

Walton House Nursing Home

Enter and View Report

Contact Details: Walton House Nursing Home
188 Chorley Rd
Walton Le Dale
Preston
PR5 4PD

Staff Met During Visit: Janet Harris, Registered Manager and five members of the care staff team

Date and Time of Visit: Tuesday 1st December 2015

Healthwatch Lancashire Authorised Representatives:

Linda Brown (Lead)
Michele Chapman
Lesley Miller
Liz Butterworth (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

Walton House is a purpose built residential care home with nursing privately owned by Walton Care Limited. Walton House has places for 41 residents with no vacancies at the time of our visit. According to the website the home caters for the needs of people over 65 who require residential care including people affected by dementia and physical disability. Specialist categories include: Colitis & Crohn's Disease; Epilepsy; Head/Brain Injury; Huntington's Disease; Muscular Dystrophy; Neuropathic; Orthopaedic; Prader-Willi Syndrome; Speech Impairment.

Acknowledgements

Healthwatch Lancashire would like to thank Janet Harris, the Registered Manager, together with staff, residents and visitors at Walton House for being so welcoming to us and for taking part in the visit.

Methodology

The Enter & View Project Officers visited Walton House on the morning of Tuesday 1st December 2015. We spoke individually to 4 of the 41 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 Walton House. 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 5 members of staff in response to a set of questions relating to their experience of working at Walton House and generally about the service delivered at Walton House. These responses have been summarised for this report. Two relatives answered our Friends and Family questionnaire and their responses have also been summarised for the purpose of this report.

In addition to speaking to resident's staff and relatives, the Enter & View team also recorded their own observations on the environment and facilities available at Walton House. 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 found that there was an informative website but there did not appear to be a downloadable brochure. Our telephone contacts were received positively.

The pre visit was scored as 4/5

Location

On arrival we noted that the home was situated on a main road close to bus routes and near to local shops and amenities some of which were within walking distance. There was sufficient parking to the front of the home with disabled access. However it was difficult to read the homes name from the road despite a large sign displaying that the home had been awarded a Gold Standard.

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.

Representatives found the external environment was well maintained the front being a functional car parking area. However there were attractive and secure gardens to the rear of the home where residents could sit out in better weather. We noted that there were established shrubs, plants and garden furniture as well as a small water feature and bird table. In addition to this there was also a small smoking shelter.

On arrival it was clear where visitors should report to with a secure entrance. The door was answered in a timely manner

The external environment was scored as 5/5

Internal Environment - First Impressions

The initial porch area was secure whilst also welcoming with some nice homely touches. Once into the reception area we were received by Janet,

the Registered Manager. Janet was professional and polite and made herself available for the duration of our visit.

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

Reception

The reception area was generally welcoming with the Manager's Office leading off from it. Representatives evidenced the Manager having an "open door" and Janet, the Manager, confirmed this was her policy. A visitors' handbook was in use and hand sanitizer was also available. The Healthwatch Lancashire poster was clearly displayed on one of three notice boards that contained very informative and up-to-date information such as, service feedback forms, advocacy service, complaints procedure, whistle blowing and safeguarding. In addition to this the notice boards also displayed the planned activities for the week and any up and coming social events. However it was noted that the names and photographs of staff were not on display. There were further homely touches with familiar objects and what appeared to be of an old Singer Sewing machine was being used as a table for the signing in book. A further table had items on display for a raffle to raise funds for the home. There was an absence of seating in the reception area.

The reception area was scored as 3/5

Corridors and Bathrooms

The Enter and View team noted that the corridors were well lit and pleasantly decorated. During our visit we evidenced the home was in the middle of a "refresh" with painter and decorator services present.

The flooring was safe and unworn and all the communal areas were clutter free with sufficient space for wheelchairs and walking frames. The corridors were nicely decorated with the addition of artwork and appropriate signposting to rooms, toilets and bathrooms. Where applicable, pictures were also used on toilet doors. Appropriate rails and adaptations were in evidence and the bathrooms and toilets were very clean with an adequate supply of toilet rolls, hand soap and towels.

It was observed that iPads had recently been fixed to the corridor wall so that staff could access residents care plans and update them as they went about their duties. The Manager could access the system and see the progress of these updates. In addition, the Manager could email any new instructions to staff so that the communication was not just verbal.

Corridor and bathroom areas were scored 5/5

Lounges, Dining and other Public Areas

It was observed that all public areas were clean with a pleasant odour and there were thoughtful additions such as a piano in the lounge area. The main lounge had comfortable seating arranged in a way to allow residents the choice of whether to watch TV, with smaller seating arrangements to the rear of the room.

It was observed that photographs of residents engaged in activities were displayed on a large board adjacent the piano. There was also a book case in the lounge area with a good selection of reading material. The lounge was comfortable and each resident had their own table next to their chairs with drinks readily available.

There was a smaller lounge area on the upper floor (accessed by a lift). This area had a few chairs and a large TV; however the Manager told us that residents rarely used this area as they preferred to come downstairs to the larger lounge.

The dining room was decorated to a high standard in terms of furniture and soft furnishings. There were sufficient tables and chairs for the amount of residents and additional features such as a piano and a large clock on the wall. Although the menu was not displayed in the dining room a smaller menu board was on display next to the kitchen. There was a nutritious set menu for the day and fixed alternatives to the main food on offer such as an "all day breakfast".

The tables were laid with table mats and fresh flowers and again there was a large book case with reading material, some with large print and thoughtfully chosen for reminiscence purposes. Displayed on the bookcase were attractive cards for sale which had been made by the residents and the Activities Coordinator.

Leading from the dining room was a spacious lounge/conservatory area with comfortable seating and homely furnishings overlooking the garden. This room was also used for activities with space for indoor bowling and craft activities being evident.

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.

It was observed on the morning of our visit that although busy staff were visible and responsive to the needs of the residents. One member of staff was with a resident in their room chatting whilst the resident had a cup of tea. The Activities Coordinator was present during our visit and spoke to residents individually about proposed activities. Whilst there was no large print activities board of the proposed weekly activities for residents to refer to, we were told that the Activities Coordinator worked 25 hrs per week and spoke to all the residents in turn about what was available. Similarly the hairdresser was available at the time of our visit attending to hair and nails, an activity which appeared to be very popular.

It was noted and commented on that the call bells hardly ever rang; the Manager confirming that these were prioritised. Likewise representatives evidenced staff helping residents who needed assistance to have a warm drink (served from the tea trolley). The Manager was similarly able to demonstrate a person centred approach being familiar with resident's names and background.

It was noted that some staff had name badges visible whilst others did not.

Resident and staff interactions were scored 5/5

Overall the Enter & View Project Officers rated the environment and facilities as 4.6 out of 5

Additional Information

The Manager told us that:

- Residents who wanted to get up later are served breakfast in bed.
- The facility was serviced by a gardener/handyman.
- Resident bedrooms were in the process of redecoration.
- A gentleman comes to play the piano in the residents lounge every Friday.
- Resident's religious needs were catered for by visiting clergy.

Environment

Summary of responses:

- All the 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 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 like going outside in the garden. Staff take me outside for a smoke.”

“Staff knock before they enter my room.”

“I’m happy here.”

“Oh Yes!”(Is the home pleasant and clean?)

Care

Summary of responses:

- All respondents found the staff helpful and friendly.
- All respondents felt they are treated with dignity and respect.
- Most respondents knew staff members by name.
- All respondents felt staff knew them well.
- Two respondents told us they have a choice about when they get up and go to bed. But one resident said they went to bed at 4.30pm in the evening.
- All respondents told us they felt safe at Walton House.
- Most respondents said they could talk to a member of staff if they had any concerns.
- Most respondents told us they had buzzers but had never had to use them. (Relating to summoning help in the night).

Quotes from residents:

“I have never had to use my buzzer.”

“It’s a very good laundry service; everything is nice and clean when you get them back.”

Food and Nutrition

Summary of responses:

- Two respondents were happy with the food but one resident said it was frequently cold.
- All respondents told us they had a set menu but there were alternatives available if they did not like it.
- All respondents said they always had drinks available to them.
- The majority of respondents told us they usually ate in the dining room.

Quotes from residents:

“I can occasionally choose where to eat meals but usually in the dining room.”

“The staff ask you what you want for tea.”

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 respondent was "not sure". The remaining respondent did not think there were activities/outings available.
- All respondents told us that they were able to continue to pursue their own hobbies or interests.

Quotes from residents:

Family and friends can visit "anytime"

"I follow the stock exchange"

"I enjoy reading a book and knitting"

Relatives and Friends Views

Summary of responses:

Two relatives completed the 'Friends and Family' questionnaire. (Due to the small number of responses it was difficult to give a balanced view of the responses. Relatives were given a leaflet about Healthwatch Lancashire which included contact details for the organisation.)

- The respondents said that they were happy with the service.
- The respondents told us that their relative had been able to see friends when they had the opportunity.
- The respondents thought that their relative felt safe at the service.
- One respondent felt that they were kept informed about their relative and involved in care plans.
- The respondents knew what the arrangements were for their relative in the event of an emergency.
- One respondent was satisfied with the level of support their relative receives from other local health services such as GPs, dentists, pharmacies.
- The respondents would recommend this service to others.
- One respondent also told us that there was a good activity coordinator and entertainment.

Quotes from residents:

“Oh yes my mum likes it here.”

“There is good entertainment and activities.”

“My sister-in-law comes to the crafts with mum and we help with Christmas activities. We are made very welcome.”

Staff Views

We had an opportunity to speak to five members of care staff about their experience of working at Walton House.

Staff responses:

- The majority of staff said there were enough staff when on duty.
- The majority of staff felt supported to carry out person centred care.
- All staff thought they had enough training to enable them to carry out their duties well.
- All staff reported being happy working at Walton House.
- All staff said they would be happy to recommend this care home a close relative.

Quotes from staff

“We are fully staffed but very busy and sometimes residents have to wait to be toileted.”

“There is continuous training and I feel supported by the manager.”

“I love working here; I enjoy coming to work...”

“Definitely like working here. I have worked at other care homes and I know it’s good.”

“It’s my second home; I have worked here a long time.”

“The owners are very supportive and provide what is needed for the residents.”

“I would put my own mum in here.”

I have worked in other care homes and I would recommend this one, it’s very good.”

“I have worked in a few homes and this is the best one.”

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	
WALTON HOUSE NH 188 CHORLEY RD. WALTON LE DALE PR5 7PD			
Contact Name		Telephone Number and/or email	
MRS. J. HARRIS		01772 628514	
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		1/12/15.	
Were you happy with the Enter & View Arrangements prior to the visit? Comments-			
Yes, held a few conversations prior to visit			
Please outline any Positive aspects of the Enter & View visit.		Comments-	
Feedback on the home.			
Please outline any Negative aspects of the Enter & View visit.		Comments-	
Communication - please see over.			

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.

Prior to the visit I spoke on the phone to the team who know I was the new manager (July). On arrival they greeted me with the old manager's name and had paperwork which was out of date. Apologies were given but to my dismay the report letter was again addressed to the Manager who left in May 2015. This is not good practice.

On leaving the home I was informed I would receive feedback in a week, a week later the report was received, please do not promise things that you are unable to deliver

Completed by	J HARRIS
Position	MANAGER
Date	2/2/16

Mrs J Harris
Walton House Nursing Home
188 Chorley Road
Walton-le-Dale
Preston
PR5 4PD

3rd February 2016

Dear Mrs Harris,

Thank you for your feedback, your views are very important to us so that we can improve the Enter & View experience and our own practice. We are pleased that you were happy with the positive feedback in our report.

In response to your comments on how can we improve:

Firstly, I wish to apologise again for greeting you with the wrong name. Unfortunately, the website where we obtained this information, carehome.co.uk, still has the previous managers name. An administrative error occurred in sending out the letter with the report.

I am sorry that you were given the impression that the report would be with you in a week as it is policy to send out a report within 20 working days, due to the Christmas period, the report was due out to you on the 7th January. There was an unforeseen delay of 12 working days, due to a staff change over, for which I apologise. We endeavour to get reports out as soon as possible and have achieved this except for this one occasion.

Your feedback will go on our website together with the report.

Thank you once again for bringing this to our attention.

Yours sincerely,

Linda Brown
Senior Project Officer Enter & View.

healthwatch Lancashire

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