

Abiden Care

Enter and View Report

Contact Details: Abiden Care
22-24 Rosehill Road
Burnley
BB11 2JT

Staff Met During Visit: Ms Shenhaz Saiyed (Registered Manager) plus 2 members of the care staff team and John Pinder (owner of Abiden Care)

Date and Time of Visit: 8th December 2015 1pm - 4pm

Healthwatch Lancashire Authorised Representatives:

Michele Chapman (Lead)
Linda Brown
Lesley Miller
Deborah McKno

Introduction

This was an announced Enter and View visit undertaken by authorised representatives from Healthwatch Lancashire. Representatives have statutory powers 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 the Healthwatch Lancashire Autumn schedule. The aim is to report on the service that is observed, consider how services may be improved and how good practice can be disseminated.

The team of trained Enter and View representatives visit the service, recording their observations along with feedback from residents, staff and, where possible, residents' families or friends. The Enter and View team compile a report reflecting these observations and feedback, making comment where appropriate.

The report is sent to the manager of the facility for validation of the facts and their response to the comments which are then included with the final version of the report. The final report is then made available to interested parties, as appropriate.



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

Abiden Care is a private residential home, owned by Mr John Pinder. The home has places for 24 residents with 2 vacancies at the time of our visit. There was no dedicated website for this home but according to the carehome.co.uk website the home accommodates the needs of the elderly.

Acknowledgements

Healthwatch Lancashire would like to thank Shehnaz Saiyed, the Registered Manager, together with staff, residents (and visitors) at Abiden Care, for being so welcoming to us and for taking part in the visit.

Methodology

The Enter and View team visited Abiden Care the afternoon of Tuesday December 8th 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 Abiden Care.

In addition we spoke to staff, and where possible, friends and family. The team also recorded their own observations on the environment and facilities available.



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.

Our first contact with the facility was an introductory phone call, and this was received in a co-operative and friendly manner as were all of our subsequent contacts.

Abiden Care is a small family owned home and although it does not have a dedicated website it is represented on others such as Carehome.co.uk. However the home does have a leaflet available which details its services as day care, convalescence residential care, palliative residential care and residential care.

The pre visit was scored as 4/5

Location

The facility is located in a well established and attractive environment of similar late Victorian properties. Although the area is quiet and leafy it is also located close to major roads and transport links. One of the residents confirmed that there were shops nearby and within walking distance.

The facility did not have a dedicated parking area however as it is situated on a corner there were ample opportunities for off road parking. The side entrance to the facility was block paved and had a drop off/pick up area close to the side entrance. Representatives noted that the side entrance to the home was in use as the main entrance and was suitable for disabled access.

There was some confusion as to which entrance representatives had to approach as the home was not clearly signposted from the road.

The location was scored as 4/5

External Environment

On arrival the team considered whether the external environment was pleasant, welcoming

to visitors and if residents had the facilities to sit outside, when appropriate.

Abiden Care consists of two late Victorian semi detached properties and a single storey extension to the side/rear (which serves as the main entrance) There are extensive established gardens to the front and a rear decked seating area that residents can use in the warmer months. Indeed this was evidenced by recent photographs of residents enjoying the garden (in a collective photo album). However it appeared that the gardens would benefit from some routine maintenance (at the appropriate time of year).

A notice on the front door directed us to the side entrance which was signposted.

We were greeted promptly and politely on arrival at the side entrance and we evidenced the home was secured with a keypad. Representatives also noticed our Healthwatch Lancashire poster prominently displayed on the external door.

The external environment was scored as 4/5

Internal Environment - First Impressions

Representatives were introduced to the Manager Shenhaz who was very helpful and made herself available throughout the visit.

The care home did not have a dedicated reception area and on entry we were led straight into a narrow corridor with bedrooms and two bathrooms off it. Representatives did notice a slight odour in this area, however one bathroom was in use and the other was in the process of being cleaned.

Representatives did not evidence any sanitizing hand gel at the point of entry.

The internal environment - first impressions was scored as 4/5

Reception

Abiden Care does not have a dedicated reception area and this must be seen in the context of the facility not being purpose built, rather being more of a domestic home setting.

The main notice board was situated on a wall adjacent the kitchen and representatives were able to evidence a menu and activity notice on display along with other relevant pieces of information. The notice board appeared to be up to date and a visitor's book was in use in the dining room area immediately next to the kitchen.

The reception area was scored as 3/5

Corridors and Bathrooms

The entrance corridor was very narrow and could only just accommodate a wheel chair. Due to the narrowness of the corridor it precluded the need for handrails. To the right at the end of the corridor were residents' rooms and two bathrooms whilst to the left were the kitchen and dining room. These corridors were clutter free and well lit. However internal doors were not adequately signposted to designate toilets and bathrooms.

It was noted that along the end of one corridor (hallway) there was a step down into a lower lounge. The highly patterned carpet continued over this step down into the hallway and so it was difficult to differentiate the change in floor levels. The floors and carpets were clean and well maintained. Entrance, exit doors and the cleaning cupboard had keypads in use as appropriate.

On the ground floor there were two full bathrooms and a further room containing just a bath. It was noted that this bathroom was also used for storing walking frames and coats giving it a cluttered appearance. In another bathroom it was noted that the under sink vanity unit door was broken. There was a further toilet and sink on the upstairs corridor and similarly to those downstairs was very clean with a sufficient supply of toilet rolls, hand towels and soap. All the bathrooms seen had appropriate adaptations. However it was noted that one of the bathrooms would benefit from a waste bin to dispose of used hand towels.

The corridors and bathroom areas were scored 3/5

Lounges, Dining and other Public Areas

Representatives noted that the three lounges and dining areas were decorated to a very high standard with lots of homely complements such as, ornaments, display cases, photograph albums, ornate light fittings and lots of furnishings that contribute to reminiscence and familiarity for the residents.

In addition to this there was a piano in the lower lounge and a large fish tank in the dining area. All public areas were clean, well lit and with no discernible odours. All three lounges had homely furniture with plentiful comfortable seating and foot stools. In one lounge there were two resident cats settled in the window seat. There was a lot of natural light in all the rooms due to the large Victorian windows with views overlooking gardens to the front and rear of the property.

The dining room tables were decorated with table cloths and table runners that had been hand made by the volunteer. It was noted that there was seating in the dining areas for 16 residents.

The lounges, dining and other public areas were scored 4.5/5

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.

The Enter and View team were shown around the home by one of the residents, providing us with invaluable feedback and unique insight of a service users' experience of living at Abiden Care. Likewise wise the manager despite being very "hands on" helping residents also made herself available throughout our visit. It was also appreciated how staff respected confidentiality and residents were afforded total privacy when speaking to the representatives.

During our visit there appeared to be sufficient number of staff on duty plus two volunteers who all knew the residents well. Staff were observed talking to residents in a friendly and respectful manner and were responsive and attentive to their needs. However staff did not all wear the

same uniform and this may have made it more difficult for residents to identify care staff quickly. Only two call bells were heard during our visit and these were attended to promptly. Residents were complimentary of the staff at the home and a degree of 'banter' was noted between the residents and staff.

At the time of our visit a Christmas sing-a-long was taking place hosted by a volunteer and many of the residents, and staff participated enthusiastically. Representatives also noted a popular game of "Play Your Cards Right" with a group of residents.

An Activities Schedule was evidenced opposite the kitchen door which showed amongst other things; a ladies' pamper session, Christmas card making and a trip to a church concert. Similarly representatives recorded the day's activities taking place were as per scheduled on the activity timetable.

Julie and Steve, who are man and wife volunteers, are very actively involved at the home and help out with social activities and outings. Julie and Steve also take people out on trips, with staff, to the local horse sanctuary and coffee shop. In summer there was a visit to Whalley Abbey and recently a weekend break to Blackpool. In addition to this the volunteers make afternoon tea and cakes at their own home for residents and staff to enjoy. Indeed a resident enjoyed showing us a photographic "scrapbook" of activities/outings on offer.

It was noticed by the Enter and View team that the interaction between residents, staff and volunteers demonstrated a high degree of person centred practice. Likewise representatives were advised that the owner attended the facility "nearly every day" and helped out at mealtimes.

Resident and staff interactions were scored 5/5

Overall the Enter and View Project Officers rated the environment and facilities as 3.9 out of 5

Environment

Summary of responses:

- All respondents were happy with their rooms.
- All 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.
- All respondents felt they had privacy in their own rooms.
- All respondents preferred to use the residents lounge.
- All respondents told us there was a quiet lounge available for them to use.
- All respondents thought the home was pleasant and clean.
- All respondents told us there was a garden where they could sit out.

Quotes from residents:

“There are a few lounges so you can always find somewhere to sit.”

“There is a lovely garden.”

“I sit out in summer”

Care

Summary of responses:

- All respondents found the staff helpful and friendly.
- All respondents felt they are treated with dignity and respect.
- Two respondents knew staff members by name. One respondent could not always remember names.
- All respondents felt staff knew them well.
- There was a mixed response from respondents as to whether they had a choice about when they get up and go to bed.
- All respondents told us they felt safe at Abiden Care.
- Most respondents said they could talk to a member of staff if they had any concerns.
- Most respondents told us they had a buzzer to summoning help in the night but they had not had to use it.

Quotes from residents:

“I can lie in until 8.30am”.

“Absolutely.” (Feels cared for by staff)

“The staff are young but they are wonderful.”

“Sometimes I would like to go out for a walk or go to the shop; the shops are just across the road... Shenhaz (the Manager) worries about me”.

Food and Nutrition

Summary of responses:

- All respondents were happy with the food.
- One respondent told us they had a choice of menu which was also seen on the menu board.
- All respondents said they had drinks available to them and only had to ask if they wanted one.
- All respondents told us they were able to choose where they ate their meals - in the dining room or in their own rooms. All respondents preferred to eat in the dining room. It was noted that one resident was being assisted to eat their lunch (by the manager) in a quiet lounge area as they were settling down into the home.

Quotes from residents:

“The meals are lovely.”

“Very goodwith drinks”. (Availability)

“I like to eat in the dining room”.

Activities

Summary of responses:

- All respondents said they had opportunities to get to know other residents.
- All 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 person was unable to say and one person said not.
- None of the respondents told us that that they had been able to pursue their own hobbies or interests, although it was evident that there were many activities and days out that took place from the home.

Quotes from residents:

“There are plenty of opportunities to get to know people .”

“We went to Blackpool illuminations for the weekend.”

“I like watching TV, playing Dominos and cards.”

“They are friendly here.”

“I had no time for hobbies before I came here.”

Relatives and Friends Views

Summary of responses:

Two relatives completed the 'Friends and Family' questionnaire. Relatives were given a leaflet about Healthwatch Lancashire which included contact details for the organisation.

- Both respondents said that they were happy with the service generally.
- Both respondents told us their relative has had the opportunity to make friends at the home.
- Both respondents thought that their relative felt safe at the service.
- Both respondents felt that they were kept informed about their relative and involved in care plans.
- Both respondents knew what the arrangements were for their relative in the event of an emergency.
- Both respondents were satisfied with the level of support their relative received from other local health services such as GPs, dentists, pharmacies.
- Both respondents would recommend this service to others.
- Respondents also told us that the hairdresser comes weekly and that there are lots of activities and outings going on at the home.

Quotes from residents:

Feels the service is “Excellent, very personal and caring - like a family.”

“We are always welcomed into the home.”

“Never kept waiting at the door.”

“It’s very much an open home.”

“It’s a very friendly atmosphere, everyone is approachable.”

“It’s brilliant here, very much a home from home.”

“Kept informed about care plans or incidents “all the time”.

“Definitely” recommend this home to others. “Without hesitation”.

“My (relative) went on a break with carers to Blackpool for the weekend.”

Staff Views

We had an opportunity to speak to two members of care staff about their experience of working at Abiden Care.

Summary of staff responses:

- Both staff said there was enough staff when on duty.
- Both staff felt supported to carry out person centred care.
- Both staff thought they had enough training to enable them to carry out their duties well.
- Both staff reported being happy working at Abiden Care.
- Both staff would be happy to recommend this care home to a close relative.

Quotes from staff:

“Yes, I feel I have enough training above and beyond to carry out my duties well.”

“I have worked here a long time and I am happy.”

“Everyone does a good job.”

“The residents are happy.”

“Everyone gets along.”

Response from provider

Results of the Enter and View visit were fed back to the Abiden Care Home Registered Manager, Shenaz Saiyed, who provided the response below.

Thank you once again for the report. It was extremely positive and it's great for all the staff to hear from your officials about what a good job they are all doing. As per conversation, I would like you to amend some facts in the report.

- The home is registered for 22 people.
- As stated in the Pre-Visit report we are in the process of developing a website with Changing Directions and will be live shortly.
- As stated in the internal environment in relation to the two bathrooms, one of the bathrooms was used for storing zimmer frames and coats giving it a cluttered appearance. The zimmer frames are stored in the bathroom only at meal times for the safety of residents who wander inside the home. Once the meal is over, each individual zimmer frame goes back to the respective resident for them to use as and when required and are no longer giving the bathroom a cluttered appearance.
- As stated in your report, it was noted that in the other bathroom the under sink vanity unit door was broken. As you are aware there was already a replacement unit there ready to be fitted but due to being the festive period, it was booked in to be done sometime in New year. The shower room is being converted into a wet room at the same time.

Thank you for the way you have conducted your visit at Abiden Care and I would like to convey that all the authorized representatives were very polite, professional and unobtrusive during the visit.

Leyland House
 Lancashire Business Park
 Centurion Way
 Leyland
 PR26 6TY
 0300 303 8811

FEEDBACK FORM FOLLOWING ENTER & VIEW BY AUTHORISED REPRESENTATIVES

Healthwatch Lancashire values any constructive comments that would help to enhance our practice of the Enter & View process. Could we therefore ask the service provider to use this form to provide feedback to help us evaluate our effectiveness? Your feedback will be included in the published report.

Organisation Address		Premises -if different
ABIDEN CARE, 22-24, ROSEHILL ROAD, BURNLEY - BB11-2JT		
Contact Name	Telephone Number and/or email	
SHEHNAZ SAHYED	01282-428503 abidenresthome@btinternet.com	
Name of Healthwatch Enter & View Authorised Representatives	Michele Chapman-Senior Project Officer	
	Linda Brown-Project Officer	
	Julie Downs-Project Officer	
Date & Time of Enter & View	8 th DECEMBER 2015 1pm-4pm	
Were you happy with the Enter & View Arrangements prior to the visit? Comments-		
WE RECEIVED A LETTER BUT WERE UNSURE OF WHAT IT ENTAILLED & MEANT. SO I CONTACTED MICHELLE CHAPMAN WHO WAS VERY POLITE & INFORMATIVE. LATER RECEIVED A POSTER TO PUT UP & INFORM RESIDENTS & RELATIVES OF THE IMPENDING VISIT.		
Please outline any Positive aspects of the Enter & View visit.		Comments-
THE AUTHORISED REPRESENTATIVES WERE VERY PROFESSIONAL, POLITE & UNOBTRUSIVE DURING THEIR VISIT.		
Please outline any Negative aspects of the Enter & View visit.		Comments-

Please use this space to comment on how you think we could improve your experience of our Enter & View visit. Your views are very important to us at Healthwatch Lancashire and we appreciate, in anticipation, your time to complete this form.

IT IS VERY PLEASING TO NOTE THAT THIS IS DIFFERENT ASPECT OF SEEING THE DAILY LIFE OF THE RESIDENTS IN A CARE SETTING INSTEAD OF TICKING BOXES. THIS CAN ONLY BE A POSITIVE WAY FORWARD & MORE BENEFICIAL TO THE WELFARE OF THE CARE SECTOR.

Completed by	Shehraz Saiyed
Position	Manager
Date	6/1/16

healthwatch Lancashire

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