink

All the food is prepared on the premises. All the residents that we spoke to said that the food was good and varied. On the day we visited residents had just enjoyed a varied lunch menu which included Beef Stroganoff or Poached Haddock followed by Pear & Cherry crumble with custard. All residents had the opportunity to have 3 meals per day, breakfast, lunch and tea. Tea, coffee and soft drinks were available throughout the day and was provided by staff either in cups or in beakers dependent on the resident's needs. Food was served in the dining room which was clean and bright. Blended diets were available for those residents that required extra help and support to enjoy their meals. We observed the staff being polite and respectful. Residents, residents' families and staff had access to a vending machine that was placed just outside the manager's office.

### Activities

The home has a large garden at the rear of the property and residents told us that they enjoyed sitting outside when the weather permits. The home had several lounges where residents could sit in comfortable chairs, all the lounges had large flat screen televisions. One of the lounges also had a music centre which allowed

those residents that enjoyed music to be entertained. Chairs were also placed in quite areas around the home allowing residents to sit and chat to their visitors or to just pass the time. We observed residents moving freely around, inside the home. Residents told us that activities were available during the day but other than the quizzes they were unable to elaborate. Several residents that we spoke to said that in the main they spent the day sleeping in their chair. Residents said that they had enjoyed the recent Christmas party saying the food was really good as was the singer. Residents said that they especially enjoyed going out with their families when they come to visit. One elderly resident said that she enjoyed going to the hairdressers once a week as that was her treat.

### Staff

All the staff we saw were smart in appearance, they were friendly and approachable and were interacting with the residents. The overall view by the residents in response to our questions about staff were in the main positive. One elderly resident, when asked "What don't you like about living here" said that she felt that "bosses talked down to her instead of talking to her" another resident stated that "an hour can pass quite easily before you see a member of staff". All the residents felt that they were well cared for and that the staff had a good attitude, and that they were friendly, approachable and were always keen to help. Many of the residents thought that the staff knew what they were doing, were always respectful and understood their needs at all times.

### Involvement in key decisions around their care

Resident meetings were not currently taking place but the manager informed us that this was being looked at with the view to starting them. Residents had their own personal Care Plans and an allocated Key Worker. When we spoke to residents about this most were unaware who their Key Worker was.

### Concerns & Complaints

The home confirmed that they had a complaints procedure in place, although when we spoke to the residents about this no one mentioned ever having to use it.

## 2.7 Recommendations

This report highlights the practice that we observed and reflects the feeling that residents felt about the care and support that they were receiving. While it was not our intention during this visit to make recommendations, it was our intention to talk to residents and ask if there was anything that they felt would improve their quality of life within the care home. Residents felt that the following areas could be looked at for improvement:

### Activities

Residents felt that there were not enough activities available during the day.

### Staff Interaction

Residents could go for fairly long periods without any staff interaction.

### Involvement in Key decisions

Introduction of regular resident meetings with minutes taken.

## 2.8 Service Provider response

Dear Healthwatch Blackpool,

Thank you very much for your positive comments. The comments about the home having an odour on arrival I don't understand. We pride ourselves on having a clean and fresh environment. It may have been a resident odour following toileting as there are two resident toilets quite near the entrance hall.

The comments about the residents not having meeting must be a mistake\* because we have monthly residents meeting with well documented records that you are free to look at.

We have improved our house activities and have a social evening every Thursday and a singer every four weeks. Our activities coordinator is now back and are in the process of employing another co-ordinator for morning activities e.g. armchair exercises aerobics and other exercises.

Yours sincerely,

Carol Almand

Manager

*\*upon checking the notes gathered whilst we conducted our visit, none of the residents mentioned meetings when we enquired about their involvement in their care. We never asked specifically if they had meetings which could be why no-one mentioned them.*