
The Sylvester Care Centre

August 2016

Healthwatch Blackpool



Resident's Voice - a Healthwatch Blackpool Review

1 Introduction

1.1 Details of visit

Details of visit:	
Service Address	77-79 Reads Avenue, FY1 4DG
Service Provider	Pro Care Homes
Date and Time	26 th August 2016 2:00pm
Healthwatch Representatives	Steven Garner, Steven Robinson, Adam Evenson
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.

Sandycroft's most recent CQC report ([May 2016](#)) gives an overall rating of "*Requires Improvement*", as the home is deemed to be requiring improvement in its safety, effectiveness, responsiveness and in being well-led.



Overall Requires improvement

Read overall summary

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

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

2.5 Summary of provider

The Sylvester Care Centre is situated very close to the centre of Blackpool. It has a capacity of 25 residents and on the day of visiting the home had 24 residents. The home caters for individuals with complex and severe mental health issues. Many residents have a history of substance misuse or other mental health or traumatic experiences. Healthwatch Blackpool representatives were shown around the home by the Registered Manager Susan Frost. The home appeared clean with no unpleasant odours and residents were spending time either in the garden or inside the lounge rooms. A game of cards was ongoing with several residents in the lounge room, with others watching television.

The home appeared busy as many residents were actively wandering through the home, although one lounge room was calm with residents sat quietly. It was explained that the home has an activities co-ordinator and has 2 double rooms for couples to stay in. It was explained that all residents in the Sylvester Care Centre have some form of memory impairment issue or dementia. There are currently nineteen members of staff and training is reviewed every two years or when needed or identified by the home. Due to the complex needs of the residents some declined to speak to us or lacked the capacity to understand the nature of our visit.

During this visit Healthwatch representatives spoke with 9 residents.

2.6 Results of visit

General

Many residents praised the home highly, reporting that the Sylvester was peaceful and that it was easy for them to be able to make friends with other residents. One resident explained they had been in other homes before but everyone was asleep or older which was not enjoyable for them. When speaking with the residents in the garden areas of the home they told us that new clean furniture would be appreciated as the furniture they use now was very tired and in need of replacing - it was explained by management that this furniture was brought into disrepair from storms several months earlier. Apart from that the residents told us the home was very well suited to their needs Susan also explained the residents have meetings with staff every 2 weeks to discuss their care and feed back about any issues they may have or things they would like to do or eat. These groups are often small because it gives all residents a chance to voice their opinions.

Food and Drink

All residents were happy with the food they were served at the Sylvester Care Centre. Residents explained that they get choices and can suggest things they would like to eat informally or at meetings with staff. Most res

idents reported that the quality of food was excellent. One resident reported that the food *“wasn't bad and within budget”*, and felt that there could be improvements as they only have 2 choices which they felt could be better.

The residents also said the menu is different each week and even though it was a set menu the chef often comes to ask people what they want which is appreciated.

Activities

The residents told Healthwatch that the activities during the day were very good and enjoyed taking part in them. One resident suggested that some in the home enjoy sports both playing and watching them on TV. One resident explained they like to keep themselves to themselves but if there was more on they might like to join in activities, which appealed to them. Games, bingo, charades and watching television were the most prevalent activities listed by residents.

“I like it when the entertainment is here, but I'd like to have a quiz as I enjoy them but we don't have them.”

Staff & Safety

All residents reported that staff were either good or very good in all aspects of caring. Residents felt they were treated with respect and that the staff treated them like friends at times. Several residents reported

that staff had a difficult job to do and were very caring and passionate. Several residents noted that some in the home could be challenging at times but that there is a buzzer in the rooms in case they need to use it. However one resident noted that they felt some

of the residents in the home were in the wrong place and should not be there. All residents reported feeling safe.

“Staff are excellent, they are here when we need them.”

Concerns & Complaints

The majority of residents told us that they would speak to certain members of staff. Many said that they felt something would be done if they did complain, however a small number of residents felt that staff are sometimes too busy or that some do not ask them if they have any issues. The majority of residents told reported not having any complaints.

Although only one resident highlighted feeling as though some in the home should not be there, Healthwatch Blackpool representatives observed some residents who were louder and more independent than others receiving much more attention and support than those sat alone in the lounge areas. Those sat quietly in the lounge area often wanted more drinks or biscuits which they were unable tell staff who were not available in that room. The disparity between active, vocal and cognisant residents and those who were withdrawn, quiet or had additional needs such as memory impairments, blindness or hearing impairments appeared to be great.

2.7 Service Provider response

In response to the review conducted on the 26/08/16 Whilst I agree with most of the content but do feel that the last paragraph is not factually correct. Residents who are quieter and less able to make their needs known easily have a lot of detail in their care plans regarding likes/dislikes, abilities and needs which are updated on a regular basis They are cared for equally with others and food and drinks are available 24 hour per day. These are offered at regular intervals to ALL residents and daily records reflect this.