

Meadow Bank Nursing and Residential Home

Enter and View Report

Contact Details:

Meadow Bank Nursing and Residential Home
Meadow Lane
Bamber Bridge
PR5 8LN

Staff Met During Visit:

Pat Greenall (Clinical Service Manager) 5 members of the care staff team

Date and Time of Visit:

15th December 2015 1.30-4.00pm

Healthwatch Lancashire Authorised Representatives:

Michele Chapman (Lead)
Linda Brown
Lesley Miller
Anne Clarke (volunteer)

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

Meadow Bank is a Nursing and Residential Home privately owned by Bupa Care Homes (CFH Care) Limited. The Manager told us that Meadow Bank has places for 110 residents with 11 vacancies at the time of our visit. The home caters for the needs of older people who require residential or nursing care, including people affected by dementia. Specialist categories include: Alzheimer's; Challenging Behaviour.

Acknowledgements

Healthwatch Lancashire would like to thank Pat Greenall, the Manager, together with staff, residents and visitors at Meadow Bank for being so welcoming to us and for taking part in the visit.

Methodology

The Enter and View Project Officers visited Meadow Bank Nursing and Residential Home on the afternoon of 15th December 2015. We spoke individually to 5 of the 99 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 Meadow Bank. 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 five members of staff in response to a set of questions relating to their experience of working at Meadow Bank Nursing and Residential Home. One visitor also completed our "Relatives and Friends" questionnaire which asked how they felt generally about the service delivered at Meadow Bank Nursing and Residential Home This response has been summarised for this report.

In addition to speaking to residents and staff the Enter and View team also recorded their own observations on the environment and facilities available at Meadow Bank.

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 team noted that the facility had a comprehensive and informative website with a brochure available in the reception area.

Initial contact with the facility was a letter and phone call on 11/08/2015 which was received positively. This was followed by a poster advising of the date and time of our visit hand delivered on 02/12/2015. Follow up contact was made on 7/12/2015 by email and 9/12/2015 by telephone. As a result of the conversation on 09/12/2015 a date for our visit was confirmed.

The pre visit was scored as 3/5

Location

The facility is situated in a pleasant green area of Clayton-le-Woods at the end of a lane. The manager told us that the facility was originally constructed in the 1990s and has recently undergone a comprehensive internal refurbishment. Meadow Bank Nursing and Residential Home is a purpose built low level facility with four separate residential buildings determined by usage. On the day of the visit the Enter and View team focused on the "Willow" residential unit.

Representatives evidenced that Meadow Bank was close to the A6 and local transport links, likewise shops and a pharmacy were conveniently located nearby at Asda.

The approach to the facility was early signposted and served by a large car park and well maintained and extensive grounds. Representatives noted that the reception area was suitable for disabled access.

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 the facilities to sit outside, when appropriate.

The team found the external environment to be well kept and pleasant. The manager informed us that the facility had both a dedicated maintenance man and a gardener. There were secure garden areas where residents could sit out in warmer months and bird tables, garden ornaments and planters in evidence.

It was clear that visitors should report to the central reception area.

The external environment was scored as 5/5

Internal Environment - First Impressions

The main reception was preceded by a glass vestibule area which contained a visitor's book and general information leaflets. Representatives also noticed the use of health and safety records, a drinking water dispenser and the Healthwatch Lancashire poster prominently displayed. This area was bright and welcoming with a pleasant clean odour and a keypad into the main reception area. An activity timetable was also prominently displayed in this area.

To one side of the reception area was an attractive dedicated hairdressing area.

We were greeted in the vestibule area by Pat Greenall, the Manager. Pat was very welcoming and she made herself available throughout our visit.

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

Reception

The internal reception area was similarly clean and odour free and it also served as an administration area with several desks. Behind the main desk was a small private

reception area with several chairs and a coffee table. Tea and coffee making facilities were available and representatives were offered a drink. We also saw that a children's play box had been provided for younger visitors.

However, the team did not evidence a noticeboard detailing key staff and their photographs.

The reception area was scored as 4/5

Corridors and Bathrooms

Each unit has a small entrance area with individual signing in books and notice boards. Representatives recorded that sanitizing hand gel was available from a wall mounted dispenser and the unit was protected by a keypad.

It was noted that corridors were wide, well-lit and suitably adapted with handrails. Flooring was safe and unworn and changes in floor surfaces were demarcated where necessary.

Temperatures throughout the facility appeared to be comfortable and decoration was to a high standard as the facility has recently been subject to a complete internal refurbishment. Doors to bedrooms were either named or numbered to assist residents with identification and some areas at the end of corridors were provided with quiet seating areas. Representatives noted that all corridors had handrails and sensory lighting. Bathrooms were conveniently situated close to lounges and public areas and these too had sensory lighting. Likewise, sufficient soap towels and dryers were in evidence. Representatives noticed the presence of cleaning staff in the public areas and bathrooms were generally clean, however the team noted a stained raised toilet set in one bathroom.

The corridors and bathroom areas were scored 4/5

Lounges, Dining and other Public Areas

Lounge dining areas were centrally located and adjacent to each other. In the Willow unit glazed doors led outside to the external seating area. The lounge had two zones, one with a television and another quieter area. However, there was no specific separate lounge where residents could receive visitors in private. Seating appeared to be comfortable but not particularly arranged for social interaction. Similarly, it was unclear whether there was sufficient seating and dining room places for the number of residents living in the unit (26).

In common with the rest of the facility the lounge and dining areas were clean, well decorated and furnished. Representatives noted that the dining areas were set with attractive table linen and table decorations. The daily menu was displayed in the dining room and this indicated a choice of nutritious meals. Similarly, fresh flowers and a fruit bowl enhanced the environment.

The lounges, dining and other public areas were scored 2.5/5

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.

There appeared to be sufficient numbers of staff on duty and the team noted positive and caring interaction between staff and residents. Care staff were easily identifiable by uniform and badges and during the time we were there responded to two call bells very quickly.

Staff knew resident's names and backgrounds pointing out those who were chatty and may like to talk to us. One resident was able to tell us how she had "put on weight" and become less depressed since moving into Meadow Bank.

An activity information sheet detailed a comprehensive number of activities on offer including a cinema club, exercise classes, greetings cards and card games. Indeed, the Manager was able to tell us that Meadow Bank had three Activity Coordinators totalling an input of 80 hours a week across the facility.

At the time of our visit several visitors were in attendance and it appeared that the inclusion of friends and family was a common theme with these being invited to Christmas lunch. Representatives also had the opportunity to "call in" on a Christmas party at another unit and evidenced a popular and joyful occasion attended by residents, relatives and staff and hosted by a professional entertainer.

Resident and staff interactions were scored 5/5

Overall the Enter and View Project Officers rated the environment and facilities as 4.2 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.
- The majority of respondents told us they had been able to bring furniture and /or personal items from home if they had wanted to. (One resident was on respite care and this didn't apply)
- 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:

"I've got everything in my room, it's beautiful."

"I think they are amazing." (staff)

"The staff have spent hours with me to get me mobile again."

"Families have been invited for Christmas lunch."

"It's not perfect, I don't think anywhere is but I prefer it here to being at home."

"I really like it here."

"French windows in my room open onto a little patio." (Likes to sit out in better weather).

"They do everything for me, even make my bed. The biggest problem I have is that I have nothing to do. I used to have to do everything for myself."

"The staff have always accommodated me when I have wanted to go outside."

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 some staff members by name.
- All respondents felt staff knew them well.
- All respondents told us they have a choice about when they get up and go to bed.
- All respondents told us they felt safe at Meadow Bank Nursing and Residential Home.
- All respondents said they could talk to a member of staff if they had any concerns.
- All respondents told us that they knew how to summon help from staff (relating to summoning help in the night).

Quotes from residents:

“Staff speak too fast; I can’t always understand them.”

“We’re all right.”

“The staff seem to know my moods.”

“I used to like it quite a lot at first but not now.”

“I’m not worried about anything.”

Food and Nutrition

Summary of responses:

- The majority of 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:

“I’m not always happy.” (With the food)

“I’m eating better since I came here.”

“The food is good.”

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.
- All respondents said there were activities and outings available for them to take part in.
- The majority respondents told us that they had been able to continue with their hobbies and interests. Two respondents said they did not have prior interests (in relation to being able to pursue their own hobbies or interests)

Quotes from residents:

“I Like going to the hairdressers.”

“There are activities every day.”

“I enjoy card making classes.”

Relatives and Friends Views

Summary of responses:

One visitor completed the 'Friends and Family' questionnaire. (Due to the small number of responses it was difficult to give a balanced view of the responses. Six relatives were given a leaflet about Healthwatch Lancashire which included contact details for the organisation and a stamped addressed envelope.) The respondent said that the service was "excellent" (in relation to the service generally).

- The respondent told us that her relative was deaf and found it difficult to make friends.
- The respondent thought that their relative / friend felt safe at the service.
- The respondent felt that they are kept informed about their relative and involved in care plans.
- The respondent knew what the arrangements were for their relative in the event of an emergency.
- The respondent was satisfied with the level of support their relative receives from other local health services such as GPs, dentists, pharmacies.
- The respondent would recommend this service to others.

Quotes from residents:

"Definitely. Absolutely... really nice" (In response to would you recommend the service)"

"Can talk to carers no problem."

Staff Views

We had an opportunity to speak to five members of care staff about their experience of working at Meadow Bank Nursing and Residential Home

Summary of staff responses:

- The majority of staff said there were enough staff when on duty. One respondent said there were “normally” enough staff on duty. One staff member said there were not enough staff on duty.
- The majority of staff felt supported to carry out person centred care.
- The majority of staff thought they had enough training to enable them to carry out their duties well.
- The majority of staff reported being happy working at Meadow Bank Nursing and Residential Home. One member of staff said they “loved it”.
- The majority of staff would be happy to recommend Meadow Bank Nursing and Residential Home to a close relative. One staff member said they would not.

Quotes from residents:

“I love it working here.”

I feel supported “100%”.

“All the nursing staff are leaving.”

Response from provider

Results of the Enter and View visit were fed back to the Registered Manager, Linda Thompson, and Pat Greenall the Clinical Service Manager, who provided the response below.

External environment

Each of the Units all have an allocated signing in area for relatives and friends visiting the units. Any other visitors to site are required to sign in at the main reception building prior to visiting other areas on site.

Reception Area

Recently the care home has undergone a full site refurbishment. As part of this notice boards were removed. One of these was the board detailing key staff within the home. We are presently in the process of renewing this with up to date information and pictures. Each unit is in the process of creating their own key staff board which will be placed in the entrance to each unit.

Lounges, Dining and other Public Areas

Although there are no separate lounges where residents can receive visitors in private, every resident has their own room where they are able to have complete privacy to receive visitors. The hostess on the units are able to ensure that a tray of refreshments are made available should residents require this.

On the visit it was observed that there was only seating in the dining area for 26 residents. The staff encourage residents to attend the dining area for meals. We understand that the dining experiences are an important part of the day for residents and an excellent opportunity for them to socialise and make friends. Residents are able to choose where they wish to have their meals and some prefer to have them in the privacy of their rooms or in the lounge area. If further seating was required, it is available onsite.

healthwatch Lancashire

Tel 0300 3038811

www.healthwatchlancashire.co.uk

info@healthwatchlancashire.co.uk

Twitter: @HW_Lancashire

Facebook: facebook.com/lancshealthwatch