

Brandreth Lodge Care Home

Enter and View Report

Contact Details:

Brandreth Lodge Care Home
Stoney Lane
Parbold
Wigan
WN8 7AF

Staff met during visit:

Nurse in Charge; Daniella Nesobici
Liaison Manger; Rachael Wickenden
House Keeper; JeanetteWoods

Date and time of visit:

Thursday 9th January 2017
10.30 am to 12.30 pm

Healthwatch Lancashire Authorised Representatives:

Linda Brown(Lead)
Michele Chapman
Carolyn Stewart (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

Brandreth Lodge Care Home is privately owned by Brandreth Lodge Care Home Ltd with places for 22 residents. There were 9 vacancies at the time of our visit. The person in charge is Pauline Wilkie.

Information obtained from Carehomes.co.uk website states that the home provides care for people from the ages of 40+ who are affected by dementia, old age and physical disability.

Acknowledgements

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

Methodology

The Enter and View team visited Brandreth Lodge Care Home on Thursday the 9th February 2017, as an unannounced visit, prior to the visit we sent a letter and poster explaining that the facility was on our schedule.

We spoke to 12 people including 5 residents, 1 relative and 6 staff, 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.

At the time of our visit most residents either chose to stay in their rooms or were being nursed, therefore we were only able to speak to 5 of the 13 residents. Of those, two residents were compromised with the effects of dementia which affected their ability to talk to us.

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.

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.

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Enter and View Observations

Pre-Visit and location

Information about the home can be found on the website with some basic information. There is a brochure for the home but unfortunately none were available during our visit.

Brandreth Lodge is located on a country lane in a rural area within a short walk of Parbold Village where local amenities and a shop can be found. However, residents with limited mobility may find the steep hill difficult to negotiate by wheelchair. Representatives also considered public transport to be limited with a bus stop 250 yards from the home and a train station in the village of Parbold.

The home has limited parking and does not have a designated disabled parking space. Likewise, disabled access to the home is currently via a fire door at the rear of the property.

The home has a signpost on the entrance wall but this is only visible when approaching from a particular direction.

The pre-visit and location was scored as 2.5/5

External Environment

The exterior presentation of the home was well maintained with mature and pleasant gardens. Likewise, a paved patio with garden furniture enabled residents the opportunity to sit out in better weather.

Representatives also observed an assortment of bird feeders and tables which were stocked and placed to attract wild life for the observation of residents.

On arrival, it is not clear where visitors should report to. The liaison manager told us that the original entrance had changed as visitors now enter the building from the rear car park.

Access to the home is secure with the door being answered in a timely manner.

The external environment was scored as 4/5

Internal Environment / Reception-First Impressions

Our first impressions of the home were that the staff were very welcoming and friendly, and that the facility was clean and smelled fresh throughout.

We were invited to sign into the visitors' book which is sited at the entrance door and we observed relevant notices, including the Healthwatch poster, were up to date and on display.

Staff wear uniform; however, we did not observe any name badges being worn or a staff name board to make identification of staff easier.

We were told by staff that this is being reviewed.

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

Observation of Corridors, Public Toilets, and Bathrooms

It was observed that the home lacked dementia friendly adaptations such as bathroom adjustments, picture signage, orientation to time and day, and clear navigational points around the facility. The liaison manager told us that she has plans to improve this and is supported by the new owners to make the home more dementia friendly.

The corridors, public toilets and bathrooms were well lit, uncluttered, and clean. Toilets and bathrooms had plenty of soap, hand towels and toilet rolls. The housekeeper showed us that the home had an effective system for dealing with soiled items. Hand gel, gloves and appropriate bin bags are clearly available for staff to maintain infection control.

There appeared to be toilets accessible to public areas. However, residents in wheelchairs had to be taken further to access the larger bathroom with toilet facilities.

Some corridors and landings have new carpets. The liaison manager informed us that there are plans to replace worn carpets on the stairs and for there to be a general refresh of the home.

The Corridors, Public Toilets and Bathrooms were scored as 3.5/5

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Lounges, Dining and other Public Areas

Representatives considered Brandreth Lodge to be pleasant and homely with appropriate furnishings, light fittings and furniture that complimented the period of the building. Similarly, nostalgic photographs of the property before it became a residential home decorated one of the walls.

A rearrangement of seating in the lounge area would have promoted more social interaction, however the seating available was comfortable and sufficient for the number of residents. Additional seating was available in the dining room where lounge chairs looked out onto the garden and wildlife. A thoughtfully placed bird feeder was observed attracting a squirrel that came up onto the window sill.

However, as many of the residents are nursed in their rooms only a few residents currently used the public areas.

The dining room had enough seating for residents and was a nice airy room to sit . Some residents said they preferred it because it was “quieter without a TV”.

It was observed that a printed menu was prominently situated at the entrance to the dining room for resident’s information.

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

Observations of Resident and Staff Interactions including availability of activities

Representatives noted that there appeared to be enough staff on duty and they appeared to interact well with the residents. Staff spoke to residents respectfully and responded to call bells quickly. Staff were also observed being kind and caring. Indeed, one staff member had brought snowdrops in for residents to enjoy.

Staff told us that there is a dedicated activity coordinator organising activities three days a week including Sundays. On other days’ staff said that they try and undertake activities with residents including “just having a chat”.

We also evidenced that crafts and activities previously undertaken were on display. Similarly, a large completed jigsaw had also been framed and put on the wall. We were also told that a piano in the dining room is used by a singer and local schools who come into the home to entertain the residents. An activity schedule was available however it was unclear how dementia friendly this was

In terms of a person-centred approach, we did not observe items such as personalised doors, memory boxes or memory trees.

Resident and staff interactions were scored as 4/5

Overall the Enter and View Project Officers rated the environment and facilities as 3.7

The manager and staff gave representatives the following additional information,

- A member of staff brings in her dog for residents to pet.
- The home is undergoing some refurbishment with residents’ rooms being upgraded as they become available.
- The hairdresser visits weekly with the chiropodist and an optician visiting required.
- The local dentist will visit when required.
- A part time gardener maintains the lawns and gardens.

Environment

Summary of responses from 4 respondents

- Were happy with their rooms.
- Felt they had privacy in their own rooms.
- Thought the home was pleasant and clean.
- Told us there was a quiet lounge available for them to use. (Either their own rooms or the dining room seating area).
- Told us there was a garden where they could sit out.

Quotes from residents:

“Lovely room with view over fields.”

“Very clean.”

“Own room and lounge.”

“It is lovely in summer.”

Care

Summary of responses from 4 respondents

- Felt they are treated with dignity and respect.
- Said they could talk to a member of staff if they had any concerns.
- Told us they felt safe.
- Told us that call bells and requests for help were answered in a timely manner.
- Told us they have a choice about when they get up and go to bed.

Quotes from residents:

“Can’t find fault.”

“Call bell by door.”

“Come straight away.”

“Very flexible.”

Food Nutrition

Summary of responses

- Most respondents were happy with the food.
- Most respondents told us they had a choice of menu.
- Some respondents said they always had drinks available to them, some residents were unable to respond to this.
- Some respondents told us they could choose where they ate their meals – in the dining room or in their own rooms. Some respondents were unable to respond to this.

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Quotes from residents:

"I like curries."

"There is a good choice of food."

"The menu is on view."

"There are always drinks available."

"You can eat in your own room if you want to."

Activities

Summary of responses

- Two respondents found the staff helpful and friendly. Three respondents were unable to give feedback.
- Two respondents told us they could have visitors at any time. Three respondents were unable to give feedback.
- Two respondents said there were activities and/or outings available for them to take part in. Three respondents were unable to give feedback.
- Two respondents told us that they were supported to pursue their own interests. Three respondents were unable to give feedback.

Quotes from residents:

"The staff are always very good, I cannot fault them."

"The activities are limited but I do try."

"I don't do the activities now."

"Activities are limited but staff do try to do them, for example dominoes."

"I go to the village film show weekly."

Relatives and Friends Views

Summary of responses

Only one relative was available to speak to representatives.

- They feel positive in relation to the service generally.
- They knew how to make a complaint about the service if they had to.
- They said that they are kept informed about their relative and involved in care plans.
- They said they are encouraged to get involved in activities and events at the service.
- The relative would recommend this service to others.

Quotes from relatives and friends:

"There has been someone in singing."

"I can go home not worrying."

Staff Views

We had an opportunity to speak to 6 members of care staff about their experience of working at Brandreth Lodge Nursing Home.

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 Brandreth Lodge Care Home.
- All staff would be happy to recommend this home to a close relative.

Quotes from staff:

“Even during the previous owners going into receivership and transition of ownership, staff stayed.”

“I love it here.”

“There have been issues with changing pay dates...but I love my job.”

“I am happy working here now the new owners are willing to invest.”

“I would definitely recommend this home with no hesitation.”

“I would definitely recommend Brandreth to a close relative because it is so homely.”

“The garden is going to be landscaped.”

Response from provider:

Manager's comments

Thank you very much to the team for visiting us at Brandreth Lodge Care Home. It is an exciting time for us at the moment, with both new ownership and extensive redecoration, both inside and within the grounds, we have an array of wildlife from the resident pheasant to rabbits and squirrels. We are bringing the home up to date and a creating a much more dementia friendly environment. All bedrooms are being re-carpeted and redecorating, making them practical yet tranquil.

Brandreth Lodge prides itself on the level of personalised Care we offer, and I am really pleased this came across to the Healthwatch visitors. We provide a home from home feeling with fresh food cooked daily on site, and activities for both those able to go down to the main lounge and those residents who are unable to participate in the communal areas.

We aim to have a whole new rebranding completed by the 1st May. And a new website up and running at www.brandrethcarehome.com, we look forward to welcoming you back in the near future.

Revisit and review of Brandreth Care Home 15th May 2017.

Healthwatch Lancashire is currently conducting a review of dementia friendly adaptations in Care Homes visited as part of the Enter & View programme of work undertaken between 1st April 2016 to 31st March 2017.

Brandreth Care Home was chosen for a review visit on the 9th January 2017 because we observed that the home needed some dementia friendly adaptations including bathroom adaptations, picture signage, orientation to time and day, and clearer navigational points around the facility. The liaison manager told us that she had plans to improve this and was supported by the new owners to make the home more dementia friendly.

At the time of our first visit the Liaison Manager Rachael Wickenden and the owners of this facility appeared to be very proactive and speedy in their response to the report and invited us to revisit on the Monday 15th May 2017 to observe the improvements made.

At our revisit we observed:

- That the Care Home had purchased and placed a dedicated 'key staff' notice board and were in the process of populating it with photographs and details of key staff.
- Low profile beds had been purchased for patient safety.
- A large landscape wall mural had been purchased to aid orientation in corridors.
- Colour contrasting crockery was now in use.
- The facility had scheduled the repainting of corridors and handrails in a colour coded manner to aid orientation.
- Dementia Friendly signage had been placed on public doors which was colour coded, written and pictorial.
- Person centred signage was in the process of being placed on resident's doors that wanted it. This indicated pictorially in colour and in writing the residents name and the purpose of the room.
- Staff had begun to encourage socialisation in the lounge by varying the seating of residents in relation to each other.
- The liaison manager had conducted self-directed research in respect of a dementia friendly environment and showed us an updated bedroom with soft colour and representations of birds and flowers.
- A chalkboard in the lounge displayed orientation to day and date.

In addition to this the manager told us of other non-specific related improvements including improved exterior signposting, wheelchair friendly enhancements to the garden and general improvement in décor.

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