

# Moorhead Rest Home (MMR Care Ltd)

**Enter and View Report**

**Contact Details:**

Moorhead Rest Home (MMR Care Ltd)  
309-315 Whalley Road  
Accrington  
Lancashire  
BB5 5DF

**Staff met during visit:**

The Deputy Manager Jane Procter and members of the care staff team

**Date and time of visit:**

Thursday 7<sup>th</sup> April 2016 10.30-12.30

**Healthwatch Lancashire  
Authorised Representatives:**

Linda Brown (Lead)  
Becky Willshaw  
Amanda Higgins  
Gillian Green (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 Enter and View schedule. The aim is to observe services, consider how services may be improved and disseminate good practice. The team of trained Enter and View authorised representatives record their observations along with feedback from residents, staff and, where possible, resident's families or friends.

The 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. 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](http://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

Moorhead Rest Home is privately owned by MMR Care Ltd with places for 27 residents with no vacancies and a waiting list at the time of our visit.

As Moorhead Rest Home and MMR group do not have a dedicated website information was obtained from [www.Housingcare.org](http://www.Housingcare.org) and [www.carehome.co.uk](http://www.carehome.co.uk) According to the websites the home accommodates the 'general needs of older people'. There is very little information available on line.

## Acknowledgements

Healthwatch Lancashire would like to thank the staff, residents and visitors for taking part in the visit. The Manager was unavailable to welcome us to Moorhead Rest Home as she was otherwise engaged in the office.

## Methodology

The Enter and View team visited Moorhead Rest Home on the morning of Thursday 7<sup>th</sup> April 2016.

We spoke to fourteen 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 Moorhead Rest Home.

In addition, we spoke to five members of staff, and a number of relatives. The team also recorded their own observations on the environment and facilities available at the home.

**1 = Poor, 2 = Below Average, 3 = Average, 4 = Good, 5 = Very Good.**

## Enter and 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 home and MMR group do not have a dedicated website. There was very little information available on line and no brochure appeared to be available at the home.

All pre visit telephone contact was positive.

**The pre visit was scored as 3/5**

### Location

Moorhead Rest Home is a very large converted house set out over three floors serviced by a lift and stairs. Situated on the main road in an urban area, the home is located near to public transport and some local shops. The home was clearly sign posted and had a car park with adequate parking facilities. The front entrance was accessed by steps with a disabled ramp located to the side of the property providing wheel chair access through the gated garden and side entrance.

**The location was scored 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.

The team found the external environment well maintained with pleasant landscaping and evidence of pots and tubs that will be in use in the summer months. There was evidence that residents can sit out in a secure paved patio area with appropriate garden furniture and ambient surroundings. Bird tables in the garden were said to be stocked by the maintenance man in order to attract the birds.

On arrival the entrance door was secure and the door was answered in a timely manner.

**The external environment was scored 5/5**

### Internal Environment - First Impressions

The Deputy Manager answered the door to us but she was busy at the time of our visit. A passing member of staff was asked to show us around the home and although initially unprepared she was very helpful. The Manager and Deputy Manager were not freely available throughout our visit which affected the way we were made to feel welcome. The care staff were especially welcoming.

**The internal environment - first impressions was scored as 3.5/5**

### Reception/Entrance Hall

We were invited to sign into the visitor's book. Relatives had access to the home through a keypad. Moorhead Rest Home is a converted house and there was no reception area as such; however, a medium sized entrance hall had some chairs where residents obviously enjoyed sitting. There were no informative notice boards in the entrance and there was no evidence of forthcoming events or social activities

within the home. Framed certificates were on display on the walls.

The team did not see the names and photographs of key staff on display, but the names of those on duty were hand written on a chalk board in the dining room. The Healthwatch Lancashire poster was clearly displayed as requested.

### **The reception area was scored 3/5**

### **Corridors and bathrooms**

The majority of communal areas were adequately lit but due to the layout of the building some of the corridors on the upper floors were dimly lit. It was noted that the corridors and doors were rather plain and lacked identifying features to aid navigation and independence for those residents affected by memory problems.

Some attractive artwork had been given to the home by a local school and was displayed on a corridor wall and in a small lounge area.

The downstairs passageways were adequate for wheel chairs and walking frames but there did not appear to be handrails throughout. It was also noted the access to one resident's room (and an outside exit) was obstructed with large delivery bags from the Pharmacy. A member of staff commented that they had been delivered the day before.

Nicely framed pictures and paintings decorated the walls in public areas on the ground floor which contributed to a homely feel.

The team noted that sign posting and adaptations to bathrooms did not appear dementia friendly (despite a high number of residents being affected with dementia problems). All public bathrooms were very clean, near to public areas and had sufficient toilet rolls, soap, and paper towels. Two of the upper floor bathrooms were noted to be used as store and drying rooms.

It was unclear if residents had the choice to have a bath as all bedrooms were en-suite with a shower.

The flooring was safe and unworn and there was a pleasant odour throughout the home with all rooms of appropriate temperature.

### **The corridors and bathroom areas were scored 4/5**

### **Lounges, Dining and other Public Areas**

The lounges and large dining room were very homely with pictures on the walls, comfortable seating, book cases and ornaments. Fresh and artificial flowers were noted throughout the home. A small seating area between the dining room and main lounge provided additional seating away from the TV and access to the paved garden. A fish tank and old Grand Father clock provided a pleasing focal point for residents. In addition, a written weather board was on display in this area but it was not dementia friendly with supporting pictures. The main lounge was comfortable with the TV quietly on in the background so that it did not intrude on conversation. However, the layout of the large lounge, (with all of the seating placed around the edges of the room), reduced the opportunity for social interaction and stimulation for the residents.

All public areas were very clean, with a pleasant odour throughout.

The inviting dining room provided additional seating for residents and visitors. An imposing and ornate mirror provided a focal point on the main wall in the room, whilst very homely and attractive, a member of the team pointed out that mirrors can be problematic for people experiencing dementia.

The dining tables were nicely set with table clothes and table settings, but again were

not specifically dementia friendly. However, it was noted that there was ample comfortable seating throughout the home and dining room.

A chalk menu board was on display in the dining room but this did not match the food available on the menu cards on the table. One resident told us that “the staff will show you the food choices available at meal times so that you can see what is on offer”. The home has a dedicated chef who cooks the meals on site. One visitor told us that her relative requires a soft diet and is given a pureed version of what is on the menu. The resident told us it is ‘delicious’, the family member told us that she was very happy with the food. Other relatives and residents we spoke to appeared to be happy with the breakfast and lunch time menu options, some said that the evening meal could be more ‘imaginative’.

**The lounges, dining and other public areas were scored 4/5**

### **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 noticed that there appeared to be plenty of staff on duty and this was supported by comments from staff; “There are always five members of staff on duty, during the day, plus the Manager”. It was observed that staff knew residents by name and were very caring and kind, speaking to residents with dignity and respect. Call bells seemed to be answered in a timely manner but we had mixed responses from residents when we asked if call bells were responded to quickly. Many said that response to call bells sometimes takes a while to be answered. Some residents said they may have to ring twice.

A very calm atmosphere was observed within the home and residents and relatives spoke very highly of the care that staff give, stating that they are ‘lovely’. The team also noted that residents at the home benefitted from the company of a resident cat.

It was noticed from the staff feedback that there was a low turnover of staff with all staff enjoying working at the home. We were told that two hours of ‘ad-hoc’ activity is allocated to residents on Thursday and Sunday afternoons by a designated member of care staff. The Deputy Manager told us that the allocated member of staff asked the residents what they ‘felt like doing’. However it was unclear as to how this was accommodated as there was no evidence of planning or resources available.

Relatives were able to tell us that social events consisted of special celebrations, such as, afternoon tea for birthdays, a summer garden party, a bonfire night BBQ, and an Easter event that had recently taken place.

There was limited feedback on activities available at the home other than skittles in the lounge area which some residents said was very repetitive. Some of the residents we spoke to said they would like to be taken out more. One resident enjoyed potting plants on the decking area outside her room. We were told that a hairdresser visits the home weekly.

**Resident and staff interactions were scored 4/5**

**Overall the Enter and View Project Officers rated the environment and facilities as 3.8/5**

## Additional Information

### **The Deputy Manager/staff told us that:**

- The home was not adapted to accommodate the need of those with dementia because it was not a dementia unit but did confirm that a 'large number' of residents are affected by dementia within the home.
- Moorhead Rest Home has received planning permission to extend the home to accommodate more residents.



## Environment

We spoke to 14 residents about their views on living at Moorhead Rest Home. The following comments were provided when asked about the Environment:

### Summary of responses

- Most respondents were happy with their rooms.
- Most respondents felt they had privacy in their own rooms.
- All respondents thought the home was pleasant and clean.
- Most 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:

**“My room is lovely, the best in the place.”**

**“I’m sharing; it would be better if I had my own room.”**

**“I have a balcony which I sit on and my daughter fills it with flowers.”**

**“I have a nice room and bed.”**

**“There’s not much privacy from other residents. I get the men coming in as well. I think I could lock the door if I wanted but I don’t want to.”**

**“The staff knock before they come in”**

**“Everything is so clean; my dresses are washed every day.”**

**“The home is spotless. Laundry service is really good.”**

**“I’d go to my room if I wanted to be quiet.”**

**“There’s a quiet lounge next to the dining room but there’s only enough room for a few people.”**

**“I never go in the main lounge.”**

**“My visitors just come to this main lounge.”**

**“I could go out in the garden but I don’t because of my legs. They would help if I wanted them to.”**

**“When the weather gets nice we can go out in the garden.”**

## 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 Moorhead Rest Home.
- Half of the respondents told us that call bells and requests for help were answered in a timely manner. Four respondents told us that they were answered in a timely manner most of the time. Three respondents said they often had to wait or ring twice.
- All respondents told us they have a choice about when they get up and go to bed.

### Quotes from residents:

**“The staff are wonderful. I don’t know if they treat me differently to anybody else but they are very good.”**

**“The staff are lovely. Nothing is too much trouble.”**

**“The staff definitely treat me well.”**

**“They’d get told if they didn’t treat you with dignity and respect. They’re all good lasses.”**

**“I have no problems but I would speak to the staff if necessary.”**

**“We’re like one family here. There’s no us and them between staff and residents.”**

**“Yes I always feel safe.”**

**“The toilets are a nuisance as there are not enough and they are not very close.”**

**“If you ring the call bell when they are dishing teas out it might take a while.”**

**“Sometimes I feel I have to wait too long when I ring for assistance and I’m in my bedroom.”**

**“Sometimes you might have to ring the bell twice but they will come.”**

**“They respond to call bells and it doesn’t take them long.”**

**“The bells never get answered, they are a waste of time. You are lucky if you get it in two hours.”**

**“I go to bed as early as possible. Why would I want to sit here?”**

**“I’m quite self-sufficient - I can go where I like.”**

**“Sometimes I get to choose when I get to bed and get up.”**

## Food Nutrition

### Summary of responses

- Ten of the fourteen respondents said they were happy with the food.
- Most respondents told us they had a choice of menu at mealtimes.
- 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:

**“They cater for my dietary requirements. Peter looks after me.”**

**“The quality is not a problem, it’s what he does with it. My family have had food here and enjoyed it. He did a lovely buffet last week for a birthday.”**

**“Residents don’t know what they are having to eat. I like it though, it’s a nice surprise. We sit at the table and talk about what we might be having today.”**

**“It’s good food. Breakfast and lunch are fantastic. We have a light tea which could be more imaginative.”**

**“The meals are home cooked.”**

**“We have at least one egg a day. I purposefully avoid having an egg for breakfast in case we have them later in the day. I have had enough of eggs I loved them before I came here.”**

**“There is a menu card on the tables but it is not always right.”**

**“There is always a choice at breakfast but not with other meals. They will find alternatives if you don’t want what’s offered.”**

**“They walk around with a food trolley and you get to see the choice of food.”**

**“I can ask for a drink at any time.”**

**“I can make my own drinks but the staff will also make me one. There is afternoon tea and snacks.”**

**“You can choose where you sit for meals but I always sit in the dining room.”**

**“They will bring meals to my room if I want.”**

**“They invite us to the dining room but I stay here.”**

## Activities

### 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 available for them to take part in.
- Some respondents told us that they were supported to pursue their own interests.

### Quotes from residents:

**“The staff are lovely. I wouldn’t have come here if it wasn’t for the staff. As soon as I came here they were lovely and welcoming and I said I wanted to stay here”**

**“They call me ‘Trouble’ and we have a good laugh. I always like to have a joke with them.”**

**“The staff are very, very helpful.”**

**“Most of the staff are helpful.”**

**“Friends and family can come when they want, there are no restrictions.”**

**“You can say you have a friend coming and they will help to get organised with tea in your room.”**

**“I don’t get involved because I do my own activities in my room.”**

**“Yes they have activities, but when I came at first there was nothing going on but gradually we are doing more, yesterday we had skittles and something else.”**

**“They used to play games but they don’t do it as much anymore. I’m not bothered though. I’d like to go out more on outings.”**

**“There’s not a lot of activities happening, but most other residents here wouldn’t be able to do them. I like to play bingo and we’ve only played it twice in the months I’ve been here.”**

**“I sit outside or go for a little walk.”**

**“I join in when there are celebrations. I don’t like the activities in the lounge. I like to do my knitting, that’s my choice.”**

**“We can take part in games like skittles. We had a choir in from the school which I really liked.”**

**“I’m satisfied without activities.”**

**“There’s too much repetition. I’d like to be taken out. It’s only been twice in 18 months.”**

**“They call them activities even if they come in and cut your fingernails. The girl (who did the activities) was really good but she is not here anymore.”**

**“I like having a walk outside and I don’t get to.”**

**“I like to just relax now.”**

**“Yes I am supported with interests of my own, what I can still manage. The weather has been horrible but most residents want to go out. I go out with my family.”**

## Relatives and Friends Views

### Summary of responses

Three visitors completed the 'Friends and Family' questionnaire.

- All respondents said that they were happy in relation to the service generally.
- One respondent told us their relative had friends at the service and the other respondents told us that they were unsure in relation to their relative having friends at the service.
- All respondents thought that their relative felt safe at the service.
- All respondents felt that they are kept informed about their relative and everyone had seen or been involved in care plans.
- All respondents knew what the arrangements were for their relative in the event of an emergency.
- All respondents were satisfied with the level of support their relative received from other local health services such as GPs, dentists, pharmacies.
- Most respondents said they had been encouraged to attend the social activities at the home which included; bonfire night, Easter, and afternoon tea to celebrate birthdays.
- All respondents would recommend this service to others.
- Respondents also told us that the staff are caring and that standards are consistent.

**Quotes from relatives and friends:**

- “I’m very happy with the service. They have really done their best and so (my relative) is content. She tells us that this is her home and she’s very happy living here.”**
- “They always look after me. They make the food soft (like a thick soup) so that I have what everyone else has. It is delicious.”**
- “Very caring staff.”**
- “They have discussed care plans at regular intervals.”**
- “They ring immediately if there is a problem.”**
- “I am able to speak with the staff about any circumstances.”**
- “I’m happy with the service. I feel welcome here. The staff are very caring.”**
- “A good continuity of staff. The Manager is approachable.”**
- “A senior member of staff uses swear words when residents can hear which I find very unprofessional.”**
- “The staff are friendly. My relative seems happy which is important but there is a general lack of activities to stimulate her mentally.”**
- “There is no activity room or timetable for activities on show.”**
- “Day residents are left to wander round with no activities to occupy them.”**
- “The home has parties for fund raising to which family are invited. Money was raised last year for a coach trip which never materialised.”**
- “They are happy but bored.”**
- “The home should be able to provide for everyone’s health needs particularly mental health need. We would however recommend this home because of the general care and nice staff.”**
- “I have recommended this home to others.”**
- “There is a poor choice of food for supper.”**

## Staff Views

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

### Summary of 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 Moorhead Rest Home.
- All staff would be happy to recommend Moorhead Rest Home to a close relative.

### Quotes from staff:

**“There is always plenty of staff.”**

**“There is usually a manager and five staff.”**

**“I think we’re overstaffed but in a good way. It means we can do more with the residents.”**

**“We are asked to go on training courses and if we feel we need more training then the Manager arranges these courses.”**

**“We’re constantly doing training, it’s really good.”**

**“It’s the best career move I’ve made.”**

**“Yes I like working here, I have worked here a long time.”**

**“I would most definitely recommend this home. My grandma was here a few years back.”**

**“I have recommended this home.”**

**Enter and View Response from the provider.**

**Report Name:**

**Moorhead Rest Home  
309-315 Whalley Road  
Accrington  
Lancashire BB5 5DF**

The Registered Manager was given the opportunity to respond to the findings in this report prior to its publication. No response has been provided.





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