
Langdales Care Home Report

December 2015

Healthwatch Blackpool



Resident's voices - a Healthwatch Blackpool Review

1 Introduction

1.1 Details of visit

Details of visit:	
Service Address	Langdales Care home, Blackpool FY1 4QP
Service Provider	Langdales Care home
Date and Time	16/12/2015 @ 10:00 HRS
Healthwatch Representatives	S Garner, S Robinson
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?

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

Langdales is a mid-sized care home situated close to Blackpool's town centre. Parking facilities are available at the front of the home. The home cares for 26 individuals. There is a ramp access to the home for people with mobility problems. There are two main lounges for residents to spend their time and also a large dining room.

Entrance to the home was through a secured locked door, the manager greeted us on arrival and we were asked to sign the visitor book. The residents were free to move around the home as they pleased. On the day of our visit we met with the manager who made us feel welcome and facilitated us while we conducted our visit. On the day we spoke at length to 10 residents.

2.6 Results of visit

General

All of the residents praised the food, the care they received and the staff at Langdales. They told us they like the people they live with and thought the care was very good. There was a strong community feel from the residents and many felt the home was well suited to their needs. One resident told us they'd put it at the top of a list of care homes. During our visit we spoke to many residents who were very keen to speak about their home and how accommodating it was.

Food and drink

Many of the residents praised the food highly. We were told the food is hot, tastes great and looks good. The menu was varied and we were told several times that the residents could 'find no fault' with the food. A few residents said at worst the meat was a little tough and cold.

'I can eat what I want, it's varied and I've even been asked if I want anything special', one resident told us. When we visited the home was preparing for its Christmas party. Many of the resident told us they were particularly looking forward to it as Caren [the manager] was cooking and she often cooked and was very good.

Activities

We were told [by the staff] that regular singers visited and the home was in the process of recruiting an activities coordinator. One of the few issues resident told us about were concerning activities and the lack of them. A couple of residents told us they found themselves bored and one described it as 'the hardest job in the world' trying to overcome their boredom. Several residents told us they still have an active mind and sometimes other residents who are more demanding than them take away resources and staff especially when it came to activities.

One in particular felt very sad they were in the situation they were in [being in a home]. They felt their independence had gone and just wanted to feel 'normal again'. I want to go to my room and not stay here, I've got things in my room I can do but they won't take me. We were told by all that when entertainment is on for example singers it's really good and the whole community get involved and enjoy this.

Staff

The majority of people overwhelmingly told us they felt the staff were really good. We were told they were polite and friendly. There were a few residents who told us some staff didn't knock before entering rooms which upset a few people but overall they were found to be caring and able to do their jobs. Many told us they felt staff to be very approachable and kind. 'They're a little rushed but do anything we ask'.

3 people told us they felt staff sometimes didn't understand their needs and often they had to wait for medication and to be supported with personal care or moved. They did say that it was just a few staff they had concerns with and didn't think it was an accurate representation of all the staff there.

Involvement in key decisions around their care

None of the residents told us they felt decisions were being made without their consent. Several told us that regular resident meetings are helpful and the decision and outcome have been put in place.

Concerns & Complaints

We were told by the majority of the residents that they had no concerns or complaints about the home. We were told by many that if they did have any complaints they felt comfortable raising them with the staff and felt that the issue would be resolved. We were given several examples of issues people had previously had and brought to the attention of the staff and how they'd been dealt with quickly. Most of the residents knew who to approach and told us they felt comfortable doing so. One resident was very vocal on the day we visited about the positives and negatives of living at the home. They told us the home a great potential for listening.

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:

Food

The residents told us that sometimes the meat isn't particularly enjoyable. *

Activities

Some residents find it difficult to stimulate themselves mentally during the day and told us they feel bored.*

Staff

Residents told us some staff aren't knocking on doors before they enter rooms.*

**since this visit and Langdales care home receiving a draft version of this report Langdales have contacted us to say they have addressed all of Healthwatch Blackpool's recommendations.*

2.8 Service Provider response

Recommendation/ Findings.

Food - New chefs have been recruited at the home, both Head chef and 2nd chef. New menus are now on view on dining room tables and reception area, with choices and alternative meals available. Chefs have been informed of the meats being a little tough, this has been addressed and residents are happier now, as this was brought up at monthly residents meeting for January.

Activities - The home is at present recruiting for an activities coordinator, meantime staff assist with daily activities:

- Bingo, Quizzes and Games.
- Other events within the home include
- Weekly hairdressing
- Chiropodist every six weeks
- Outside entertainment coming to the home every month, sometimes twice a month.
- Church services every month.
- Trips out weekly to various places in home mini bus.
- Pamper day for nails twice weekly.
- Physio in home every second week.

Knocking on doors - on asking residents regarding this, I found that staff were knocking on bedroom doors but not giving residents enough time to respond before entering the room. Staff have now been made aware of doing this at the monthly staff meeting for January.

Regards Caren

General Manager.
Langdales Care home