



Bank Hall Care Home Enter and View Report

Contact Details:

Bank Hall Care Home
Colne Road
Burnley
BB11 2AA

Staff met during visit:

Deborah Richens (Area Manager)
Kathy Pounder (Home Manager)

Date and time of visit:

23rd February 2017
10.30am – 13.30pm

**Healthwatch Lancashire Authorised
Representatives:**

Michele Chapman (Lead)
Aysha Desai
Gill Green (Volunteer)

V1.1

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

Bank Hall Care Home is privately owned by RochCare Ltd with places for 53 residents. We were told there were 11 vacancies at the time of our visit. The person in charge is Kathy Pounder.

The facility benefits from a dementia unit (Scarlett House) a residential unit and a non-residential Day Care Unit.

Information obtained from carehome.co.uk states that the home provides care for people from the ages of 65+ who are affected by dementia and old age.

Acknowledgements

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

Methodology

The Enter and View team visited Bank Hall Care Home on the morning of Thursday 23rd February 2017.

We spoke to 8 residents and 6 staff, 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.

Although there were visitors at the home on the day we were unable to speak to them as they were in the process of collecting their relative for a day out.

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 who 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.

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.

Bank Hall is a purpose built 2 floor building located on the main Colne Road with aspects of Thompson Park to rear. The facility is in a prominent position close to transport routes and local shops and amenities.

Prior to our visit representatives viewed the dedicated website and noted that a leaflet in respect of Bank Hall was available at the facility on the day.

There was ample parking to the front of the home and level access was via a conservatory style reception area. The home was clearly signposted from the main Colne Road however; representatives did not notice a dedicated disabled parking area.

The pre-visit and location was scored as 4/5

External Environment

The original part of the building was formerly a maternity home with pleasant and extensive grounds. The entrance to the home being complete with a fountain and outdoor seating, likewise, the rear of the property is secure and lawned with several seating areas and a gazebo. Representatives observed bird feeders and a greenhouse which staff said was used by a resident to grow fruit and vegetables during the summer.

The reception was prominently situated and easy for visitors to locate. The entrance was secured via a buzzer system activated by the reception desk. We were attended to in a timely manner by reception staff.

The External Environment was scored as 5/5

Internal Environment/Reception-First Impressions

On arrival, there was a welcoming, relaxed, and homely feel to the facility. Residents were sat in the airy conservatory/reception chatting and taking in the sun. Comfortable leather settees were provided and representatives noticed a “buzz” about the place with relatives arriving to collect the residents and general day to day activities such as the arrival of the postman.

The team were asked to sign in and we observed the provision of antibacterial hand gel on the reception desk.

There was a slight delay before we were able to speak to a member of the management team.

The reception area displayed a comprehensive noticeboard and we observed leaflets available in respect of Advocacy and other helpful subjects such as Alzheimer’s. Representatives were also able to read the minutes from the last (well attended) residents meeting.

A monthly activity schedule featured prominently in this area and we saw provision for such activities such as seated exercise, pamper mornings, baking, arts and crafts and group singing.

Likewise, we saw photographs of former activities such as a visit by “Birds of Prey.”

The team observed a tea trolley being taken to seated residents and noted the positive interaction between residents with each other and staff.

We observed that key staff were identified by uniform of differing colours and wearing a name badge. We noted that task specific staff were readily identifiable for example a red tabard indicating a “drugs round”.

The Healthwatch Lancashire poster was displayed elsewhere in the home in one of the lounges.

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

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Observation of Corridors Public Toilets and Bathrooms

The corridors were wide and generally uncluttered but were dimly lit, and in need of the redecoration. However, we witnessed replacement flooring and redecoration in process at the time of our visit. Representatives saw that colour contrasting handrails were in situ as was dementia friendly signage and orientation. We also observed bedroom doors being of differing colours and numerical, pictorial, and individually named.

The area manager advised us that bathroom doors were also uniformly painted pink to aid orientation. Corridors in the Dementia Unit displayed poems and homilies in respect of dementia and photographs of old mills were displayed by way of reminiscence. However, representatives felt there was an absence of permanent notice boards and framed prints.

The team considered that there were sufficient accessible bathrooms to serve the facility. The bathrooms were observed as very clean with appropriate provision of soap, towels, and toilet rolls.

We observed the provision of handrails, raised toilet seats and appropriate bathing adaptations.

The corridors public toilets and bathrooms and were scored as 4/5

Lounges, Dining and other Public Areas

The facility was complemented by a variety of social areas including several conservatory areas overlooking the grounds. Sufficient lounge seating being arranged in a manner to encourage social interaction with quiet spaces and areas for watching television. The team observed two computer stations set up for the use of residents and advised that they are encouraged to use them to keep in touch with family. In the same lounge a piano was available for sing songs and the use of outside entertainers.

The Dementia Unit was a little bare but none the less had a positive environment the activity coordinator was in the process of painting resident's nails when we arrived.

At the time of our visit the majority of residents in the residential unit had gravitated towards the day centre which was also enjoyed by non-residential guests. The atmosphere here was lively and friendly, attendees being sat around a large table playing an animated game of dominoes. A contemporary radio station was playing in the background and a daily newspaper was available. Representatives noted a poster detailing the choice of menu, date, and weather conditions.

A staff member showed us the various activities and craft items completed in respect of "St Patricks Day" and "Spring". We saw handmade daffodils, butterflies, flowers, and bunting.

The dining rooms had sufficient seating for the number of residents. The daily menus incorporating a vegetarian option, and the area manager told us that all food was made in house.

The team noticed that tables were attractively set with tablecloths, glasses, crockery, and condiments. The area manager told us that those residents requiring assistance during meal times were placed at the same tables but slightly apart to preserve their dignity and ensure adequate nutritional intake.

The area manager was also able to show us a dedicated and attractive hairdressing salon for the use of residents.

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

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Observations of Resident and Staff Interactions

There appeared to be sufficient staff on duty and call bells were answered in a reasonable time. A maintenance worker, cleaners, kitchen staff and an activity coordinator were also on duty at the time of our visit.

There were high levels of positive, respectful, and tactile interaction between staff and residents and representatives considered the provision of activities to be notable. Staff clearly knew residents by name and residents reported high satisfaction rates when asked about their care.

The area manager told us that residents were consulted and represented on staff selection panels and the minutes of the previous residents meeting indicated significant interest and engagement in the process. Residents were able to tell us about the activities that they enjoyed and about the staff they enjoyed talking to.

Poems pictures and crafts produced by residents were evidenced throughout the home

Resident and staff interactions were scored as 5/5

Overall the Enter and View Project Officers rated the environment and facilities as 4.5/5

Additional Information

The area manager told us that the facility

- Was undergoing a process of redecoration including the provision of some en suite bathrooms.
- Had part time activity coordinators in both the residential and dementia units.
- Employed chefs/cooks and provided homemade meals.
- Employed dedicated cleaners
- Employed a maintenance worker.

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:

“It’s wonderful.”

“I have lots of visitors who come every day.”

“Oh yes it’s clean. You don’t see any dirt around here.”

“It’s marvellous here it’s great.”

“If I want to sit outside when it’s nice I can”.

“Staff never just walk in –it’s bad manners. They knock and ask if they can come in.”

“I sit outside in summer.”

Care

Summary of responses

- All 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:

“Kath is always on hand she’s marvellous.”

“There’s quite a few you can talk to, you have everything here I can’t grumble.”

“The staff don’t take long to come.”

“Staff are excellent.”

“Very willing and helpful.”

“They check on you at night.”

“They look after you very well. If I’m not happy they come and sort out what’s wrong.”

“I have breakfast brought to me.”

Food Nutrition

Summary of responses

- All respondents were 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:

“I eat in the dining room mostly.”

“Most of the time I’m pretty satisfied.”

“I eat in the day care room or at the dining table.”

“Very nice. All the meals are lovely. I like my beef puddings.”

“The staff ask you what you want.”

“They will cook you something else.”

“One cook is better than another.”

“I get a drink if I want one.”

Activities

Summary of responses

- All respondents 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 take part in the activities here. But I haven’t been out yet.”

“We are all friends here.”

“Staff are very helpful.”

“They take us out for a walk.”

“Dominoes, quizzes, I go outside if it’s nice.”

“Friends can come anytime.”

“I like the piano and a sing song. I used to be in a choir.”

“I like chair based exercise”.

Staff Views

We had an opportunity to speak to six members of care staff about their experience of working at Bank Hall

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 Bank Hall.
- All staff would be happy to recommend this home to a close relative.

Quotes from staff:

“I love it here, I’ve been here 4 years.”

“Some days are hectic but we manage OK.”

“We are always training.”

“I love it.”

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Response from provider

No response was received from the provider at the time of publication.

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