



Finney House

Enter and View Report

Contact Details:

Finney House
Flintoff Way
Preston
PR1 6PJ

Staff met during visit:

Janine Kelly (Manager)
Vicky Adair(Manager Floor 1)

Date and time of visit:

Thursday 12th January 2017
10.40 am – 1.10 pm

Healthwatch Lancashire Authorised Representatives:

Michele Chapman(Lead)
Linda Brown
Kerry Galloway
Anne Clarke (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

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

Finney House is privately owned by London and Manchester Healthcare Ltd with places for 96 residents. There were 19 residents at the time of our visit. The facility is newly opened. The person in charge is Janine Kelly.

Information obtained from the dedicated website states that the home provides residential, nursing and palliative dementia care.

Acknowledgements

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

Methodology

The Enter and View team visited Finney House on the morning of Thursday 12th January 2017.

We spoke to 4 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. However as this was a nursing floor responses were limited due to sickness and residents confined to their bedrooms.

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 4 staff, and 1 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 and Location

The care home group London & Manchester Healthcare Ltd has a comprehensive website in respect of the facility. A brochure is also available on request.

The facility is situated on a main road with excellent access to public transport, shops, and health services.

The home enjoys pleasant aspects being close to a local public park.

Finney House is prominently positioned and well signposted. Likewise, there are ample parking spaces including those for the disabled.

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

External Environment

The building is an impressive purpose built facility complimented by well cultivated grounds with points of interest such as life-size works of art representing rural scenes of cows and sheep. A circular, wheelchair friendly path encloses one area and further terraced areas are enhanced with outdoor seating and landscaping.

The reception area is central to the building and it was clear where visitors should report to. Our presence was acknowledged in a timely manner and representatives noted an appropriate level of security.

The External Environment was scored as 5/5

Internal Environment/Reception-First Impressions

Staff at Finney House made representatives feel very welcome and the large reception area was comfortable and well designed with easy chairs, lamps and tables and tea and coffee making facilities.

An interactive TV screen was in the process of being uploaded with photographs and names of key staff, and the reception area was easily identifiable being prominently sited and staffed.

Representatives saw a "Community Library" area in the reception which contained a comprehensive selection of books intended to invite the local community into the home. This area was well appointed with free tea and coffee (for the over 65s), armchairs, tables and high quality soft furnishings.

First impressions of the facility were very positive, it being beautifully decorated, restful, and pleasantly scented. Representatives noted that a visitor's book was in use and that the Healthwatch Lancashire poster had been placed at the entrance of Floor 1.

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

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Observation of Corridors Public Toilets and Bathrooms.

The home has three floors, but currently the ground floor and the second floor are unoccupied. Our visit took place on the first floor which is used as a nursing facility.

The home is serviced by both stairs and a lift and these are easily accessible. Representatives observed keypad access and antibacterial hand gel prominently placed at the entrance to the floor.

Corridors were wide and well lit with the benefit of handrails and large photographs of old Preston.

Resting points along corridors were typified by lamps, books and easy chairs. Representatives noted that walls at the ends of corridors provided landmarks to aid navigation in the form of large and realistic murals with local themes. Other interior décor had been thoughtfully installed with a large glass “memory cabinet” displaying items of memorabilia such as ration books. Likewise, we observed the placement of large traditional clocks in the corridor.

Doors along corridors were generally uniform and complete with resident’s names, we observed that one door had been personalised.

All the rooms at Finney House have hospital standard beds and en suite bathroom, however, there were public toilets and other adapted shower/bathrooms along the corridor. The public bathrooms were very clean and amply stocked with soap, towels, hand gel and toilet rolls. Representatives also observed them to be well equipped with bathing aids, well decorated and of appropriate temperature.

There was an absence of dementia friendly adaptations, however this must be seen in the context of the floor being nursing rather than dementia specific.

The Nursing Station was central to the corridor and clearly visible and staffed.

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

Lounges, Dining and other Public Areas

The public areas throughout Finney House have been arranged to have an air of relaxation and comfort with classical music and a choice of seating areas promoting social interaction or privacy when required. Tea, coffee and cakes are freely available in a café/kitchen area as is fruit, wine and soft drinks.

Both the dining areas and lounge areas have sufficient comfortable seating for the number of residents and visitors.

The dining area was attractively set with crockery, cutlery and napkins. However, we did not see a menu on display either on the table or on the chalkboard behind the café unit.

Staff told us that residents could choose meals in advance and that food was delivered to the facility pre-prepared to be served by the chef, and residents were able to eat in the dining room or in their own room if preferred.

Finney House also has a dedicated hair salon and hairdresser furnished with antique style dressing table stations. Similarly, representatives noted the provision of a “Wellbeing Room” with a padded couch where health, beauty and relaxation therapies could be delivered by outside services.

Residents are able to choose to sit in several “hotel style” lounge areas some of these being TV free, and arranged around coffee tables, lamps and other points of interest.

One lounge has a very large wall mounted television which serves as a “Cinema Room”

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

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Observations of Resident and Staff Interactions

The nursing station is positioned centrally and staff were easily identifiable by name badges and uniforms. At the time of our visit the facility appeared to be well staffed and we saw housekeeping staff and food service staff in addition to nursing/caring personnel. Likewise, call bells were indicated on digital displays in the corridors and were responded to quickly. Interaction between residents and staff appeared to be positive and professional with the manager able to tell us about the individualities of the residents. We also observed staff being helpful and respectful to residents at mealtimes.

Finney House employs activity coordinators and we could see a small notice near to dining/lounge areas detailing various afternoon activities including a book club, board games, manicures and massage, exercise to music, Burns Night and “days out”. Representatives also observed that one resident had been making model aeroplanes.

Similarly, we could see staff acting in a sensitive and thoughtful manner towards relatives.

The facility welcomes feedback with a schedule of regular resident’s meetings and a “suggestion box” being prominently situated by the dining area on Floor 1.

Resident and staff interactions were scored as 5/5

Overall the Enter and View Project Officers rated the environment and facilities as 4.8/5

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:

“The whole place is lovely.”

“I like sitting in the quiet lounge to read and get out of my room.”

“There are plenty of places to sit and be quiet other than your bedroom if you choose to.”

Care

Summary of responses

- All but one respondent 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:

“About 75% of the staff treat me with dignity and respect, not all of them will go that extra mile.”

“I choose when I go to bed, but when a particular member of staff is on duty people are encouraged to go to bed.”

“Very much so.” (Do the staff treat you with dignity and respect)”. ”

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 were able to choose where they ate their meals – in the dining room or in their own rooms.

Quotes from residents:

“There are usually two choices of menu but if you don’t like those there are only omelettes or sandwiches.”

“They are alright, but they do not have that home cooked quality.”

“The food is ok; it is sometimes very good but also often very bland.”

“The chef is amazing; my needs are catered for.”

Activities

Summary of responses

- All but one respondent 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 respondents told us that they were supported to pursue their own interests.

Quotes from residents:

“I am happy with my own company; a lot of residents are too ill to socialise with.”

“I have been asked what I am interested in doing and I would like to go on more trips but unfortunately many of the other residents either don’t want to go or are not well enough to.”

“Some staff are not always friendly.”

“The activity coordinator is brilliant. She encourages me to take part.”

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:

"The manager is really accessible, staff are very good and approachable."

"Very good would recommend." (the service).

"I have seen the activity list today."

Staff Views

We had an opportunity to speak to four members of care staff about their experience of working at Finney House.

Summary of responses

- All staff said there were enough staff when on duty.
- All but one member of 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 Finney House.
- All staff would be happy to recommend this home to a close relative.

Quotes from staff:

"I take pride in looking after the home."

"There was three-week induction training."

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Response from provider

Results of the Enter and View visit were fed back to Janine Kelly the Registered Manager, who said that she was happy with the report.

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