

Peel Gardens

Enter and View Report

Contact Details: Peel Gardens
Vivary Way
Colne
BB8 9PR

Staff Met During Visit: Angela Cheyte plus members of the staff team.

Date and Time of Visit: Tuesday 17th November 2015 1.00-4.00pm

Healthwatch Lancashire Authorised Representatives:

Linda Brown (Lead)
Michele Chapman
Deborah McKno (Volunteer)

Introduction

This was an announced Enter and View visit undertaken by authorised representatives from Healthwatch Lancashire who have the authority to enter health and social care premises, announced or unannounced, to observe and assess the nature and quality of services and obtain the view of those people using the services. This visit was arranged as part of Healthwatch Lancashire's Autumn schedule. The aim is to observe services, consider how services may be improved and disseminate good practice.

The team of trained Enter and View representatives record their observations along with feedback from residents, staff and, where possible, residents families or friends. The team compile a report reflecting these observations and feedback, making comment where appropriate. Their report is sent to the manager of the facility for validation of the facts. Any response from the manager is included with the final version of the report which is published on the Healthwatch Lancashire website at www.healthwatchlancashire.co.uk



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 residents who met members of the Enter and View team on that date.

General Information

Peel Gardens is a care home with nursing, privately owned by Embrace (UK) Limited. The home accommodates 45 residents and had 4 vacancies at the time of our visit.

The home's website states that the home caters for the needs of dementia and old age and specialises in Alzheimer's.

Acknowledgements

Healthwatch Lancashire would like to thank Angela Cheyte, the Registered Manager, together with staff, residents and visitors at Peel Gardens for taking part in the visit.

Methodology

The Enter and View team visited Peel Gardens in the afternoon of Tuesday 17th November 2015. We spoke to residents, where possible, structuring our conversations around a questionnaire covering four themes (Environment, Care, Nutrition and Activities) designed to gather information concerning residents overall experience of living at Peel Gardens.

In addition to speaking to residents and staff, the team also recorded their own observations on the environment and facilities available at Peel Gardens.

These observations were scored on a scale of 1 to 5:

1 = Poor, 2 = Below Average, 3 = Average, 4 = Good, 5 = Very Good.



Enter & View Observations

Pre Visit

The team evaluated several areas prior to our visit including the informative value of the brochure and website together with the manner of response to any telephone enquiries. The Embrace website had information about Peel Gardens including a printable two page brochure. However, some of the facilities described did not exactly match the facilities observed.

The initial phone contact and reminder phone call were answered in a timely manner and the response was positive and friendly.

The pre visit was scored as 3/5

Location

Peel Gardens is a large purpose built home set in a quite cul-de-sac off the main road through Colne, close to public transport routes, local shops and amenities that are within walking distance of the home. The front of the home has an adequate parking area.

The location was scored as 5/5

External Environment

On arrival the team considered whether the external environment was pleasant, welcoming to visitors and if residents had facilities to sit outside, weather permitting. The team found the external environment to the front of the property was low maintenance with open landscaping. It was noted that there was a small decked area which had a couple of small metal tables and chairs for residents to sit out in better weather. There was also a fenced front garden. The rear garden had limited use because it is steeply banked and without fencing.

Although there was a small porch area where visitors could sign in there was no apparent reception area and it was unclear where the main office was located.

The home was secure with visitors having to ring a door bell for assistance. The door was answered in a timely manner by a Care Assistant.

The external environment was scored as 2/5

Internal Environment - First Impressions

The care assistant who answered the door was not aware of our pre arranged visit but we were attended to by the Registered Manager once she had been notified of our arrival. The Manager introduced herself and was available throughout our visit.

On entering the home a discernible unpleasant odour was evident.

As there was no specific reception area the team asked to be directed to the Manager's Office. This was secure but was cluttered with a significant number of large boxes containing files that the manager said "needed archiving".

The internal environment - first impressions was scored as 2/5

Reception

The Healthwatch Lancashire poster, designed to inform residents, relatives and staff of the visit, was displayed in the porch. There was also a visitor's book, and a small stand containing information about the home together with some leaflets and hand sanitizer.

Photographs and names of staff were displayed on the foyer wall together with a temporary display of photographs showing residents engaged in activities, but there were no other wall decorations or pictures to make the area feel homely.

Directly adjacent the foyer was an open plan room with a quiet seating area. This was sparsely furnished with no homely furnishings or wall decorations. Three residents, who appeared agitated and disorientated, occupied this area. In this area the team were approached by a resident whose clothes were stained with food. It was noticed that they had been eating a pot of custard, unsupervised, using their fingers and without the use of a spoon. A carer subsequently noticed this resident and led them back to a seat. The team did not observe this particular resident's hands being washed or their soiled clothes being changed.

The reception area was scored as 3/5

Corridors and Bathrooms

Corridors were clutter free and well lit with sufficient space for wheelchairs and walking frames. Doors leading from them were named but were not dementia friendly.

Corridors, public bathroom / toilets had appropriate hand rails but these were noted to be in need of a deep clean and refurbishment. There was a very thick layer of dust behind the handrails and paint was peeling from them. Door areas were also in need of a deep clean as it was noted that dirt was encrusted on the edges of the door architraves and floor. The corridor floor was noted to be tacky underfoot when walking.

Exits and lifts were adequately secured by keypads.

Corridors were characterless with sparse decoration and lacked a homely feel. It seemed difficult for residents to navigate as all the corridors looked the same.

Four public bathrooms were found to be in an unsanitary state:

- All four toilet bowls contained unflushed faecal matter.
- One toilet bowl was blocked and the toilet seat was soiled and unsanitary.
- One bathroom sink was contaminated with smeared faecal matter which was also evident on the floor, together with what appeared to be a pool of urine.
- One bathroom had walls contaminated with faecal matter.

There was also a discernible unpleasant odour throughout the bathrooms and corridors.

The team reported the above issues to the Manager. However, it was noted that at the end of our visit, the first toilet reported to the manager had still not been cleaned.

During the visit two Healthwatch Lancashire team members used the staff toilets / staffroom. The environment appeared generally unkempt and grubby and discarded surgical gloves were observed on the floor. However the toilet bowl, seat and hand washing sink in the staff bathroom

were clean.

The team recorded that the temperature throughout the facility was appropriate to the residents perceived needs.

The corridors and bathroom areas were scored 1/5

Lounges, Dining and other Public Areas

Lounges and public areas lacked a 'homely feel' with no ornaments, plants, pictures, or decorative furniture. Seating in lounges looked comfortable but was arranged around the outer edges of the room. There were no personal touches, wall decorations or additional furniture aside for the curtains which were noted to be bright and clean. A television was on quietly in the background in the downstairs lounge. In the upstairs lounge a wall mounted CD player was playing quietly in the background. This lounge was smaller, and again lacked any homely touches. The floor needed cleaning.

A couple of bedroom doors on the upper floor had been personalised by residents. There was a small open-plan seating area described as a "reminiscence corner" consisting of a small table, one chair and a three piece suite. There were several small black and white nostalgic pictures arranged on the wall. It was unclear as to whether this was also the 'dedicated reminiscence and activities' area mentioned in the brochure as no other room appeared to fulfil this function.

The main dining room had few personal touches or wall decorations, except for the menu chalk board for the day's meal options. Also, there did not appear to be enough table and chairs to accommodate all residents and not all dining tables had tablecloths. Dining room chairs, window, wall and serving hatch area, in particular the architrave around it, needed cleaning. The wood trim was also peeling and needed refurbishment.

The team were informed that residents are offered two choices at meal times with the main hot meal served at lunch time. This was evidenced by the menu board.

Staff explained that residents are offered two sample meals to choose from, and if residents are unable to choose from the board, alternatives can be prepared if necessary. The chef confirmed that all food served was made on-site by herself and that residents have a choice as to where they can eat their meals.

Drinks are served from a trolley at set intervals throughout the day and residents can ask for drinks when they want them. However it was noted that very few residents had cold drinks to hand.

The lounges, dining and other public areas were scored 1/5

Observations of Resident and Staff Interactions

The Enter and View team observed the interaction between staff and residents, staff numbers, response times and the quality of person centred care offered. Initially, identifying different staff groups was an issue for the team because a number of uniforms were in use and not all staff wore name badges.

Staff appeared very busy, constantly reacting to the basic needs of residents leaving them little opportunity to accommodate social and emotional needs in a planned and person centred way. One resident in a wheelchair was seen in an area adjacent to a toilet banging on the wall for assistance.

There was a constant stream of call bells and this was particularly concerning as two of these had been repeatedly activated by the same room number or toilet area. We witnessed one call bell being unattended for several minutes, this stopped and then commenced again about 30 seconds later. During this period two members of staff (one of which was a care worker) were observed smoking outside the building, approximately five metres away from an external door. When these staff returned inside the home they did not appear to sanitise their hands. The room number repeatedly requesting attention was eventually attended to when the call bell progressed to the "Emergency" status and this was addressed quickly by several staff.

However, when staff interacted with residents they were kind and caring, knew residents by their names and also aware of the abilities of residents, pointing out those who were "chatty" and happy to speak with the Healthwatch Lancashire team.

The team did not see any evidence of activities available such as books, board games or handicraft materials. A TV was on quietly in the main lounge and CD players were in use in the public areas. The team saw many residents wandering the corridors aimlessly rather than being involved in any meaningful activity.

The Manager informed that the facility had a dedicated Activity Coordinator for 30 hours a week. However, the "Activity Board" did not have any activities listed, and the Activity Coordinator was unavailable at the time of our visit. We were also informed the home had recently acquired a minibus which would be used in the future for excursions; staff also told us that entertainers had attended the home the morning of our visit as it had been a resident's birthday.

As a result of the visit the team concluded that there did not appear to be enough staff on duty in order to cope with the high needs of many of the residents, although the Manager claimed otherwise. The Manager also advised that agency staff are used at night in order to cover some of the staffing requirement and the home was in the process of recruiting permanent bank staff to cover for any shortages.

Resident and staff interactions were scored 1/5

Overall the Enter and View Project Officers rated the environment and facilities as 1.5/5

Additional Information

The manager told us that:

- She had an “open door” policy. Staff and relatives could talk to her at any time.
- There were plans for an extensive staged refurbishment for 2016 to make the home environment more dementia friendly.
- The home is predominantly (90%) occupied by people with dementia.
- The home was accepting people who were finding it difficult to find suitable residential care because of their level of dementia.

It was noted that the minority of residents who have mainly physical rather than dementia needs, had no specific area to socialise with each other.

Residents Views

Environment

Summary of responses (from two respondents)

- One respondent was happy with their room.
- One resident thought their room was too small.
- Both respondents said they could watch TV in their rooms if they wanted to.
- One respondent told us they had been able to bring furniture and /or personal items from home if they had wanted to. The other respondent wasn't sure and had only brought books and clothes.
- One of the respondents felt they had privacy in their own rooms, the other being unsure.
- Both respondents used the residents lounge.
- One respondent told us there was a quiet lounge available for them to use.
- One respondent thought the home was pleasant and clean.
- Both respondents told us there was a garden where they could sit out.

Quotes from residents:

One respondent said that the home was “sometimes clean”.

One respondent said that they could “only sit out at the front... we can use the garden in nice weather.”

Care

Summary of responses:

- One respondent told us the staff were helpful and friendly.
- Both respondents felt they are treated with dignity and respect.
- Both respondents knew some staff members by name.
- Both respondents felt staff knew them well, although one qualified this by saying “some do”.
- Both respondents told us they have a choice about when they get up and go to bed.
- Both respondents told us they felt safe at Peel Gardens.
- Both respondents said they could talk to a member of staff if they had any concerns.
- Both respondents told us they knew how to summon help at night. One told us they knocked and the other said they used a buzzer.

Quotes from residents:

“Some of them (staff)” are helpful and friendly.

“Some of the staff will listen” if you have any concerns.

Food and Nutrition

Summary of responses:

- Both respondents were happy with the food.
- Both respondents told us they had a choice of menu.
- Both respondents said they always had drinks available to them.
- Both respondents told us they were able to choose where they ate their meals - in the dining room or in their own rooms.

Quotes from residents:

The food is “okay.”

“You press the button if you want a drink.”

Activities

Summary of responses:

- Both respondents said they had opportunities to get to know other residents.
- Both respondents told us they could have visitors at any time.
- One respondent said there were activities and outings available for them to take part in.
- One respondent told us that they had been able to continue to pursue their hobbies or interests - playing cards and dominoes and watching television.

Quotes from residents:

“In nice weather.” (There are opportunities to get to know other residents).

“Not really any outings. Had one last year... would like to get out more.”

“No, not like at home - feels limited.” (Being able to pursue hobbies or interests).

Relatives and Friends Views

Summary of responses:

Two relatives completed the 'Friends and Family' questionnaire.

- One respondent said that they thought the service at Peel Gardens was generally good. The other respondent felt that the service was inconsistent.
- Both respondents were unsure whether or not their relative felt safe at the service.
- One respondent felt that they are kept informed about their relative and involved in care plans. The other respondent did not feel informed and cited an example when family had not been informed that their relative was unwell.
- Both respondents told us they knew what the arrangements were for their relative in the event of an emergency.
- One respondent told us that they hadn't been encouraged to get involved in activities at Peel Gardens and the other reported being unable to have any involvement due to full time employment.
- Both respondents were satisfied with the level of support their relative receives from other local health services such as GPs, dentists, pharmacies.
- One of the respondents would recommend this service to others.
- One respondent told us that they had cleaned their relative's room themselves as it was very dirty and had not been cleaned properly. They had reported this issue to the care home manager.

Quotes from relatives:

"Not consistent (the service) a bit up and down."

"Staff don't have enough time for residents."

"(Name) is left alone in their room all day except for meal times".

"Poor communication between staff shifts."

"Not sure what activities go on."

"There have been times I have come to visit and have been stood at the door for at least ten minutes waiting to be let in". On one occasion when I was let in "I only saw the member of staff who let me in and one in the lift."

I would like (name) "to get out and get more fresh air. The Activities Coordinator took (name) out once but had to rush back.

"Despite labelling a lot of clothes have gone missing".

Staff Views

We had an opportunity to speak to three members of care staff about their experience of working at Peel Gardens.

Staff responses:

- Two members of staff told us they felt supported to carry out person centred care.
- Two members of staff told us they had enough training to enable them to carry out their duties well.
- One member of staff reported being happy working at Peel Gardens, one told us they weren't happy and one didn't want to say.
- One member of staff said they would be happy to recommend Peel Gardens to a close relative and one told us they would not recommend the home.

Quotes from staff:

“It varies from day to day.” (When asked about staffing levels).

“Don't want to say.” (When asked about staffing levels).

Following the visit to Peel Gardens by Healthwatch Lancashire the Enter and View team contacted East Lancashire Clinical Commissioning Group, Lancashire County Council and Care Quality Commission to inform of Healthwatch Lancashire's findings. As a result a working group has been established to work with the owners and manager of Peel Gardens to improve the quality of service provision with particular focus on hygiene, cleanliness, care planning, family & service user engagement and wider quality issues.

Healthwatch Lancashire will be undertaking a further unannounced visit to Peel Gardens.

Service provider response

The following response was provided by Peel Gardens to Healthwatch Lancashire's findings during our Enter and View visit.

Area of Concern	Action Required	Timescale for Completion
<p><u>External Environment</u></p> <p>Comments by Healthwatch, the rear garden had limited use because it is steeply banked and without fencing.</p> <p>There was no apparent reception area and it was unclear where the main office was located.</p>	<p>This area has been identified on the 2016 Capex plan to fence the area off and make an access door from the dining room for the residents to have the use of a larger extra external space. New furniture will be purchased for the small decked area at the front of the service.</p> <p>The home did have a dedicated reception area; however this was removed on the advice of the local authority as it was deemed to take up communal space that could be used by the residents. The home is only accessible by the front door which is a keypad lock and need to be opened by a member of staff who then directs visitors to where they want to go, this includes the office. A sign is to be purchased to visually direct visitors to the office.</p>	<p>2016 date to be confirmed</p> <p>31/01/2016</p>
<p><u>Internal environment</u></p> <p>On entering the building there was a discernible unpleasant odour evident.</p> <p>Manager's office was cluttered with a significant number of large boxes containing files that the manager said needed archiving.</p> <p>There were no other wall decorations or pictures in</p>	<p>This was not evident to the staff on duty on the day, however on occasions we appreciate there may be times unpleasant odours maybe present. A number of residents had just used the toilets prior to the visit. We have recently received comments from the CCG and Social Workers commenting on the pleasant odour within the home.</p> <p>The boxes that were in the office were actually in the administrator's office, these have now been archived. We are considering extending the manager's office further into the administrator's office to create a larger managers office.</p> <p>In that area we have 3 armchairs for residents to sit, there is a side table and a sideboard, also a large picture on the wall adjacent to the window and a music system on the other wall to enable</p>	<p>18/12/15</p> <p>18/12/15</p>

<p>reception to make the area feel homely. The open plan area adjacent to the foyer was sparsely furnished with no homely furnishings or wall decorations.</p>	<p>residents to sit in this area and listen to music if they wish. We are looking at redesigning areas of the home early in the new year.</p>	
<p>Corridors and bathrooms, doors leading from them were not Dementia friendly.</p>	<p>A plan for development within the home is to be structured around creating a more dementia friendly environment. This will be discussed with residents and families early in the new year, and a plan of refurbishment will be in place.</p>	<p>29/03/16</p>
<p>Handrails were noted to be in need of a deep clean and a refurbishment.</p>	<p>The paint on the handrails is not peeling but has been picked off by residents over time, as above this will be addressed.</p>	
<p>Door areas were also in need of a deep clean as it was noted that dirt was encrusted on the edges of the door architraves and floor. The corridor floor was noted to be tacky underfoot.</p>	<p>New cleaning schedules are being developed. Within the refurbishment discussions will be held with regards to new flooring in corridors.</p>	<p>30/06/16</p>
<p>Four public bathrooms were found to be in an unsanitary state.</p>	<p>We do encourage residents to remain as independent as they can, and will use the toilets and bathrooms independently, staff do check these areas on a regular basis and clean them. The manager asked a member of staff to clean the bathrooms and toilets when this was pointed out to her by the visiting team, it is reported that the first toilet had not been cleaned, however the staff member allocated to this stated she had cleaned them straight away, this particular toilet must have been used again by a resident. The visiting team had been there for several hours during the day. As indicated above new cleaning schedules are being developed.</p>	<p>31/12/15 30/06/16</p>
<p>Staff room and facilities</p>	<p>This area is to be included in the refurbishment</p>	

<p>being grubby and unkempt.</p> <p>Lounges and dining rooms lacked a homely feel, seating was arranged the outer edges of the room. There did not appear to be enough tables and chairs and not all tables had table cloths.</p> <p>Few residents had cold drinks to hand.</p> <p>Identifying different staff groups was an issue for the team because a number of uniforms were in use and not all staff wore name badges.</p>	<p>As above we are going to be carrying out a programme of redesigning of the home to create a more Dementia friendly environment.</p> <p>Chairs have now been staggered around the lounges to create smaller seating areas.</p> <p>New table cloths have been ordered.</p> <p>The manager has carried out numerous checks since the Healthwatch visit and residents do have cold drinks available to them.</p> <p>Embrace Group has a set uniform policy for all staff working in the homes. All staff should wear name badges at all times. A list will be compiled of all staff who do not have names badges and they will be ordered.</p>	<p>30/06/16</p> <p>18/12/15</p> <p>18.12.15</p> <p>18/12/15</p> <p>31/12/15</p>
<p>Call bells</p> <p>A constant stream of call bells one of which had been activated repeatedly by the same room or toilet.</p> <p>Two members of staff returning to the building after smoking did not sanitize their hands.</p> <p>There did not appear to be</p>	<p>Staff endeavour to answer call bells in a timely manner, there are on occasions when residents will need more interventions with personal care needs, and require 2 to 3 staff in attendance with them during this time.</p> <p>The manager is currently monitoring call bells.</p> <p>Hand sanitizer is to be placed at the entrance of the home from the staff smoking area. Staff will be reminded to ensure they wash their hands when returning to the home, infection control training to be arranged.</p> <p>Staff rotas have been reviewed and indicate adequate numbers of staff on duty during each shift</p>	<p>Ongoing</p> <p>Ongoing</p>

sufficient members of staff duty to meet the needs of the residents.	based on current occupancy and dependencies.	
Activities The team saw many residents wandering the corridors aimlessly rather than being involved in meaningful activity.	A new activity co-ordinator has been recruited for the home. We are waiting for relevant checks to be completed and her start date will be arranged. The activities board has activities listed over a 7 day period.	18/12/15

healthwatch Lancashire

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