

Moor Park Care Home Enter and View Report

Contact Details:

Moor Park Care Home
81/83 Garstang Road
Preston
PR1 1LD

Staff met during visit:

Natalie Neild (Registered Manager)

Date and time of visit:

26th January 2017
10.55 am to 1.10 pm

**Healthwatch Lancashire Authorised
Representatives:**

Michele Chapman (Lead)
Linda Brown
Lawrence Houston (Volunteer)
Sheena Thompson (Volunteer)

V1.3

Healthwatch Lancashire Enter and View Report

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.

Healthwatch Lancashire Enter and View Report

General Information

Moor Park Care Home is privately owned by Moor Park Home Holdings Ltd with places for 53 residents. There were 5 vacancies at the time of our visit. The facility is across 3 floors accommodating both acquired head injury (floor1) and residential (ground floor and floor2) all served by a lift. The person in charge is Natalie Neild.

Information obtained from carehomes.co.uk states that the home provides care for people from the ages of 18+ who are affected by learning disabilities, old age, physical disabilities, and head/brain injury.

Acknowledgements

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

Methodology

The Enter and View team visited Moor Park Care Home on Thursday the 26th January 2017.

We spoke to 6 residents, 5 staff, and 1 relative 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.

The team also recorded their own observations on the environment and facilities.

Our role at Healthwatch Lancashire is to gather the views of service users, especially those that are seldom heard, to give them the opportunity to express how they feel about a service regardless of their perceived ability to be able to do so. It is not our role to censor feedback from respondents. Healthwatch representatives only speak to residents in public places which is reflected in the number of residents spoken to on the day.

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

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

Enter and View Observations

Pre-Visit and Location

All contact with the facility prior to our visit was very positive and helpful. Representatives could access a dedicated and comprehensive website which detailed key members of staff, and hard copy brochures were available at the reception desk.

Moor Park House is a purpose-built facility set back from a main road, close to local amenities and an attractive local park. The home is clearly signposted and served by a large car park with disabled parking.

The pre-visit and location was scored as 5/5

External Environment

The external environment was well maintained being landscaped to both the front and the rear. The rear enclosed garden consisting of a wheelchair friendly path and a raised central bed which has recently been upgraded (with the help of residents) to an area of remembrance and therapy.

It was clear from anecdotal evidence and photographs of the summer months that the gardens were well utilised with some residents being able to access them directly from the French doors in their rooms.

The secure entrance to the facility was easy to find and complemented by large glass doors. On arrival we were attended in a timely manner by the reception team.

The External Environment was scored as 5/5

Internal Environment/Reception-First Impressions

The entrance to the reception was defined by a large curved desk. The atmosphere being calm and homely with 2 settees and comfortable armchairs arranged around a coffee table. A visitor's book was in evidence as was a notice board and other general information, including the Healthwatch poster and information about advocacy and feedback forms. (However, representatives noticed that the menu displayed by the lift was several days out of date).

This area was pleasantly designed with soft furnishings lamps and mirrors and items of interest produced by the residents.

The reception area had a glass wall overlooking an indoor hydrotherapy pool and this too was attractively decorated with tropical plants which made it look less clinical.

Reception staff at the facility made us feel very welcome as did the Manager Natalie who showed us around the building.

Internal Environment/reception -First Impressions scored as 4/5

Observation of Corridors Public Toilets and Bathrooms.

Corridors were wide, well-lit and in the main clutter free. There were some items of medical equipment stored on the Nursing floor but these did not impede progress or safety. Appropriate handrails were in evidence and we saw that public rooms were indicated with pictorial and written signage. We observed that points of interest in the corridors had been carefully chosen to reflect the local area with black and white prints of Preston Market, Bamber Bridge and Leyland. We also saw photographs depicting residents social occasions and celebrations.

There were sufficient public bathrooms and toilets which were accessible, very clean and well stocked with soap toilet rolls and towels.

There was an absence of dementia friendly adaptations, however this must be seen in the context of the facility not being dementia specific.

The corridors public toilets and bathrooms and were scored as 5/5

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Lounges, Dining and other Public Areas

There were two lounges on each floor however one of these was in the process of being upgraded to a cinema room/activity room. Another was a dedicated therapy room complete with sensory items utilising texture, sound and colour. Other lounges generally overlooked the gardens or the local park and were complete with sofas and armchairs arranged around coffee tables in a domestic manner. We also noted that TVs, lamps, rugs, bookshelves and ornaments had contributed to the homely feel and encouraged relaxation and social interaction.

We were informed by the manager and shown vacant rooms, that all the bedrooms have the same facilities which include a wheelchair friendly en suite and kitchenette, where residents who are able, can prepare their own drinks and snacks encouraging independence. This was reflected in the use of communal dining facilities with many people appearing to prefer their own rooms. Despite this we observed dining tables in public areas nicely set out with crockery and table linen. However, there was an absence of a menu indicating the choice of meals that day.

The facility is also complemented by a dedicated physiotherapy room staffed by a specialist physiotherapist and an assistant. Likewise, residents can attend the hairdressing facilities located on the ground floor.

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

Observations of Resident and Staff Interactions

Staff were observed interacting with residents in a respectful and friendly manner and there appeared to be enough staff on duty with call bells being attended to promptly.

Moor Park House was exceptional in the level of activities on offer on a 7 day a week basis having a full time and part time activity team. Large photographs around the home displayed examples of events celebrated including Halloween, Christmas, Chinese New Year, Burns Night, and chocolate cake day. It was clear that during the summer months the garden was well used with the "Summer Olympics" and we saw seedlings planted to raise Shamrocks for St Patricks day. At the time of our visit the activity coordinator was constructing wooden box frames to incorporate each individual resident's choice of photograph. We saw that some residents had personalised their doors and a print dedicated to a former resident was positioned in a corridor. Similarly, one resident displayed a framed poem "Ode to Carers" outside their room. We were informed that residents are encouraged to continue with former hobbies with one lady accommodating a spinning wheel in her room which was observed as representative passed her open door when being shown around the home by the manager.

Likewise, we noted photographs of previous outings and holidays including Carlisle Races and Scotland 2016.

The team noted a craft activity of handmade hedgehogs together with an activity about their habitat that residents had been involved in. One member of staff intended to bring her pet hedgehog into the home as part of the experience. We also saw framed photographs of pet dogs and the manager confirmed that she often brought her own dog in (who was in the process of becoming a trained PAT dog).

Likewise, residents had made Chinese Lanterns in preparation for the Chinese New Year and these had been displayed on a small console table.

Generally, representatives witnessed a significant level of staff and resident interaction. The activity schedule detailed crafts, light exercise and games. We also saw several large photographs of a popular "Staff Fundraising Day."

Resident and staff interactions were scored as 5/5

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Overall the Enter and View Project Officers rated the environment and facilities as 4.7/5

The manager and staff gave representative the following additional information,

Moor Park House has its own Mini bus and additional transport.

There are several laundry staff servicing the onsite laundry.

There are four cleaners at the facility.

There is one full-time handyman and one part-time handyman at the facility.

There are currently three kitchen staff.

There are professional contractors employed to maintain the grounds.

Environment

Summary of responses

- 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 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:

“I mostly stay in my room but go into the public area to join in the activities.”

“I am very happy with my room, but may like a bit more storage.”

“Very clean very tidy.”

“No problem with privacy.”

“My patio doors lead into the garden.”

“I like my door open.”

Care

Summary of responses

- Most 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:

“The young ones could provide more support.” (staff)

“Staff always answer call bells quickly.”

“Feel no one pops in to check up on me.”

“The staff are good with me.”

“Sometimes staff are busy.”

“I can choose when I get up.”

“I sit out in the garden that’s my way out.” (points to French doors)

“Some staff could do with more training.”

The staff are very good; they don’t hurry me.”

Food Nutrition

Summary of responses

- All but one respondent was happy with the food.
- All respondents told us they had a choice of menu.
- All respondents said they always had drinks available to them.
- All respondents told us they could choose where they ate their meals – in the dining room or in their own rooms.

Quotes from residents:

“Generally, very happy with the food.”

“I sit in the dining room as its easier to eat from the table.” “I like small portions.”

“I choose my meals.”

“I don’t like spicy food. “Both the options are spicy.”

“I opt for soup and sandwiches.”

Activities

Summary of responses

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

Quotes from residents:

“I stop in my own room as I get lots of visitors.”

Relatives and Friends Views

Summary of responses

One visitor completed the 'Friends and Family' questionnaire.

- The respondent said that they feel positive in relation to the service generally.
- The respondent said they knew how to make a complaint about the service if they had to.
- The respondent felt that they are kept informed about their relative's health and care plans.
- The respondent said they knew about activities and events at the service and were welcomed to join in.
- The respondent would recommend this service to others.

Quotes from relatives and friends:

"I feel my relative is looked after very well."

Staff Views

We had an opportunity to speak to five members of care staff about their experience of working at Moor Park House.

Summary of responses

- Responses as to whether there were enough staff on duty were mixed. Two staff said there were not always enough staff on duty and three staff said there were mostly enough staff on duty.
- All staff felt supported to carry out person centred care.
- All but one staff member thought they had enough training to enable them to carry out their duties well.
- All but one staff member reported being happy working at Moor Park House.
- All but one staff member would be happy to recommend this home to a close relative.

Quotes from staff:

"I don't always feel listened to in staff meetings."

"Sometimes we are overstaffed sometimes understaffed."

"Care staff sometimes have to cover the Spinal Unit even though not trained."

"Training is always welcome."

"Sometimes we have problems with staffing."

"I would definitely recommend it here." (for family and friends)

"It's all on-line training."

Response from provider

We feel that this a positive report that portrays an accurate reflection of the ethos and daily activities across the home.

We are always striving to find new ways to improve the home and services offered within to enhance the lives of our residents. We feel very passionate that our residents lead their own care and promote their choice and independence. Quarterly resident / relative's meetings are held to discuss changes, suggestions and ideas. We also have an open-door policy, so that any issues can be addressed with a Senior Manager.

We offer comprehensive training for our staff. This comprises of on-line training, in-house taught classroom sessions, practical competency based training, as well as courses delivered by external providers. As well as our mandatory training modules that are completed by all staff groups at the home, we offer specialised training depending on job role and interest. This is identified for each staff member through our supervision and annual appraisal process.

We strive to maintain a homely environment here at Moor Park House that provides a relaxing atmosphere for our residents as well as a positive place of work for our staff. This can only be achieved through the dedication and commitment of our hard working staff.

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