

## Alston View Nursing & Residential Home Enter and View Report

**Contact Details:**

Alston View Nursing & Residential Home  
Fell Brow,  
Longridge  
Preston  
PR3 3NT

**Staff met during visit:**

Julie Chew, Manager  
Sharon Bennet and staff

**Date and time of visit:**

Thursday 8<sup>th</sup> December 2016  
10.30 am to 12.30 pm

**Healthwatch Lancashire Authorised  
Representatives:**

Michele Chapman (Lead)  
Linda Brown  
Carolyn Stewart (Volunteer)  
Liz Butterworth (Volunteer)

**V1.2**

## 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](http://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

Alston View Nursing & Residential Home is privately owned by MPS Care Group with places for 49 residents. There were no vacancies at the time of our visit. The person in charge is Julie Chew.

Information obtained from the MPS Care Group website states that the home provides care for people from the ages of 65+ who are affected by old age, dementia and physical disability.

### Acknowledgements

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

### Methodology

The Enter and View team visited Alston View on the morning of Thursday 8<sup>th</sup> December 2016.

We spoke to eight 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.

Our role at Healthwatch Lancashire is to gather the views of service users, especially those that are hard to reach and 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.

In addition, we spoke to four staff, and one relative. 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.**

### 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.

Representatives were able to access a generic website for the MPS care group, however staff told us that a printed brochure was temporarily unavailable due to a scheduled update.

An appropriate staff member answered the telephone in a timely and friendly manner and was positive about the proposed visit.

**The pre visit was scored as 4/5**

#### Location

The facility is located close to Longridge town centre served by transport links and shops. Representatives found the facility easy to find being on a main road and well signposted.

The access to the property was suitable for disabled residents and visitors but the team felt that the parking area was somewhat limited for a 49 bed unit.

**The location was scored as 4/5**

#### External Environment

The facility is set on a hillside which restricted the usable external environment. The entrance of the property was impacted by internal refurbishment as old carpet and furniture was waiting removal.

There was little social space for residents to sit outside save for a small and secure patio area which had tables and latterly chairs, which was also used as a smoking area.

It was clear were visitors should report and access to the home was secure.

**The external environment was scored as 3.5/5**

#### Internal Environment-First Impressions

The door was answered in a timely manner by a pleasant and helpful staff member who was able to tell us that the manager was busy and directed us to Sharon the Deputy Manager.

Sharon was extremely welcoming and helpful guiding us around the facility and taking time to answer our questions.

Although spacious the reception area was restricted by a significant number of large boxes (including chemicals) which staff began to relocate upon our arrival.

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

## **Healthwatch Lancashire Enter and View Report**

### **Reception**

Representatives noticed a visitor's book and hand gel in this area however, we observed one visitor who failed to sign in.

The reception area was well lit and a comprehensive notice board provided information about the daily menu, the CQC report and the Complaints Procedure. The notice board also displayed a list of residents details in respect of a fire drill and this was considered a breach of confidentiality. Representatives requested this be relocated to the office and this was done immediately.

We also observed that the Healthwatch Lancashire poster was displayed prominently as requested. A handwritten notice board was displayed in the lounge/dining room detailing Christmas activities for the coming week which included a pantomime, Christmas fair, Christmas party and a visiting entertainer. However, we did not see a notice board with the names and photographs of key members of staff. Seating in the reception area was not in evidence at the time of our visit.

**The reception area was scored as 3/5**

### **Corridors and bathrooms**

Generally, communal areas were spacious and well lit. Corridors were wide and had contrasting colour handrails. The majority of communal areas were uncluttered and representatives observed that the corridors and communal areas downstairs were in the process of having the flooring replaced. Representatives considered the facility as a whole to be of appropriate temperature and adequate (if not uniform) decoration.

There were sufficient public bathrooms for the number of residents with the majority of rooms being en suite. Each of the 3 floors had 2 bathrooms, with one of each of these on floors 2 and 3 was in the process of refurbishment to a wet room. Bathrooms were indicated by a written notice but these were not pictorial or of contrasting colour to aid those with dementia. One downstairs toilet had raised colour coded seats and the majority had handrails. All the toilet areas were clean and had sufficient supply of soap toilet rolls and towels.

In several bathrooms' representatives noted that the hot and cold indicators were missing from the very top of the taps making it difficult for residents to predict water temperature.

Representatives did not see personalisation to resident's doors other than their name and a butterfly to indicate Do Not Resuscitate (DNR)

**The corridors and bathroom areas were scored as 4/5**

### **Lounges, Dining and other Public Areas**

There was a strong smell of urine in the downstairs lounge /dining area. Likewise, carpets appeared stained as did many of the upholstered chairs. However, representatives were advised by staff that the carpets were in the process of replacement as was refurbishment and redecoration of the facility as a whole.

The lounge /dining area had large windows with an attractive view over local playing fields. Seating was of various heights and provision and arranged in a manner to maximise the views and encourage social interaction. The area was comfortable and homely utilising pictures, table lamps, TV's and a fireplace. Similarly, it was nice to see wide thoroughfares which meant that a resident with an electric scooter was able to negotiate communal areas safely.

Representatives were also shown a second smaller lounge at the end of the building which facilitated privacy and quiet. This too looked out over the playing fields and was comfortable and homely.

The dining area displayed a written menu indicating a choice of two meals and representatives saw staff preparing tables with fresh table linen. However, it did not appear there was sufficient seating for all residents.

**The lounges, dining and other public areas were scored as 3.5/5**

## Healthwatch Lancashire Enter and View Report

### Observations of Resident and Staff Interactions

There appeared to be enough staff on duty with both the manager and deputy taking an active role. The team witnessed staff interacting with residents in a kind and respectful manner and staff appeared to know residents by their name, background and their families. A poster in reception entitled “Did you Know” detailed the achievements of a residents former skydiving experience.

Representatives heard calls bells on a frequent basis but these all seemed to be answered in a reasonable time the longest response time being several minutes.

We were also told that staff were based on a floor by floor basis and that there was an attended nursing station on each floor including overnight.

We did not see residents involved in any activities.

**Resident and staff interactions were scored as 4/5**

Overall the Enter and View Project Officers rated the environment and facilities as 3.9/5

### Additional Information

#### **The Deputy Manager told us:**

Alston View was in the process of refurbishment and redecoration.

The facility employed 2 housekeepers.

There were 4 cleaners cumulatively in excess of full time hours.

The facility employed 1 full time maintenance man.

There were 3 kitchen porters and 2 chefs staffing the kitchen.

Laundry was processed by a staff member on a full-time basis.

An activity coordinator was employed on a part time basis 5 days a week

### Environment

#### Summary of responses

- All respondents were happy with their rooms.
- All respondents felt they had privacy in their own rooms.
- Six respondents thought the home was pleasant and clean. One did not comment and one respondent did not think the home was clean.
- Three respondents told us there was a quiet lounge available for them to use. Two said there was not and three did not answer this question.
- Two respondents told us there was a garden where they could sit out. Six respondents told us there was no garden to sit out in.

#### Quotes from residents:

“There is a dreadful smell”.

“We always sit in the same chairs”.

“I am not aware of a garden”.

“There is a small patio area for the smokers”.

“It’s a lovely view from the lounge window”.

“It needs someone to sweep up the leaves on the path outside”.



### Care

#### Summary of responses

- All but one respondent felt they are treated with dignity and respect.
- Five respondents said they could talk to a member of staff if they had any concerns. One respondent did not feel they could talk to a member of staff. Two respondents did not answer this question.
- All but one respondent told us they felt safe.
- Four respondents told us that call bells and requests for help were answered in a timely manner. Four respondents did not feel that call bells and requests for help were answered in a timely manner.
- Five respondents told us they have a choice about when they get up and go to bed. One respondent said they had no choice of when they get up and go to bed. Two respondents did not answer this question.

#### Quotes from residents:

“There are not enough staff, the resident next to me is not moved all day.”

“Staff come right away if I need them.”

“Sometimes staff are very slow to respond to call bells.”

“Staff do not always respond to call bells, but if you comment you are told ‘there are a lot of patients here.’”

“Sometimes staff respond to call bells, they are very busy.”

“I don’t always have a choice when I get up and go to bed but its ok.”

“I don’t like it when staff talk over me, I think is disrespectful.”

### Food Nutrition

#### Summary of responses

- All but one respondent was happy with the food.
- All respondents told us they had a choice of menu.
- Six respondents said they always had drinks available to them. Two did not answer this question.
- Three respondents told us they were able to choose where they ate their meals – in the dining room or in their own rooms. This question was not applicable to one resident. The remainder did not answer this question.

#### Quotes from residents:

“The meals are excellent; I enjoy the food.”

“You can sit where you like. I like sitting in the dining room.”

“There are too many sandwiches.”

### Activities

#### Summary of responses

- All but one respondent found the staff helpful and friendly.
- Three respondents told us they could socialise with other residents. Three did not feel they could socialise with other residents at any time, and two did not answer this question.
- Three respondents said there were activities and/or outings available for them to take part in. One respondent said there no activities and /or outings for them to take part in. The remainder did not answer this question.
- Three respondents told us that they were supported to pursue their own interests. Three did not agree they were supported to pursue their own interests and two did not answer this question.

#### Quotes from residents:

“Occasionally there is entertainment.”

“Staff pop in and out of my room.”

“All sorts of activities are going on.”

“We go on short distance drives around Lancashire and we had a trip to Blackpool.”

“There are no activities or outings for me to take part, in any sense.”

“My family take me out.”

“Its too noisy to socialise with residents because the TV is always on.”

“I read the paper, watch TV and films in my room.”

“I have no complaints.”

“The staff are very accommodating.”

“I know a lot residents and staff because they are local people.”

### 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 told us that they were unsure if their relative had made friends at the home.
- The respondent thought that their relative felt safe at the service.
- The respondent said they were unsure how to make a complaint about the service if they had to.
- The respondent felt that they are kept informed about their relative and involved in care plans.
- The respondent knew what the arrangements were for their relative in the event of an emergency.
- The respondent was not satisfied with the level of support their relative receives from other local health services such as GPs, dentists, pharmacies.
- The respondent said they are encouraged to get involved in activities and events at the service.
- The respondent would recommend this service to others.

#### Quotes from relatives and friends:

"Staff are lovely and very patient."

"Activities take place when I call in."

"There are lots of notices about what is going on in the home."

"The support from the social services has been very disjointed and I would have liked more support."

### Staff Views

We had an opportunity to speak to four members of care staff about their experience of working at Alston View

#### 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 Alston View.
- All but one staff member would be happy to recommend this home to a close relative.

#### Quotes from staff:

“The support I have had has been fantastic.”

“I have had all in house training.”

“We have an induction and an annual refresher.”

“We have two staff per floor.”

“Not a relative but maybe a neighbour.” (Would you be happy to recommend this home to a close relative?)

“Yes I would be really happy to. It is very friendly.” (Would you be happy to recommend this home to a close relative?)

## **Healthwatch Lancashire Enter and View Report**

### **Response from provider**

The findings of this report have been shared with the manager and provider of the home who are happy for the report to be published, no other feedback was offered.

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