

# **Springfield Retirement Home Morecambe Enter and View Report**



## **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.**

**Contact Details: Springfield Retirement Home Ltd**

**14 Elms Rd**

**Morecambe**

**LA4 6AP**

**Staff met during visit:**

**Michele Grosse - (Manager)**

**Date and time of visit:**

**Tues 30<sup>th</sup> May 2017**

**1.15pm-3.30pm**

**Healthwatch Lancashire  
Authorised Representatives:**

**Linda Brown - Senior Project  
Officer (Lead)**

**Beth Tildesley- Project Officer**



Springfield Retirement Home		
Weekly Activities		
Week 1		
MONDAY	BEAUTY DAY HAIRDRESSER AND HAND MASSAGE	
TUESDAY	DOMINO'S	
WEDNESDAY	QUIZ AFTERNOON	
THURSDAY	BINGO	
FRIDAY	SING A LONG WITH JEFF	
SATURDAY	KEEP FIT TO MUSIC	
SUNDAY	CRAFTS	

## 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. The representatives observe and speak to residents in communal areas only.

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)

## Methodology

The Enter and View representatives made an announced visit on Tuesday 30<sup>th</sup> May 2017.

Where possible we spoke to residents, within the constraints of the home routine, peoples' willingness and ability to engage and access to people in public areas, discussion was structured around four themes (Environment, Care, Nutrition and Activities) designed to gather information concerning residents overall experience of living at the home.

We had the opportunity to speak with 10 residents in public areas; 3 of whom declined to provide feedback and 2 residents remained asleep throughout our visit. 5 Residents provided us with feedback. Of the 3 staff on duty, 1 provided feedback with pre-paid envelopes and feedback forms being left for other members of staff who may have preferred to respond anonymously. 1 response was received by post. We were also able to gather feedback from 2 visiting relatives.

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 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.

Observations were rated on Red, Amber, Green scale as follows;

**Green** = We would choose this home for a loved one.

**Amber** = We may choose this home if some improvements were made

**Red** = We would not choose this home for a loved one unless significant improvements were made.

## Acknowledgements

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

## General Information

Springfield Retirement Home is privately owned with places for 15 residents. There were no vacancies at the time of our visit. The person in charge on the day of the visit was Michelle Grosse (Owner/Manager)

Information obtained from carehome.co.uk states that the home provides care for people 'in old age'. The home does not cater for people with challenging behaviour or advanced dementia.

## Summary:

The Enter & View representatives found Springfield Retirement Home to be pleasant and homely. Residents and relatives spoke very positively about the home and the service they received. In fact, we did not receive any negative feedback.

*“We’re well looked after - couldn’t do anything more for us then they do, absolutely perfect.”*

Residents and relatives were observed engaging in an afternoon quiz that appeared to be enjoyable and entertaining resulting in a lot of laughter and banter. Staff were observed interacting with relatives and residents in caring and compassionate way, it being evident that everyone knew each other well.

The environment although homely and pleasant was not particularly dementia friendly so some areas received green/amber. In addition to this some external improvements were scheduled to take place. This was discussed with the manager as an observation but has not affected our overall impression of the home.

Based on the criteria, the Enter and View Representatives gave the home an overall score of:

**Green**

## **Enter and View Observations**

### **Pre-Visit and Location**

A very informative brochure can be provided on request and basic information about the home can be found online at [www.carehome.co.uk](http://www.carehome.co.uk).

The home is not too far from the main road and could be reached by the main seafront bus route.

The home is situated in a residential area of Morecambe on a quiet street near to a local park and the sea front, shops and local amenities.

There was very limited parking at the home but there was close access to the home for a several cars and disabled access. There was also on street parking available.

There was a large sign post at the front of the property for easy identification.

### **Green**

### **The External Environment**

The external environment was well maintained and the Gardens although small, had an established lawn, planters and shrubs with a bed of roses planted by relatives in memory of former residents. The garden was not secure however no one in the home required a locked environment. A wooden bench and two plastic chairs were noted for residents to sit outside and the manager told us they were scheduled to have the drive re tarmacked and a gated fence built around the gardens. Other garden furniture was also available but had been put away in readiness for the work to take place. Bird feeders were placed appropriately for residents to be able to observe them.

It was clear where visitors should report to. Access from the building was secure to the outside and staff were alerted by a buzzer when a resident left the building. The door was answered in a timely manner by a member of staff who was polite and welcoming.

### **Green/Amber**

## **The Internal Environment/Reception -First Impressions**

The home is a traditional large converted house that had retained many of the original features. The decorations, ornaments and pictures were complimentary to the environment. There is a small vestibule with access to the three public areas. Notice boards with up to date and relevant information and the Healthwatch Lancashire poster was clearly on display. There did not appear to be a staff identification board available but both staff on duty were wearing uniforms but without name badges. However, this must be seen in the context that this is a very small home that did not use agency staff so relatives and residents knew the small cohort of staff well.

### **Green**

## **The Observation of Corridors Public Toilets and Bathrooms**

The communal areas appeared uncluttered with sufficient space for walking frames. The carpet, although chosen by the residents, would not necessarily support a dementia friendly environment for those who had progressed to be affected by it. Identifiable landmarks were observed in the corridor such as large pictures, vases, room personalisation of residents own doors. Written signage was in place to identify toilets, bathrooms and main areas, however, there was no picture signage to aid those who may need additional help because of dementia.

Bathrooms and toilets were not specifically dementia friendly although the home does not state that it caters for those who may be affected by dementia. The manager told us that some residents who may have begun to develop signs of dementia had lived there for some time.

It was noted that toilets were close to communal areas and were clean with a plentiful supply of toilet rolls soap and disposable hand towels.

### **Green/Amber**

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

The home appeared to be clean, comfortable and homely with adequate seating for residents in the lounge, with the seating layout around the edge of the room. The manager said that they had tried different layouts over the years but that this had been most popular with residents as they could all see one another. The TV was switched off so it did not inhibit social interaction. It was noted that there was also seating available outside of the main arrangement, ideal for peace and quiet by the window.

A small lounge called the Oak Room, because it had the original oak panelling, was said to be popular with the gentleman residents and was a lounge used by residents if they wanted to be quiet. We were told that some residents who could not manage the stairs were able to access the upper floor via the chair lift.

There was a lovely dining room which opened onto the lounge, with coordinated table cloths, flowers on the tables and willow pattern crockery including cups and saucers, creating the opportunity for a pleasant dining experience.

A menu was on display on a whiteboard in living room. There did not appear to be an alternative but the manager informed us that the chef asks each resident individually what they would like for their meal and he is able to accommodate around 5 different choices.

## Green

### Observations of Resident and Staff Interactions

**Number of residents observed: 10. Staff: 3 Relatives: 1**

The Manager showed us a four-week rolling activity rota. She also said they always double check with residents that they are the activities they want to do. Relative and residents reported that there is a good variety of social activities. We observed residents taking part in a quiz hosted by a member of staff in the main lounge as per the activity schedule.

As not all residents were able to share feedback with representatives an observation of the interaction was undertaken by a representative.

### Interaction between staff, residents and visitors

Residents appeared to be keen to speak to visitors, they were very welcoming and chatty and overall seemed happy to share their experiences with Healthwatch Lancashire representatives.

It seemed that relatives were also familiar with the other residents, one relative was observed complimenting a resident on their new haircut. The relative was also observed fetching drinks for other residents.

It was very clear that staff knew the residents well. All interaction between staff and residents appeared to be positive. Staff seemed to be very reassuring and responded well to resident's needs.

A staff member was observed encouraging and supporting a resident to drink their tea before it went cold.

Staff were observed interacting with relatives, providing updates, and involving the resident in the conversation as well. This relative also told a Healthwatch

representative that they had recently had a bereavement and the staff at Springfield had helped them a lot through that. The relative was invited to stay for and join in with the afternoon activity which was a quiz followed by 'wine and chocolate'

### **Observations of Dignity in Care**

Staff were observed preparing residents for the afternoon activity, ensuring everyone who wanted to get involved knew it was nearly time to start and explaining why they were leaving the room whilst they went to do any required set up.

During the quiz, a staff member was observed attending to resident's needs (which demonstrated that they were keeping an eye on all ten residents) e.g. they grabbed tissues for a resident who was struggling with their drink. There was another resident who seemed to be distracting the others, a staff member was observed making a conscious effort to sit with that resident and involve them in the quiz. Staff were observed trying to sit in different places around the room and ensure all residents had the opportunity to join in.

A staff member was observed supporting a resident to navigate through the lounge with a walking frame, the staff member seemed to be patient and respectful during this.

### **Observations of General Atmosphere**

There was quiet, relaxing music playing on the CD player as background music. The atmosphere seemed to be calm.

During the afternoon activity (a quiz) there was a lot of laughter, joking and banter observed between residents which made for a very pleasant atmosphere.

Following the quiz, 'wine and chocolates' were served from a serving trolley to everyone who wanted them. The residents seemed to be really happy with this as a treat. This was also offered to everyone who was still in their room rather than the lounge.

### **Observations of Response Times to Requests for Assistance and Call Bells**

A total of two call bells went off during the observation period, both times staff responded immediately.

**Green**



## Feedback from residents who wanted/could speak to representatives

### Environment

#### Positive

*"It's alright, its fine, they're very good, very good in a way."*

*"I'm settling in."*

*"It's a happy place, there's no trouble."*

*"I do like it here, it's God's Blessing to be here."*

*"I think it's great, lets your own family get on with life."*

### Activities

#### Positive

*"Everything is right, we're all happy with lots of games, they can be very silly!"*

*"We get plenty of pleasure, we play lots of games, a man comes and we all sing together"*

*"I don't usually go out"*

*"I think the activities are good, they might do something else too. We've done Thai Chi and singing and bingo"*

*"I'm finding activities very good"*

*"I'm not allowed to go anywhere without someone with me in case I fall"*

### Care

#### Positive

*"The care is fine, they're alright"*

*"They're very nice women, they work so hard"*

*From a relative - "They're a great bunch - me and my sister want to get ourselves booked in here!"*

*"They're really nice people, I find them really nice"*

*"We're well looked after - couldn't do anything more for us then they do, absolutely perfect."*

*"Ones very good - well they all are, they work really hard"*

## Food

### Positive

*"It's very good but not like home"*

*"Not too bad"*

*"I can tell them what I think"*

*"The food is good"*

*"Food here is good"*

## Green

## Relatives and Friends Views

Two visiting relatives provided all positive feedback about the home.

### How do you feel generally about the service?

#### Positive

"I cannot fault the home and staff, they are great. Nothing is too much trouble even when they are busy. We have a good laugh with them. It is like a home from home. When (name) was still alive they would invite them to join (name) for meals. We have also been given good advice from staff when we have needed it about supporting (name.)"

"My (relative) always says how nice and friendly the staff are. I feel the service is very good."

### Do you think that you are kept informed about your relative e.g. Health and future care plans?

#### Positive

"I can ring up anytime it is a fantastic home."

"I am kept informed and staff will always ring me if needed."

### Do you know how to make a complaint if you need to?

#### Positive

"Yes, I do but I have never had to."

"Yes, I have been given written information on how to make a complaint."

## **Are you aware of the social activities at the service and do you feel welcomed to join in?**

### **Positive**

“Relatives do join in the activities when we can. They have tai Chi, bingo, and entertainers coming in and we go to Happy Mount Park for a walk and taking wheel chairs.”

“There are a lot of social activities with something on every afternoon. A lady brings in her dogs which the residents really like to pet and ‘The Music Man ‘brings in instruments for residents to join in.”

## **Would you recommend this service to others?**

### **Positive**

“Yes, I would recommend this service to others.”

“I would definitely recommend it.”

### **Green**

## **Staff Views**

We had an opportunity to speak to one member of care staff about their experience of working at the home. (Pre-paid envelopes and questionnaires were left for any additional feedback from staff off duty. One postal feedback was received).

### **Do you have enough staff when on duty?**

**Positive** Both respondents said yes, they had enough staff on duty.

### **Do you feel supported to carry out person centred care?**

**Positive** Both were positive, “Yes we get enough time with each resident to accommodate their wishes where possible.”

### **Do you feel you have enough training to carry out your duties well?**

**Positive** “Good training and the manager is very keen for staff to keep up to date with our training.”

“The training is on-going.”

**Are you happy working here?**

**Positive** “I am very happy working here.”

“Springfield is a lovely home, very person centered and highly promotes individuality. Staff are aware at any time they can go to management with any concerns.”

**Would you be happy to recommend this care home to a close relative?**

**Positive** Both said staff said they “would be happy to recommend this home.”

**Green**

## **Response from provider**

The provider was contacted prior to the publication of this report and reported that they were satisfied with the content.

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