

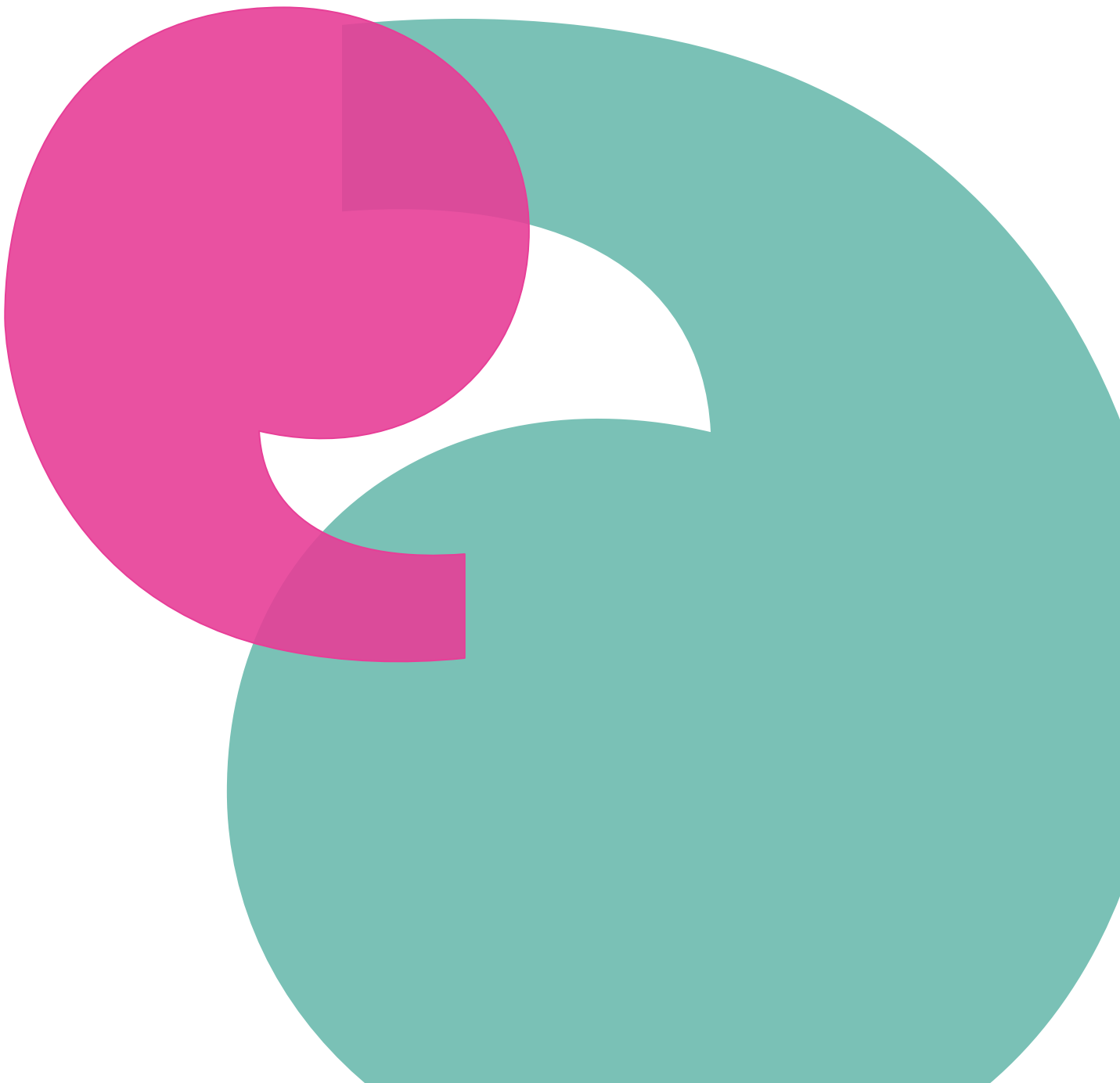
healthwatch

Blackburn with Darwen

Springfield Cottage

Enter and View

12th October 2015





Details of visit Service address: Springfield Cottage, Preston New Road, Blackburn, BB2 6PS

Date and Time: 12th October 2015. 10-12pm

Authorised Representatives: Alwyn Cooper & Madhu Pandya

Contact details: Healthwatch BwD, Suite 20, Blackburn Enterprise Centre, Blackburn, BB1 3HQ

Acknowledgements

Healthwatch BwD would like to thank the service provider, service users, visitors and staff for their contribution to the Enter and View programme.

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 and staff, only an account of what was observed and contributed at the time.

What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services 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 authorised 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.

Enter and View 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 Enter and Views 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.



Purpose of the visit

The visit is part of an ongoing planned series of visits to services looking at the care provided, specifically around how the homes are able to support residents with additional needs. This includes residents with physical disabilities, learning disabilities, dementia, and mental health conditions.

Methodology

This was an announced Enter and View visit. With the service Manger on duty, we discussed many areas of the home including resident's needs, staff training, and resident involvement.

With the aid of an observation sheet Healthwatch representatives walked around the home to observe the environment in the communal areas and the interaction between staff and residents. Healthwatch representatives were also invited into one Residents room to observe the environment in there.

Using semi-structured questions, which were prepared before the visit, we spoke with residents and staff. All residents in the communal area were invited to share their experience with us. We also approached staff to engage with us, mindful not to disrupt the care being provided.

During the visit we spoke to 7 of the homes residents and 2 members of staff.

Our findings were briefly discussed with the Team Leader before leaving. This was an opportunity to feedback the findings and highlight any safeguarding issues or quality issues which needed immediate attention. If there were any issues the service Manager would have been informed, along with the Safeguarding team and Adult Social Care Services at Blackburn with Darwen Council.

Summary

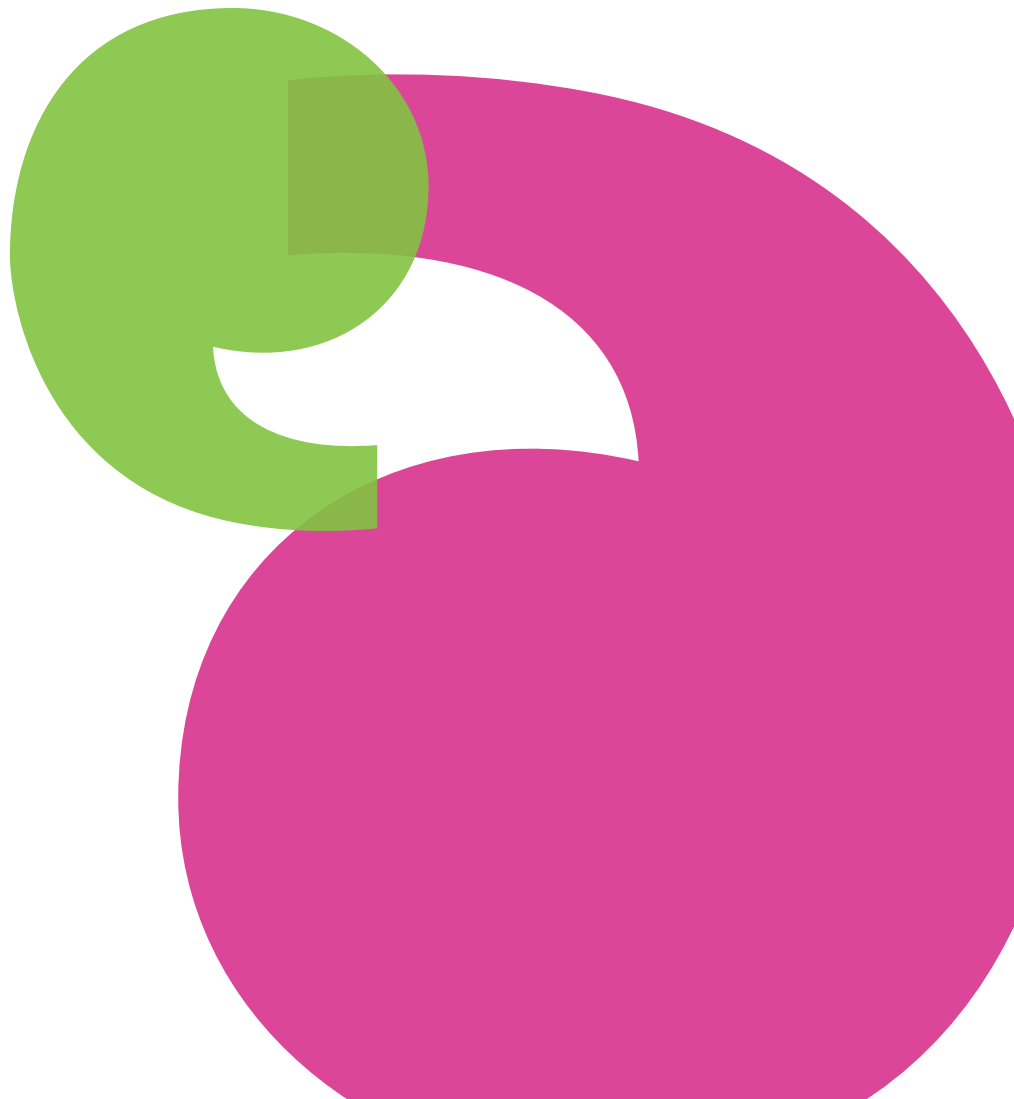
The residents spoken to were all complimentary about the residential home, the staff, and the care they receive. The building had recently been refurbished with the involvement of residents, and there was a well-kept garden to the front of the property.

The communal areas were welcoming, clean, and tidy. The dignity and privacy of the residents was clearly respected and efforts were made to involve residents in their care. Residents felt the care met their individual needs, and staff were able to provide the support they needed.

Overall, the outcome of this Enter and View is very positive. No concerns were noted, and no recommendations have been raised. Feedback from the residents was positive, with many telling us they enjoyed living there.

One resident was quoted as saying:

"I enjoy life here. I would recommend it".



Results of the Visit

Springfield cottage is a 26 bedroom residential care home. At the time of the visit they had 22 residents living there with some respite rooms available. Some residents had early on-set dementia and physical disabilities who require staff to help assist with moving and handling.

The general environment

Springfield Cottage is a clean, airy and welcoming home.

The communal spaces were clean and nicely presented, following a recent renovation, with the furniture in a good condition. The two communal rooms are located on the ground floor, which were spacious and clean. There was a well presented garden at the front of the house with chairs and a gazebo for residents to sit outside if they wished.

The home had adequate lighting and hand rails throughout the building. This helped residents move freely though the home.

We observed one occupied room with the permission of the resident. The room was neutrally decorated with personal belongings encouraged to make it a homely environment.

Residents View

7 residents (100% of those who answered) told us the home was clean

Dignity and Respect

Springfield Cottage respects its residents and does a lot to maintain their dignity. Every 3 months care plans are reviewed in partnership with the resident, with the option to involve relatives and District Nurses if they wish. All care plans are annually reviewed, but each month the Management reviews all care plans to ensure they're meeting the needs of the resident. If any changes are needed to be made then this is done so with the resident's involvement.

Residents are also encouraged to discuss their views at residents meetings, which take place every 3 months. At these meetings residents are able to discuss a number of areas, including: food, entertainment, planned changes to the home, and the environment. Recently, residents chose the new furniture and colours around the communal areas for the refurbishment.

The home is also able to provide both female and male carers, with residents wishes documented in their individual care plan.

Residents View

7 residents (100% of those who answered) told us they were treated with dignity and respect.

7 residents (100% of those who answered) told us that they always receive personal care in privacy.

Meeting individual needs

Staff operate a 20 minute walk round through the communal areas to ensure the needs of the resident needs were catered for. There were also call bells in each room and small individual golden bells for residents to ring if they needed support. Call bells were also located in all personal rooms and bathrooms through the home. Healthwatch representatives observed Call bells were answered promptly throughout the duration of the visit.

Social Isolation

Staff informed the Healthwatch representatives that residents who were socially isolated were also supported. This may be through prompting them about activities, providing entertainment in their rooms, producing a newsletter with updates, and providing a wide and varied range of activities.

Residents View

6 residents (100% of those who answered) told us that staff met their individual needs.

5 residents told us they needed assistance with eating and drinking. All 5 told us they are given assistance with drinking and eating

7 residents (100% of those who answered) residents told us that staff always helped them if needed.

One resident was not sure where the nearest call bell was. Another told me the nearest call bell was on the other side of the room, which meant they had to walk over to it if they needed support.

“They always help me in a friendly manner”

“Staff help me to go outside to feed the birds”

Staff View

Staff felt they had the flexibility to meet the resident’s individual needs

Training

Dementia: All staff have either completed training in Dementia, or are lined up to complete it.

Physical Disabilities: All staff have training in moving and handling,

Learning Disabilities: There were no residents in the home with Learning Disabilities. The service manager and another staff member have worked with residents with Learning Disabilities in the past, and have experience and training.

Mental Health Conditions: Some of the staff had completed mental health training.

Staff View:

There is a detailed training program, which monitors all staff training and arranges any gaps identified.

Interactions between Staff and Residents

We observed staff interacting with residents throughout the visit. This included staff assisting residents to walk from room to room, helping them sit down/stand up, and ask them if they needed anything. We felt this was significant evidence of the positive relationship between staff and residents.

The staff member told us they enjoyed their job as the management was very good. Staff told us that they sometimes do not have as much time as they'd like to interact with residents, but this was due to high demands on certain days.

*"I'm very happy here.
The staff are very
helpful and friendly"*

Recreational / social Activities

There was a large range of activities available, and Healthwatch representatives observed flower arranging during the visit. There was a visible and simple noticeboard which showed what activities were on and when, and a community notice board to advertise other activities and encourage family and friends to join in the activities.

The management informed us they had put a lot of effort into providing a large range of activities, and they were trying new things and involving the community more. The home had 4 'big' trips away from the home each year, and they invite residents from their sister home to come and attend activities.

What else did residents want?

- Embroidery
- Dominos
- Chess

Contact us



Address:

Suite 20,
Blackburn Enterprise Centre,
Blackburn,
BB1 3HQ

Phone number:

01254 504985

Text number:

07939071407

Email:

info@healthwatchbwd.co.uk

Website:

www.healthwatchblackburnwithdarwen.co.uk



Search: Healthwatch BwD