

Fleetwood Hall Care Home

Enter and View Report

Contact Details: Chatsworth Avenue
Fleetwood
FY7 8RW

Staff Met During Visit: Christina Duman, Registered Manager plus two members of the care staff team.

Date and Time of Visit: Tuesday 24th November 2015 10.30am to 12.45pm

Healthwatch Lancashire Authorised Representatives:

Michele Chapman (Lead)
Julie Downs
Aysha Desai

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

Fleetwood Hall is a purpose built residential care home privately owned by Orchard Care Homes. Fleetwood Hall has places for 62 residents with three vacancies at the time of our visit. The home caters for the needs of people over 60 who require residential care including people affected by dementia and other mental health conditions. Specialist categories include: Alzheimer's; hearing impairment & deafness; Parkinson's disease; speech impairment; stroke; visual impairment. The facility is divided into two units with 34 beds in the residential unit and 28 beds in the dementia unit.

Acknowledgements

Healthwatch Lancashire would like to thank Christina Duman, the Registered Manager, together with staff, and residents at Fleetwood Hall for being so welcoming and for taking part in the visit.

Methodology

The Enter & View Project Officers visited Fleetwood Hall in the morning of Tuesday 24th November 2015. We spoke individually to six of the 59 residents, 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 Fleetwood Hall. Residents' responses were noted and, where appropriate, validated through our own observations and conversations with the registered manager and other staff.

Residents' responses were not scored as some residents were unable to answer all the questions. However qualitative responses were recorded as 'summary of responses' and 'quotes'.

We also received feedback from two members of staff in response to a set of questions relating to their experience of working at Fleetwood Hall and generally about the service delivered at Fleetwood Hall. These responses have been summarised for this report.

In addition to speaking to residents and staff, the Enter & View team also recorded their own observations on the environment and facilities available at Fleetwood Hall. 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.

Representatives evidenced a comprehensive generic Orchard Care Homes website with a dedicated section with regard to Fleetwood Hall. This section explained in detail the services of the home and had an overview of the facility from the manager Christina Durnan. Feedback from resident's friends and family was also included in this section. However representatives did not see a dedicated brochure for the facility. Our initial contact with Fleetwood Hall was received in a pleasant and prompt manner as was our follow up contact.

The pre visit was scored as 4.5/5

Location

Fleetwood Hall is situated on a small loop road off a major junction and is clearly signposted with the name of the facility and the provider Orchard Care Homes. Representatives evidenced nearby transport links (tram and bus) and shops close by. There is small car park to the front of the facility but at the time of our visit this was full and representatives had to park on the loop road. We also evidenced appropriate disabled access to the front of the building.

The location was scored as 4.5/5

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

Fleetwood Hall is a modern purpose built facility set in its own pleasantly landscaped grounds. Set over two floors with the lounge/dining areas overlooking the rear gardens, representatives evidenced wooden benches for residents to sit out when appropriate. However the team also noticed that the rear garden had a small amount of

litter, but attributed this to the recent poor weather. The approach to the home was welcoming, clearly visible and secured by a keypad. On arrival representatives were attended in a timely manner.

The external environment was scored as 5/5

Internal Environment - First Impressions

On arrival we were immediately introduced to Christina the Manager. Christina was very helpful addressing all our questions and making herself available throughout our visit. The reception area was spacious and very welcoming. Indeed when we first entered the facility it was noted what a positive buzz there was about the place and how the reception was generally a hub for interaction between resident's staff and visitors. Pleasant contemporary music played quietly in the background and in the comfortable seating area residents were either chatting or dozing. Representative's first impressions were of a clean and welcoming environment with no discernible odour.

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

Reception

Representatives noted the use of a visitor's book and that the Healthwatch Lancashire poster was displayed on a board near the Manager's Office. The team were able to view a facility notice board and a magnetic activity notice board. However the activity notice board was waiting to be updated and although there was another small copy of activities, this was difficult to read. Representatives asked the manager if there was a pictorial notice board identifying staff members and were advised that this was in the process of being introduced. Comfortable seating, lamps and tables created a homely environment. The reception area also had posters advertising various Christmas activities and a large Teddy bear in a "guess the name" competition to raise funds for the home. The manager explained that the glass display cabinets containing costume jewellery were also on sale to raise funds.

Representatives also noted the provision of a “Visitor Survey” available for completion and several Service User Guides for residents and visitors.

Likewise the team saw a leaflet rack next to the Managers Office which contained information about the “Men’s Well Being Champion”, and the “Hearing Loss Champion”. The manager confirmed that the home also had a “Sight Loss Champion”, “Diabetic Champion” and a “Dementia Champion” was planned.

The team noted the provision of sanitizing hand gel located in a prominent place.

The reception area was scored as 4/5

Corridors and Bathrooms

Representatives evidenced the corridors as bright clean and well lit. There was adequate room to accommodate wheelchairs and hand rails in each of the units. The residential unit was decorated in neutral tones with pictures on the walls and individuals name plates on the doors. At the end of one corridor a comfortable seating area had been created to provide a quiet place for residents to sit. Daily newspapers were provided in this area and the manger told us that residents were able to order from the newsagent directly.

The dementia unit (Forget Me Not Suite) differed from the residential unit in that the handrails were painted bright yellow to assist residents experiencing dementia. Significant consideration had been given to an appropriate dementia friendly environment the corridors being represented as thoroughfares with street names and bus routes for orientation. Room doors had been decorated to appear as house front doors with house numbers and the residents name and photograph to aid identification. Artwork and photographs in the corridors reflected the locality with a seaside theme and prints of old Fleetwood landmarks. The manager explained that this in turn reflected the occupancy of Fleetwood Hall (many of the residents being former fishermen or their wives).

Prior to entering the Forget Me Not suite a public lounge seating area was provided with a

comprehensive bookshelf, comfortable seating and attractive soft furnishing. The manager advised us that relatives often used this area when visiting.

The team recorded that bathrooms were conveniently situated close to public areas and in the dementia unit were signposted pictorially and fitted with dementia friendly fittings/adaptions. The toilets we visited were clean and furnished with a sufficient amount of hand wash toilet roll and hand towels however we noted that one of the bathrooms may benefit from a larger waste bin.

The team evidenced appropriate temperature levels and a pleasant odour throughout the facility.

The corridors and bathroom areas were scored 5/5

Lounges, Dining and other Public Areas

Each unit had similar provision of a lounge-diner and an additional quiet lounge. We were able to talk to one resident in the residential quiet lounge and found it homely and attractively furnished with significantly placed items of old furniture, in particular a piano. However at the time of our visit the majority of residents seemed to prefer the camaraderie of the lounge-diner. Indeed the manager outlined plans for the quiet lounge in the dementia unit to be utilised as a sensory unit and a garden area with artificial turf and some planting.

Lounge areas uniformly looked out over the rear garden with the dining areas being immediately adjacent. Representatives noted that one large table was being used by residents and staff to play with large faced dominoes. We also noted a sufficient number of dining places and that the tables were set with cloths and crockery. The manager explained that residents in the dementia unit were provided with green crockery offset against the red gingham table cloth (to aid dementia sufferers).

Representatives were also shown examples of the resident’s artwork decorating the lounge-diner area and witnessed a carer and a resident completing artwork together.

The lounge areas were predominantly social

spaces with sufficient comfortable seating and coffee tables. A television was on in the background but was unobtrusive.

The team noted that the daily menu was displayed and indicated that there were two choices of main meal. Staff told us that residents with dementia were shown a sample meal to choose from. Drinks appeared to be freely available on a flexible basis, as were mealtimes generally, as one resident was seen eating a late breakfast.

The lounges, dining and other public areas were scored 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.

Representatives noted staff interacting with residents in a caring and respectful manner. There was a great deal of friendly banter and it was clear that staff and residents were familiar with one another, enhancing a person centred delivery. One staff member was completing artwork with a resident. Other staff were playing dominoes with residents at a central table or sat generally in conversation. Staff and residents looked relaxed and there were lots of smiles and interaction. Similarly the manager seemed comfortable with the residents and stopped to talk and join in the domino game. At the time of our visit there appeared to be sufficient amount of staff on duty evidenced by the amount of personal time they were able to offer residents. However representatives did hear call bells going off for sometime but it was unclear whether this was one call bell or several in succession.

At the time of our visit the home was in the process of interviewing for a new Activity Coordinator on a 24 hour per-week basis. The team were told by residents that they had been to Blackpool Illuminations and that a pantomime group had recently been to the home. One lady reported enjoying bingo and another said that a coach called twice a week to take residents to a

day centre where they could meet people from other care homes. The manger also told us that the more able bodied enjoyed walking to the sea front. Likewise the reception area displayed posters of upcoming Christmas activities

Resident and staff interactions were scored 5/5

Overall the Enter and View Project Officers rated the environment and facilities as 4.8 out of 5

Additional Information

The manager told us that:

- The home was interviewing for a new Activity Coordinator
- The lounge in the dementia unit was being considered for redevelopment into a specialist dementia sensory area.
- A noticeboard of staff photographs was in the process of being introduced.

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.
- All respondents 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 used 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 is a lovely garden where you can sit out”

“It’s like being on holiday“

“It’s a nice place to live”

“I sit in my room and use the lounge”

“It’s a brilliant home there is everything you could want”

Care

Summary of responses:

- All respondents found the staff helpful and friendly.
- All respondents felt they are treated with dignity and respect.
- All respondents knew staff members by name.
- All respondents felt staff knew them well.
- All but one respondent told us they have a choice about when they get up and go to bed.
- All respondents told us they felt safe at Fleetwood Hall.
- All respondents said they could talk to a member of staff if they had any concerns.
- All respondents told us they knew how to summon help during the night (one respondent said that they had never had to do this).

Quotes from residents:

“I get help straight away during the night if I need it”

“I can choose when I get up but not when I go to bed.....I’m not always ready for bed”

“They are all smashing” (care home staff)

“If you want staff they come”

“I am treated well”

“They all wear name badges” (care home staff)

“I would speak to Christina the Manager or Tina the Deputy Manager” (if resident had any concerns)

“When I get ready for bed at night my clothes are folded up at the end of the bed for me by the time I get back from the bathroom”

“I feel very comfortable with my key worker who is a young chap... I asked for a bath and within half an hour it was run and my things were in the bathroom. We chatted and laughed as I had a bath, I was asked if I would prefer a female to bath me but he is a carer so it doesn’t matter to me, he is lovely”

Food and Nutrition

Summary of responses:

- All respondents were happy with the food.
- All respondents told us they had a choice of menu.
- All respondents said they always had drinks available to them.
- All 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 chef is brilliant”

“The food is good”

“I choose to eat in the dining room as I enjoy the company. The staff have a laugh and a joke with you”

“Scampi and chips are my favourite”

“They are nice meals here”

“I have asked the chef to make me a party for my 90th birthday and all my family are coming in. My family offered to take me out to celebrate, but I wanted to have it here because everyone at Fleetwood Hall is also my family”

Activities

Summary of responses:

- All respondents said they had opportunities to get to know other residents.
- The majority of respondents told us they could have visitors at any time. One respondent said their family was “too far away” and another respondent was “not sure”
- All respondents said there were activities and outings available for them to take part in.
- The majority of respondents told us that they had been able to continue their hobbies and interests. However one respondent said that he had formerly enjoyed yachting and was no longer able to do this.

Quotes from residents:

“I like reading”

“I prefer to go out I don't really like crafts”

“We went to Blackpool Illuminations”

“I go out twice-a-week by coach to meet other people from other care homes. I really enjoy it” (a former activity that the resident has been enabled to continue).

“I enjoyed a pantomime group that came last week”

Relatives and Friends Views

Summary of responses:

There were no opportunities to speak to any relatives or friends at the time of our visit.

Staff Views

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

Staff responses:

- Both respondents said there were enough staff when on duty.
- Both respondents felt supported to carry out person centred care.
- Both respondents thought they had enough training to enable them to carry out their duties well.
- Both staff reported being happy working at Fleetwood Hall Care Home.
- One staff member would be happy to recommend Fleetwood Hall Care Home to a close relative. The other felt that would want somewhere “more intimate” for a loved one.

Quotes from staff:

“We have a lot of training, that’s one thing we do have”

“The staff are brilliant and work really hard. They really do care”

“The home is too big. I would prefer somewhere more intimate for my relative”

“This is the best home I’ve worked in”

Response from provider

Results of the Enter and View visit were fed back to the Fleetwood Hall Care Home Registered Manager, Christina Durnan.

The Registered Manager was given the opportunity to respond to the findings in this report prior to its publication.

Response from provider

We are absolutely delighted with our inspection report. The inspection itself was very helpful to us as it has provided us with additional insight into what our residents like and don't like about the service that we provide, and more importantly, gives them a voice.

We were made to feel extremely at ease and relaxed during the visit, which in turn, I feel, reflected in the visit in general, as everybody carried on with the day as normal and a true reflection was given of the home.

It was great that the residents were the main focus of the visit, which I felt empowered them, both during and after the visit, knowing that their voices had been heard and that their opinions matter.

A really positive experience, and we look forward to working towards further improving our service.

Kind regards,
Christina Durnan

healthwatch Lancashire

Tel 0300 3038811

www.healthwatchlancashire.co.uk

info@healthwatchlancashire.co.uk

Twitter: @HW_Lancashire

Facebook: facebook.com/lancshealthwatch