

Alsley Lodge: Raycare Limited

Enter and View Report

Contact Details:

21 Station Road
Rufford
L40 1TB

Staff met during visit:

Registered Manager: Carrie Howarth

Date and time of visit:

Thursday 28th July 2016 10.30am-12.30pm

**Healthwatch Lancashire Authorised
Representatives:**

Linda Brown
Becky Willshaw (Lead)
Natalie Cotterell
Doreen Lee (Volunteer)

V1.1

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

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.

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General Information

Alsley Lodge is privately owned by Raycare Limited with places for 32 residents and a further room for respite care, with no vacancies at the time of our visit. There is a long waiting list for the home. Carrie Howarth is the registered Manager.

Information obtained from the homes website states that the home provides care for older people and those with dementia.

Alsley Lodge is in the village of Rufford, near Ormskirk and Burscough. The home is a purpose built care home to provide accommodation for older people who need assistance with personal care. The home is on one level situated within its own grounds.

Acknowledgements

Healthwatch Lancashire would like to thank Carrie Howarth, together with staff, residents and visitors, for making us feel welcome and taking part in the visit.

Methodology

The Enter and View team visited on Thursday 28th July 2016.

We spoke to seven 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 the home.

In addition, we spoke to three members of staff, and two relatives. The team also recorded their own observations on the environment and facilities.

These observations were scored on a scale of 1 to 5:

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

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Enter and View Observations

Pre visit

The team evaluated several areas prior to our visit including whether there was a brochure and website that provided information about the home and its facilities; together with the manner of response to any telephone enquiries.

Alsley Lodge has its own dedicated website which contains many pictures and detailed information about the home, although we noted that the staff section was out of date. A brochure is not available. All telephone enquiries were answered quickly and the manager was available.

The pre visit was scored as 4.5/5

Location

Alsley Lodge is situated in the village of Rufford near the main road with a marina opposite the home. A café is available on the marina. A nearby garage with a small shop is within walking distance to the home, other shops and facilities are around five minutes' drive away.

The home has ample parking to the front of the building but did not appear to have any designated disabled spaces. The home is very clearly signposted from both ends of the road and there is a sign on the front of the building directing visitors to the entrance door.

The location was scored as 5/5

External environment

The external environment is well maintained with lawns and hedges lining the front of the building with seating to sit out at the front if desired. There is an attractive area in front of reception with a water fountain, flowers and shrubbery. The entrance has disabled access via a large ramp with handrails leading to the front door which is secure and has to be opened from the inside.

To the rear of the property there is a large garden area with a pergola and patio which overlook the home and the surrounding rural area. The manager told us that a large garden wall area is to be painted to depict a row of shops for reminiscence. Residents have chosen the shop they wished to have and three shop types had been decided upon. It was noted that there are comfortable tables and chairs in the garden for residents to enjoy. A large sweet cart was also present in the garden having recently been painted and will be used for events such as the upcoming summer fete on the Saturday.

The external environment was scored as 5/5

Internal environment, reception area and first impressions

Our team of representatives were greeted by a member of staff who then notified the manager of our arrival. A central door system within Alsley Lodge prevents all outer doors from being opened from the inside but allows visitors to come and go. There is no designated reception but the entrance porch and atrium area is homely and welcoming. A signing in book, hand sanitizer and organised noticeboards with relevant and up to date information are on display in this area. A small traditional style sweet cart on a pedestal was available for residents and visitors to help themselves on arrival.

The front inner door opens onto spacious area where a number of sofa seats make up a lounge which is bright and airy due to the conservatory style roof. The Healthwatch Lancashire poster was on clear display

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close to the front door. Notice boards within this area show the activities available and photographs of recent activities which have taken place.

The manager showed us through to a small quiet lounge area where the Healthwatch team were offered refreshments. A pleasant and clean odour was evident on arrival and throughout the home.

There did not appear to be a noticeboard of key staff with names and photographs within the home.

Internal Environment-First Impressions scored as 4/5

Corridors and bathrooms

Communal areas are bright and spacious with new carpets throughout the corridors and seating areas. The manager explained that the carpets had been chosen without a pattern after consultation with residents, friends and staff as it was more dementia friendly. The corridors have hand rails and are wide enough for wheelchairs and walker frames to pass through easily. The temperature of the home was comfortable on the day of our visit. Hand gel is available throughout the home on walls within corridors. Pictures, canvases and other decorative features made these areas feel homely and many resident's doors were personalised to aid easy identification.

Bathrooms and toilets were found to be near communal areas with clear pictorial signage and contrasting toilet seats, in red, making them dementia friendly. The toilets and bathrooms viewed were modern and clean with supplies of soap, toilet roll, hand towels and gloves stored tidily. A separate staff toilet was closed with a keypad for access.

The corridors and bathroom areas were scored as 5/5

Lounges, dining and other public areas

Several large public areas are available with a main lounge including separate seating divisions, with a further two smaller seating areas for accepting visitors. The lounges have ample comfortable seating with homely touches. A dedicated activity corner with table and chairs is set up to encourage residents to use some of the activities on offer, such as a jigsaw and painting materials. There was evidence of an abundance of activity material available for use by the coordinator and residents in this area.

The dining room in the centre of the building acted as a hub of activity for visitors and staff having a break. The dining room is pleasant with enough places for residents to sit at mealtimes. Music played through speakers and contributed to a relaxed atmosphere. The tables were set with tablecloths, flowers and place mats which contrasted for easy identification for residents with dementia. Restaurant style menus are on the centre of every table with a clear menu for the week and two options for each meal. Breakfast had several hot and cold options daily. Dining themed wall mounts and pictures in this area made it feel particularly homely.

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

Observations of resident and staff interactions

There appeared to be enough staff on duty who introduced themselves and were friendly and welcoming throughout our visit. We were first introduced to the Activities Coordinator and the Head of Housekeeping. The manager explained that the chef is full time and asks each resident daily what they would like for lunch and evening meals from the choices on the menu. It was noted that residents were seen to be given attention quickly when they required assistance by staff.

Residents were observed engaging in chair based exercise which was facilitated by an outside provider. The Activities Coordinator told us that there are two chair based exercises per week which residents enjoy

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in addition to the varied outings and activities on offer within the home. The activity board includes a daily breakdown into morning, afternoon and evening activities. There is a written and pictorial card for each activity which included; pet therapy, chair exercise, manicures, carpet bowls, puzzles, singing, Friday evening 'fish and chip supper' as well as many others. Cards made by residents are available to buy. A newsletter for Alsley Lodge was displayed with the 'Summer Months' events and a list of resident's birthdays for the season.

Residents appeared to receive person centred care from all members of staff including housekeeping, chef and staff. This was evidenced by staff knowing resident's names, likes and dislikes in terms of food, daily routine and interests.

Resident and staff interactions were scored as 5/5

Overall the Enter and View Project Officers rated the environment and facilities as 4.8

Environment

Summary of responses from seven residents

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

Quotes from residents:

“I don’t want to go home; my home will seem like a dungeon after being here.”

“I’m very happy with my room, there are no problems.”

“I have enough privacy.”

“It is very clean here.”

“The home is spotless.”

“I have my own room where I go to have quiet time.”

“The garden is nice to use when it isn’t raining.”

“I meet very nice people here. The garden is lovely if the weather is nice. Activities are very good and Debbie is very good.”

“There is always some room for improvement.”

“This is the best care home I’ve been to. I used to come here with my husband just for a drink. I can’t fault it.”

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.
- All respondents told us that call bells and requests for help were answered in a timely manner.
- All respondents told us they have a choice about when they get up and go to bed.

Quotes from residents:

“I am definitely treated with dignity and respect. They are lovely here.”

“The staff definitely treat me well.”

“Absolutely I can talk to staff; they are so approachable.”

“I feel I can talk to a lot of the staff.”

“I’m definitely safe, everyone here is very pleasant.”

“I have only been here for two weeks so I haven’t needed to use my bell but the staff are lovely.”

“I only have to wait a few minutes for someone to come if I use my call bell.”

“Yes I have choice about my daily routine, I tend to get up early in the morning.”

“I would like to go to bed sooner sometimes.”

Food Nutrition

Summary of responses

- Most respondents were happy with the food.
- All but one respondent 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:

“On the whole, the food is good. Sometimes I don’t like the choices.”

“The food is very good. Absolutely delicious.”

“Sometimes the meals are rather repetitive.”

“The meals could be better. They don’t use salt. I don’t want vegetables but they keep giving them to me.”

“The meals are okay.”

“The meals are excellent. You get a menu and I can’t fault it.”

“There are always two choices.”

“We always have drinks and biscuits.”

“You finish one drink and you are offered another straight away.”

“I usually eat in the dining room.”

Activities

Summary of responses

- All respondents found the staff helpful and friendly.
- All respondents told us they could have visitors at any time.
- All respondents said there were activities and/or outings available for them to take part in.
- All but one respondent told us that they were supported to pursue their own interests.

Quotes from residents:

“Most of the staff are helpful and friendly.”

“The staff are lovely I can’t fault them.”

“I would like to see more darts. I loved playing darts and I want to do that here.”

“I like the chair based exercises.”

“I am not very mobile but I do what I can manage.”

“I go out for trips on my own.”

“I am not sure if I am supported to pursue my own interests, I have only been here a couple of months.”

Relatives and Friends Views

Summary of responses

Two visitors completed the 'Friends and Family' questionnaire.

- Both respondents said that they feel positive in relation to the service generally.
- Both respondents were unsure if their relative had made friends at the home.
- Both respondents thought that their relative felt safe at the service.
- Both respondents felt that they are kept informed about their relative and involved in care plans.
- Both respondents knew what the arrangements were for their relative in the event of an emergency.
- Both respondents were satisfied with the level of support their relative receives from other local health services such as GPs, dentists, pharmacies.
- Both respondents said they are encouraged to get involved in activities and events at the service.
- Both respondents would recommend this service to others.

Quotes from relatives and friends:

"The staff are excellent; they can't do enough."

"I think my mum is well looked after. She is cared for and there is enough stimulation with her."

"There is always someone around making sure everyone is okay."

"Without a doubt I would recommend this care home to others."

"The food is really good. Staff are wonderful. One day Carrie came to pick me up from home as my car had broken down. I was given lunch here and spent time with my father and then Carrie took me back home again after."

"I am pleased that my relative is safe and well cared for."

Staff Views

We had an opportunity to speak to three members of care staff about their experience of working at Alsley Lodge Residential Care 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 Alsley Lodge.
- All staff would be happy to recommend this home to a close relative.

Quotes from staff:

“Everyone supports one another and we work as a team.”

“We usually have two cleaners on in the week and weekend cleaners too.”

“There is an open door policy, dignity, privacy and how you would want to be treated.”

“I work full time and I help with breakfast every morning so I get to know the residents well.”

“I am trained in First Aid and Social Care. We do online training. I have done 25 online courses. Everybody has to familiarise themselves with care plans and handovers.”

“We do online training. Training is an ongoing thing really.”

“I love working here! I get to know the residents individually and their likes and chosen activities.”

“I am very happy working here; I have been here for four years.”

“I would definitely recommend this care home. I know doctors who have recommended relatives to come here.”

“Absolutely I would recommend.”

“I would definitely be happy to recommend this care home.”

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Response from the Manager.

Results of the Enter and View visit were fed back to Carrie Howarth, who provided the response below.

Internal environment, reception area and first impressions,

The reason we do not have staff photos on display are due to us having a very low turnover of staff and all our staff have embroidered names on the uniform which makes it more personal.

Our website is being updated at this current time and should be done within the next month.

We are all very pleased with this report.

www.healthwatchlancashire.co.uk

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