
Glenroyd Care Home

August 2016

Healthwatch Blackpool



Resident's Voice - a Healthwatch Blackpool Review

1 Introduction

1.1 Details of visit

Details of visit:	
Service Address	Glenroyd Close, Blackpool, FY3 9HF
Service Provider	Barchester Homes
Date and Time	12 th August at 10:30 am
Healthwatch Representatives	Steven Robinson, Steven Garner, Kim Rushton, Wendy Stevenson, Katy Gartside,
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 of visiting.

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.

Glenroyd's most recent CQC report ([April 2016](#)) gives an overall rating of "Good", although the home is deemed to be requiring improvement in its safety.

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



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

2.5 Summary of provider

Glenroyd is a residential care and nursing home based near the centre of Blackpool and has a capacity of 74 residents. It is the largest home in Blackpool specialising in the support and nursing care of people with Dementia. At the time of visiting 65 residents were living in the home. The home is divided into three floors, placing residents at similar stages of dementia together across the floors.

The ground floor houses several bedrooms for residents as well as indoor communal areas and access to the back garden in which activities take place. The first floor is home to residents who require moderate supervision and nursing care. This floor has many brightly lit rooms and spaces for the residents and their families to visit. This floor also has a large kitchen and dining room for both residents, family and carers to use. There are multiple TV lounges throughout this floor, and like other floors has bariatric chairs.

The second floor is dedicated to the support of those with advanced dementia and is kept secure as some of these residents are deemed as a high risk of harm to themselves or others. All individual rooms are decorated in a person-centred way much like a home bedroom, with both residents and families encouraged to take part in this. There is a kitchen available on this floor for visitors and family and many areas of this floor have calming features and colours to create a relaxed atmosphere.

On arrival the registered manager showed Healthwatch Blackpool representatives around the floors of the home to explain further about their functions.

We spoke to sixteen residents during our visit.

2.6 Results of visit

General

Overall the residents of Glenroyd care home were very happy with the care they received. The home was clean and tidy. All residents spoken with were vocal about the staff and the positive way they were treated by them. There was a strong sense of community throughout the home as residents appeared to know each other well and staff knew all residents by name.

Food and drink

Many residents reported that the food could vary in its quality, although overall they believed it was a satisfactory standard. A majority of residents explained that many of the meals are good but felt there was room for improvement. Most residents reported they were able to choose the food they wanted to eat, however some reported not having a choice. Roast dinners and home cooked food were highlighted as preferences, whereas soup was felt to be lacking in variety. Most residents explained they felt the menu was good but would like to have more choice in case

something was on the menu they did not like.

Activities

A majority of residents spoken with reported there was plenty to do inside the home and they felt fulfilled with the activities on offer. Day trips out and making use of the garden on nice days were highlighted as a preference. Residents also enjoyed socialising with each other in the lounges. In their individual rooms residents reported watching TV or doing puzzles. All residents reported a good level of staff involvement with their activities.

One resident explained they wanted to do more activities to stimulate their mind, saying it was very important to them that their mind remained as active as possible.

“It would be nice to learn another language or do something different”

Staff & Safety

A noticeable feature of the visit was that Residents wished to discuss the staff mainly in relation to their capability and attitude. Some residents who needed extra support explained they were initially concerned about coming into the home as the media portrays care homes in a negative light, however after experiencing care from the staff they were very happy to be living there. All residents reported that the staff are polite and supportive in all manners.

One person explained that staff were *“kindness itself”* and felt that staff couldn't do anything more for them. Another said it was an *“eye-opening experience”* and they enjoyed every minute they were at the home. Other residents told us the staff were friendly, talkative and very compassionate. None of the residents spoken with had any issues or negative comments to make about staff.

All of the residents we spoke to told us they feel safe and secure within the home. Staff were given much praise in all elements of the support they provided.

Concerns & Complaints

None of the residents spoken with reported having concerns, complaints or issues with the home, aside from some issues with the food. All residents explained that they felt comfortable approaching a member of staff if they had any concerns, although not all residents knew who they would speak to. All residents reported feeling confident they would be listened to and that something would be done about their issue.

2.7 Service Provider response

Please see response below from service provider.

Name of Provider: Glenroyd

Manager: Tina Johnstone (Operations Manager)

Date of visit: 10th August 2016.

Action Statement

No:	Points for consideration:	Response or action from provider:	Improvements to be achieved by:
2.6	Food and Drink	<p>To enhance our dining experience within Glenroyd a new head chef was appointed December 2016. A review of the menus were undertaken and no complaints have been received regarding quality of food or service.</p> <p>Regular Resident/Relative and Nutrition meetings are in place whereby the opportunity to discuss the menu is made available.</p> <p>Individual resident wishes are taken into account at every opportunity, if appropriate to do so. An example of this occurred 27/2/17 whereby a resident requested specific items to cater for her nutritional preferences. As a result of this a list was drawn up with the resident herself and items were immediately purchased for her from the local supermarket and cooked to liking.</p> <p>Additionally, observations have been undertaken and staff spoken to around how resident choice is promoted within the home. I have observed staff presenting two meal options to residents on a daily basis who can then visually choose their meal preferences by using sense of smell and vision.</p> <p>The dining experience as a whole is an area that is regularly scrutinised within the home and reviewed to identify if further opportunity can be adopted to ensure residents are well catered for.</p>	June 2017.

	<p>One resident explained they wanted to do more activities to stimulate their mind</p>	<p>Our activities coordinator continues to arrange a regular activity programme. More recently we have advertised for professional volunteers so further provide the opportunity to engage with residents.</p> <p>In addition, the home is also advertising for activity coordinators to work on a bank basis so allow for each week to be covered within the home when current activity lead is on annual leave.</p> <p>Life story work is on-going within the home and all staff are involved with this.</p> <p>Activity items have also been purchased to assist all staff to provide items to stimulate residents.</p>	<p>June 2017.</p>
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Additional questions:

1. Is the report factually accurate? If not, please state what needs to be changed and why.
2. Have you learnt anything new about the experiences of your residents, staff and visitors as a result of the feedback from the report
3. Additional feedback/comments