
Adalena House

July 2016

Healthwatch Blackpool



Resident's Voice - a Healthwatch Blackpool Review

1 Introduction

1.1 Details of visit

Details of visit:	
Service Address	186 Reads Road, Blackpool
Service Provider	Mrs S L Clayton
Date and Time	27 th July 2016 at 11am
Healthwatch Representatives	Steven Robinson, Adam Evenson, Wendy Stevenson
Contact details	hello@healthwatchblackpool.co.uk

1.2 Acknowledgements

Healthwatch Blackpool would like to thank the service provider, service users, and staff for their contribution and for facilitating us to carry out our consultation.

1.3 Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users, only an account of what was observed and contributed at the time.

The views expressed in this report are primarily from those who reside in the home. It is acknowledged that some of the participants in our studies may suffer from conditions such as dementia or other memory impairments which do not enable them to give fully balanced and reflective views. However we feel that it is essential that every voice is heard and recognise our duty to all who receive care in Blackpool. In order to allow for this to happen we request feedback from the care home for clarification of the issues that are raised.

2 What is a Healthwatch Review?

Healthwatch Blackpool is the independent consumer champion for health and social care. Its purpose is to listen to the experiences of people using services and feed them back to those who run them to make positive change.

Part of the local Healthwatch Blackpool program is to carry out reviews of health and social care services to find out how services are being run from the service user perspective and make recommendations for improvement where possible.

Local Healthwatch are granted the ability to *Enter and View* premises to observe service delivery and talk to service users. Visits can take place if there are reported issues with a service, but equally, they can occur when services receive praise so that examples of good practice can be shared.

2.1 Purpose of Visit

To gather information about the experience of living in a care home in Blackpool directly from those who reside in them, including quality of life factors such as privacy and dignity, quality of care, and choice of activities and food.

2.2 Why did we do this?

In June 2016 Healthwatch Blackpool produced a [report](#) which asked Blackpool residents which health and social care services were of concern to them. Care Homes were reported as the 5th most concerning service in Blackpool.

As a result of this Healthwatch Blackpool set out a statutory annual work plan which included reviews of all Blackpool care or nursing homes deemed to be “requiring improvement” in any of the five inspection areas in their latest Care Quality Commission (CQC) reports.

The Blackpool [Joint Strategic Needs Assessment](#) (JSNA) notes that “*Dementia is the single most frequent cause of admission to care homes, and of the need for community care services for older people. The demographics of an ageing population indicate the number of people with dementia in Blackpool is predicted to rise to around 3,841 by 2020*”.

2.3 What were our aims?

Our aim was to allow the residents to have a say in the care that they were receiving. To do this, we required the cooperation of residents, family/carers, and the management and staff of the home. By collating this information, we could evaluate the quality of care within each care home we visited.

2.4 Methodology

We did not wish to perform an enforced *Enter and View* visit to this home. We felt that to be invited to attend the home would give us a more balanced view and encourage openness and co-operation with the care home management. To do this we wrote to the care home we intended to visit with a comprehensive outline of our intentions and purposes of a review. We also supplied the home with a poster confirming the date and time of our visit and its aims. We asked that the home place the poster in a prominent position for residents, families/carers and staff.

All Healthwatch representatives wore identification badges during the review. Before speaking to any residents, it was explained who we were and the purpose of our visit. Those residents that were happy to speak to us were asked a series of open-ended questions about what they liked most and what they felt could be improved. We confirmed that the information they gave us would be anonymous and that they were free to end the conversation at any point. Healthwatch representatives also made informal observations throughout the visit and made notes of what was seen around the home.

Healthwatch reviews are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch Blackpool's safeguarding policies. If at any time an authorised representative observes anything they have a query about, they will inform the lead reviewer who will either discuss with the service manager or make a judgement on whether this requires reporting to the Blackpool adult social care team.

Also, if any member of staff wishes to raise a safeguarding issue about their employer, they will be directed to the Care Quality Commission (CQC) to find out more about whistleblowing guidance.

Adalena House's most recent CQC report ([July 2015](#)) gives an overall rating of "Good".

Healthwatch Blackpool aimed to assist the home to recognise any potential improvements in its delivery from the service user perspective, in all areas of its service.



Overall Good

Read overall summary

Safe	Good ●
Effective	Good ●
Caring	Good ●
Responsive	Good ●
Well-led	Good ●

2.5 Summary of provider

Adalena House has been operating in Blackpool for 28 years. It is a small home situated on a quiet street near the centre of Blackpool. It is home to 6 residents and was operating at full capacity on Healthwatch Blackpool's visit. Adalena House supports adults with learning disabilities. On arrival, the registered manager Sue Clayton showed representatives around the home.

Adalena House has been decorated to reflect a traditional home. The interior of the home is designed to make the rooms as comforting and safe as possible, and the lounge room has books, games and a wide selection of activities for the residents to use at their leisure. The home also has several pets (a cat and some birds). These animals are used for therapy, and the residents are encouraged to spend time with them. The small garden had also been recently renovated.

The home was well maintained, clean, tidy and free from odours. Due to its size, the home appears busy but has a relaxed atmosphere. The registered manager explained that training is reviewed annually and the 5 members of staff working at the home have rolling training to ensure they are up to date with policies and procedures. The registered manager informed Healthwatch representatives that the focus on a person centred approach was the most important thing in the home.

Healthwatch Blackpool spoke to five people.

2.6 Results of visit

General

To best interact with the residents, representatives asked questions although they often relied on assistance from the staff to help seek responses. Residents welcomed the Healthwatch representatives and were very talkative once the staff introduced them.

Every person spoken to reported that they did not want to change anything in the home and all indicated that they were extremely happy with the care they receive.

Residents reported that they enjoyed spending time with the pets in the home, explaining that "*pets make people happy*", and that in their opinion more homes should have them. One resident explained that their room had recently been re-decorated, and that they had been supported to shop for and choose a colour, and had been encouraged to help paint the room. The individual told us that it makes them feel happy and that "*[the staff] look after us*".

Food and drink

Representatives asked if the food was hot and which meals residents like to eat. Some reported that the food was suitable and they indicated they were happy. Others told us in more detail that they liked the food and thought the portion sizes were good. All residents who were spoken to reported that they liked the variety and enjoyed it all.

"I like the lasagna and sausages & mash."

Activities

Many residents attend external learning disability groups and centres run by charities. All residents reported to have very active social lives and many have friends outside the home whom are encouraged to spend time with. The residents also explained that they are very much involved with the shopping. Residents reported having been supported to travel abroad to have meaningful holidays.

"I have been abroad to different countries with the staff. They let us do what we'd like."

Inside the home, residents reported that they play games together and spend a lot of time with each other. There are several small rooms all with activities in such as table tops games and jigsaws. Some residents explained that they have books and TVs, and those that wanted to spend time in their room were supported to do so.

Staff & Safety

All residents who were spoken with noted that the staff were supportive and easy to speak to. Representatives asked what kinds of things the staff helped with. One resident said that staff help them get dressed and pick the clothes they want to wear. Others told us that the staff were easy to speak to and that *"all the staff are nice."*

Healthwatch representatives observed the staff and noted an excellent rapport with the residents. It was felt that some of the residents would not have spoken with Healthwatch Blackpool without staff guidance and support.

Involvement in key decisions around their care

It was felt that many residents may struggle, or lack the capacity to have full involvement in decisions on their care. However many of the residents explained that they were included in daily living choices such as their room design, food and activities. The second principle of the Mental Capacity Act makes provision for involving people who have been deemed to lack capacity in key decisions in their care by taking all practicable steps possible.

Concerns & Complaints

All residents explained that they had no complaints or issues with their care and would feel comfortable to address any issues they had in the future. Representatives also asked the residents if anything had ever gone wrong or if they had any complaints in the past. One person explained that when something in their room broke the registered manager had supported them to replace it.

"I feel I can speak to someone and it'd get sorted."

"I can speak to anyone".

Due to the homes smaller size residents meetings are not regular and only occur when required. Group feedback was, however, an ongoing method of gaining feedback, and the home felt that this was the most successful way to involve the residents. Residents reported that they were happy to be able to voice their concerns this way.

2.7 Recommendations

This report highlights the practice that we observed and reflects the feelings that residents had about the care and support that they were receiving. While it was not our intention during this visit to make recommendations, it was our intention to talk to residents and their families to ask if there was anything that they felt would improve their quality of life within the care home.

Good practice highlights

- Residents felt that pets have a positive impact on their wellbeing.
- The amount of detail towards ensuring that residents have a fulfilling program of activities is extremely important to the residents.
- The attitude and dedication of the staff are greatly appreciated by the residents. Members of staff going above and beyond to support people in the home makes a big difference to the lives of the residents, especially when it comes to small but essential issues like picking clothes and shopping.

2.8 Service Provider response

The service provider did not provide a response to the report or recommendations.