

Willowbank Rest Home

Enter and View Report

Contact Details:

Willowbank Rest Home
42 Lancaster Lane
Clayton-le-Woods
Leyland
PR25 5SP

Staff Met During Visit:

Mr Azeem, the Owner, Jean Roach, the Registered Manager, plus five members of the staff team.

Date and Time of Visit:

5th January 2016 at 13.30pm

Healthwatch Lancashire Authorised Representatives:

Linda Brown (Lead)
Michele Chapman
Lesley Miller

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

Willowbank Rest Home is privately owned with places for 19 residents with no vacancies at the time of our visit. According to the Carehome.co.uk website the home accommodates the needs of old age, dementia, physical disability, sensory impairment. Specialist categories include: hearing impairment & deafness, Parkinson's Disease, speech impairment, stroke.

Acknowledgements

Healthwatch Lancashire would like to thank Mr Azeem, the new owner, Jean Roach the Registered Manager, together with members of staff, residents and visitors at Willowbank Rest Home for being so welcoming and for taking part in the visit.

Methodology

The Enter and View team visited Willowbank Rest Home on Tuesday 5th January 2016. 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 Willowbank Rest Home. 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 at Willowbank Rest Home.

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 care home does not have a website and there was no evidence of a brochure either electronically or at the home. However, information can be obtained via carehome.co.uk website.

Telephone contact with the care home prior to our visit was pleasant, helpful and timely.

The pre visit was scored as 3/5

Location

Willowbank Rest Home is located in a pleasant residential area of similarly established properties. It is near to public transport routes and local facilities and there is adequate parking and disabled access directly to the side of the home and reception. The home is clearly signposted from the main road.

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 in front of the home to be very pleasant. There is a garden to the front of the property which has scope to be utilised more effectively to the benefit of residents. There is a small paved garden area to the rear of the property which can be used by residents in the summer months but this was dominated by large refuse bins on our visit. It was noted that the door to the garden area was kept locked with the key being accessed in the office. On arrival at Willowbank Rest Home, it was clear where visitors should report to and access to the home was secure.

The external environment was scored as 3/5

Internal Environment - First Impressions

The door was answered in a timely manner and the Enter and View team were welcomed to the facility and introduced to Jean Roach, the Registered Manager and Mr Azeem, the Owner, and were made to feel very welcome.

There was a small porch prior to entering the home with a signing in book and a hand gel dispenser. Although a visitors' signing in book was in use, more sheets were needed. The outside door was secure and a doorbell was in use in order to gain admission to the home.

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

Reception

There was no specific reception area to the home so scoring has been based on the amenities that were available. There was no dedicated notice board informing of ongoing activities or general information, however a poster from "Action on Elder Abuse", was displayed on the inside corridor wall as was a named person with photograph of the homes Dementia and Older Persons Champion. A white board had been cleared from Christmas related news ready for the next 'theme', Valentine's Day in February. However, there was no other evidence of ongoing social activities or entertainment on a regular basis in either the home or the community. Afternoon tea was advertised and could be purchased by visitors, on occasion, as confirmed by the manager. It was noted that there were no photographs of key staff on display.

As requested the Healthwatch Lancashire poster was prominently displayed in the entrance corridor.

The reception area was scored as 3/5

Corridors and Bathrooms

The home has two floors with the main communal space on the ground floor with upstairs bedrooms accessed by stairs and a chair lift. Communal areas were well lit and maintained at an appropriate temperature. Communal areas including corridors were uncluttered with sufficient space for wheelchairs and walking aids. There was appropriate signposting, including pictorial signs on bathrooms and toilets which were dementia friendly. Bathrooms and toilet areas were clean but unpleasant odours were noted in some of these areas. There were adequate supplies of soap and paper towels and the team evidenced a cleaning rota/check in each bathroom. Worn floor covering was observed in one of the downstairs toilets, however new carpeting had been recently fitted on the stairs and upstairs landing. Accessible communal toilets were situated in easy reach of lounges and dining rooms. There were appropriate adaptations, including handrails in bathrooms and corridors. Some doors to residents' bedrooms were personalised with their name and photograph. It was noted that framed photographs of bygone film stars were decorating the corridor walls.

Corridor and bathroom areas were scored 3.5 /5

Lounges, Dining and other Public Areas

All public areas were generally clean but observed to be in need of refurbishment, apart from new carpets in the first floor communal areas. The team were told that refurbishment of the home is scheduled to take place in the near future. There was adequate seating for the number of residents in the lounge and dining room but the arrangement of seating in the lounge was not conducive to social interaction. The television was on at a high volume and was relatively small for the size of the room. There was an additional quiet and comfortable lounge where residents could sit or receive visitors and this too had a television.

A blackboard in the dining area informed residents of the menu for the next meal but no alternative choice was evidenced. The evening meal on offer was beef burger, chips and gravy. However, staff told us that an alternative meal could be offered if the resident did not like this option such as shepherds' pie. The dining tables

were covered with tablecloths and staff occupied this room whilst updating care plans and records during our visit.

The lounges, dining and other public areas were scored 3.5 /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 at Willowbank Rest Home.

At the time of the visit there appeared to be enough staff on duty but very little interaction was observed between staff and residents, with the exception of the senior carer who was engaged in 'banter' with some of the residents. However staff were noted completing residents files. Residents were not engaged in activities at the time of the visit and there was no visible evidence of upcoming events or activities aside from "Afternoon Tea". However, the manager told us that an Activities Coordinator was due to commence employment in the near future.

There was evidence of person centred care planning but this was not observed in practice at the time of our visit.

A suggestion/complaints box was provided for use by residents and relatives.

Resident and staff interactions were scored 2.5 /5

Overall the Enter & View Project Officers rated the environment and facilities as 3.5 out of 5

Additional Information

The manager told us that:

- Willowbank Rest Home was subject to an ongoing improvement plan implemented by the new owner Mr Azeem.
- Staff feel supported by the new owner.
- Mr Azeem told us that he had become the owner of Willowbank Rest Home on 05/11/2015
- A previous resident who had respite care now visits every six weeks or so to sing for the residents.
- Residents are sometimes entertained by watching a movie in the dining room on a small laptop and are given an ice cream whilst viewing the film.

Environment

Summary of Responses from four residents.

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

Quotes from residents:

“Lovely big room.”

“Needs refreshing - needs double glazed windows as draughty, needs new ceiling and decorating.” (in relation to home in general)

“It’s lovely.” (in relation to home in general)

“Would like to sit out at front in more comfortable seating.”

Care

Summary of responses:

- All respondents felt they are treated with dignity and respect.
- All respondents said they could talk to a member of staff if they had any concerns.
- All respondents told us they felt safe at Willowbank Rest Home.
- All respondents who had used the call bells told us that call bells and requests for help were answered in a timely manner.
- Most respondents told us they have a choice about when they get up and go to bed. One respondent wasn't sure.

Quotes from residents:

“Staff are lovely.”

“I would speak to a senior member of staff or person in charge.”

In relation to using the call bell to summon help, a respondent said that staff “come as quickly as they can.”

“They get me up when I want to.”

Food and Nutrition

Summary of responses:

- There was a mixed response about the food on offer. Some respondents were happy, whilst others felt that it could be improved.
- There was a mixed response about whether respondents had a choice of menu.
- Most 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:

“Mixed - there is good and bad offered at mealtimes.”

“No menu plan - not told what’s on the menu.” (Not all residents could read the menu board)

“Quite happy with the food.”

“I like to eat in the dining room.”

Activities

Enter & View staff were not made aware of any outings or trips undertaken by the residents. The book case in the lounge had a limited number of books but on the whole there was a lack of reading material such as newspapers and magazines.

In the rear garden area there were three raised beds for residents to attend to but these were not in use during the winter months. Likewise, the team were advised that garden benches had been stored for the winter.

There was a bird feeder in the garden to attract wildlife but this needed replenishing.

Summary of responses:

- All respondents found the staff helpful and friendly.
- All respondents told us they could have visitors at any time.
- Some respondents said there were activities and outings available for them to take part in but on an occasional basis only. Activities mentioned were gardening, word search, walking and reading books from the bookshelf.

Quotes from residents:

“Very bored.” “Nothing to do” “I would like to get out more.” (in relation to activities and outings available)

Relatives and Friends Views

Summary of responses:

One visitor completed the 'Friends and Family' questionnaire. This respondent:

- Told us that they felt the service was generally very good.
- Said that their relative had friends at the home.
- Thought that their relative felt safe at the service because they weren't on their own.
- Felt that they are kept informed about their relative and involved in care plans.
- Knew what the arrangements were for their relative in the event of an emergency.
- Told us that they are encouraged by the staff team to get involved in activities at the service.
- Was not aware of the level of support their relative receives from other local health services such as GPs, dentists, pharmacies but that the GP had attended promptly when requested.
- Would recommend this service to others

Quotes from residents:

“Both me and mum have peace of mind.”

“Definitely - a lot happier than when living in the flat.” (in relation to having friends at the home).

Staff Views

We had an opportunity to speak to five members of care staff about their experience of working at Willowbank Rest Home.

Staff responses:

- All staff said there were enough staff when on duty.
- All 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 Willowbank Rest Home.
- All staff would be happy to recommend Willowbank Rest Home to a close relative.

Quotes and comments from staff:

“I feel supported by the new owner.”

Staff told us that the new owner came in over the Christmas period with his family and spoke to all residents individually wishing them well.

Staff said they felt assisted to provide person centred care as each resident had a comprehensive personal profile and photograph in their records.

“We get monthly on-line training”

Response from provider

Results of the Enter and View visit were fed back to the Willowbank Rest Home owner, Aqeel Azeem, who provided the following response.

Enter and View Response Form

Report Name: Willowbank Care Home

Response from Aqeel Azeem the owner

VISIT ON 05/01/2016

PRE VISIT 3/5	ACTION PLAN
Care Home does not have Brochure and website	Brochure and website will be ready by the end of this week or by Monday next Week. It's almost Completed.

EXTERNAL ENVIRONMENT 3/5	ACTION PLALN
Small paved garden to the rear of the property Which can be used by residents in summer months but this was dominated by large refuse bins on our visit.	Since Monday the 08/02/2016 Builders are making Bin Storage at the parking area near to left side fence, will be ready by today or tomorrow.
It was noted that door to the garden area was kept locked with the key.	The door to the garden area is push Bar fire door with Alarm fitted.

INTERNAL ENVIRONMENT - FIRST IMLPRESSIONS 4/5	ACTION PLAN
More sheets were needed	Due to problem with photo copier, more sheets were not in placed, it was noticed by Director on arrival and instructed to staff. However new Photocopier, printer, scanner and fax all in one has bought and now we have two photo copier in the premises, Manager and senior staff are instructed to replace sheets every morning or when needed.

RECEPTION 3/5	ACTION PLAN
There was no dedicated notice board informing of ongoing activities or general information.	We have got noticed board and displaying a weekly ongoing Activity planner as well as daily activity planner. We have Display board available for special events separately and we are

	getting ready for VALENTINE DAY 14/02/2016.
There was no other evidence of ongoing social activities or entertainment on a regular basis in either the home or community.	We had arranged Music class children from community they came and played music in the Christmas party. We had Singer and musician in the Christmas party in December, Priest visits the care home. WILLOWBANK ACTIVITY AND HOBBIES CLUB. (We call our Activities services) We have a plan to do activities throughout the day. Our Activity co coordinator has started last week 02/02/2016 and she does morning and afternoon activities, also staff is doing one to one activity with service users. Our Future Plan is to arrange following special activities. Service Users/Relatives, Representative Breakfast get together. Evening Music and singing Concert. To arrange outdoor visits in summer.
There were no photographs of key staff on display.	Photo graph display board has been ordered and will deliver tomorrow, At present taking staff consent and photos. Also writing allocated/ assigned key worker name on every service user room door.

CORRIDORS AND BATHROOMS 3.5/5	ACTION PLAN
Bathrooms and toilets areas were clean but unpleasant odours were noticed in some of those areas.	At present staff is cleaning toilets every two hourly, and when required. We have planned to do wall painting/ paper changing and flooring in this month
Worn floor covering was observed in one of the downstairs toilets.	We have planned to change flooring and painting in all toilets this month.

Lounges, Dining and other Public Areas 3.5/5	ACTION PLAN

<p>All Public areas were general clean but observed to be in need to refurbishment.</p>	<p>We have refurbishment Plan in this year, Refurbishment is already continuing, Plan to do gradually so it will not interact with service user's day to day activities.</p>
<p>The arrangement of seating in the lounge was not conducive to social interaction.</p>	<p>We have changed seating arrangements in the lounge Books unit has moved to other side for better and easy access to service users.</p>
<p>The Television was on at the high volume and was relatively small for the size of the room.</p>	<p>We have bought 48-inch smart T.V with Sony sound bar for better and nice sound. and fixed on the wall and another speaker on the back side of the lounge away from TV. Service users can watch their pics slides on the TV, some service users mentioned they are enjoying watching TV.</p>
<p>A Black board in the dining room informed residents of the menu for the next meal but no alternative choice was evidenced.</p>	<p>We have ordered new big black board so residents can see properly but at present we are writing on the board clearly all choices of Meal.</p> <p>Changes in Menu: We were already providing choices to service users but we have added more choices for service users. (we have given our kitchen and Catering Service A TITLE: Willowbank Café) Service Users are very happy with this title.</p> <p>We have made changes in our Menu:</p> <p>Nutritionally balanced meals carefully prepared by our cooks to ensure the best combination of nutrition and flavour for the Service Users.</p> <p>AT WILLOWBANK CAFÉ We Provide:</p> <p>Breakfast of Choice: Prunes, Cereals, Porridge, HOT BUTTERED TOAST WITH JAM OR MARMALDE</p> <p>Lunch of Choice:</p>

	<p>Hot meals choices, With sides i-e chips, potatoes, vegetables etc. OR salad of choice OR Sandwich of Choice. Choice of hot and cold drinks throughout the day, Two desert choices served with Custard, ice cream or cream.</p> <p>Dinner of Choice: We have created new folder which shows information of weekly Menu. Also displaying Weekly menu on the Display Board as well as daily Menu on the black board with choices. We ask service user choice of meal everyday.</p>
Whilst updating care plans and records	<p>Staff has been instructed that one staff has to stay in the large Lounge and another staff in the Quite Lounge, By Understanding importance of Record keeping staff has been instructed to write notes in the lounge one by one but follow the confidentiality policy and also not leaving any folder unattended. But to ensure interaction and supervision of service users are maintained.</p>

Observation of Residents and Staff Interactions	ACTION PLAN
Very Little Interaction was observed between staff and residents.	<p>We have instructed to staff that interact and communicate with service users throughout the day, I am reviewing all paper work at present to assess the load of documentation and paper work. Activity coordinator has already commenced Job, service users are very happy.</p>
Residents were not engaged in activities at time of visit and there was no visible evidence of upcoming events or activities.	<p>We are providing activities in the morning, afternoon and in the evening now, Activity coordinator is doing in the morning and afternoon and staff is doing in the evening.</p> <p>We have given our ACTIVITIES a TITLE:</p>

	<p>Willowbank Activities and Hobbies Club,</p> <p>Service Users are very happy with this title. We are displaying Weekly Activities on the Display Board as well as daily Activity. At Present activity coordinator is making every service user portfolio and collecting data of each service users prefer Activities indoor and outdoor. We have displayed separate Board for upcoming special events.</p>
<p>There was evidence of person centred care planning but this was not observed in practice.</p>	<p>All staff has been requested to write their ideas/ views and suggestions to improve care. And also observing staff interaction and communication with service Users and how they put person centred care planning into practice. where we find lacking staff will be supervised and training will be provided.</p>
Additional Information	Action Taken
	<p>Service users are watching a movie in the Lounge on big television now and they have a choice to watch movie in the dining room on a small laptop.</p>
Environment	<p>We are preparing Garden for service users, Planning to put sensory things, screens like water falls, paradise on the fence walls, Planning of Refurbishment started already But will do gradually throughout whole year. Priority work First.</p>
Food and Nutrition	<p>As mentioned above We are providing more information and displaying weekly and daily Menu with choices. Also Planning to arrange Meal pictures. Staff is asking service user choice every day and documenting that and it has been observed as well by directors. Manager has been instructed to Keep checking and will observe as well.</p>

Activities	Action plan
	<p>We are ordering more books and magazines,</p> <p>We have checked and inform all service users if they need ordering newspaper, please inform staff/ Manager or Directors.</p> <p>As mentioned we are trying to organise more and more activities at willowbank Activities and Hobbies club with Activity Coordinator,</p> <p>Also planning to arrange outdoor Activities as well as to invite people from community,</p> <p>Like singers, Musicians. Pets with owners etc.</p> <p>We are creating new sensory games like, Putting hand in the box and guess the things by touching.</p>

healthwatch Lancashire

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