

LYTHAM COURT CARE HOME

Lytham St Annes
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:
Lytham Court Care Home
2 Lowther Terrace
Lytham St Annes
FY8 5QG

Staff met during visit:

Julie Arrowsmith (Area Manager)
John Peters (Manager)

Date and time of visits:

Tuesday 9th May 2017 1.30 - 3.30pm
returning

Thursday 1st June 2017 11.00am-
12.13pm

Healthwatch Lancashire Authorised
Representatives:

Michele Chapman - Lead
Ilyas Patel
Beth Tildesley
Nick Colledge

Linda Brown & Kerry Galloway



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

Methodology

The Enter and View representatives made an announced visit on Tuesday 9th May 2017.

We spoke with one resident, 2 staff and 6 relatives, where possible within the constraints of the home routine, people's willingness and ability to engage and access to people in public areas. Discussion was structured around 4 themes (Environment, Care, Nutrition and Activities) designed to gather information concerning residents overall experience of living at the home.

The team also recorded their own observations on the environment and facilities.

A further observational visit was undertaken on Thursday 1st June 2017 to capture a more in-depth account of staff/resident interaction for those residents who were unable to engage with representatives as they were compromised by dementia. This was achieved by using a combination of observation and informal chat to draw out the views of these residents in a more creative way. In terms of numbers we observed the interactions with 18 residents who were in the lounge area over approximately 40 minutes.

Our role at Healthwatch Lancashire is to gather the views of service users, especially those that are deemed 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 Julie Arrowsmith and John Peters, together with staff, residents and visitors, for making us feel welcome and taking part in the visit.

General Information

Lytham Court Care Home is privately owned by Century Healthcare Ltd with places for 33 residents. There was 1 vacancy at the time of our visit. The person in charge is John Peters.

Information obtained from carehome.co.uk website states that the home provides nursing care for people who are affected by dementia.

Summary:

Lytham Court is an established and welcoming care home. The facility is comfortable and homely which is reflected in positive comments by staff, through our observation, and from relatives' feedback. Likewise, relatives constructive feedback provides an opportunity for the home to address the consistency of activities.

At the time of our visit residents were involved in meaningful activity and the atmosphere was warm and relaxed.

The area manager Julie Arrowsmith was covering on the day of our visit due to the manager being on leave. Julie was helpful and knowledgeable and during our conversation reported low staff turnover.

It was recognised that the environmental assessment is impacted by the lack of a car park and car parking to the facility and the age and design of the building,

However, there is little that can be done by the provider to address this and the location of the building is conversely a positive aspect of the home

Based on the criteria and the mostly positive comments received the Enter & View representatives gave the home an overall score of:

Green

Enter and View Observations

The Pre-Visit and Location

Prior to our visit, we accessed a comprehensive website in respect of the Century Healthcare Group. The area manager was also able to supplement this with an information folder and a leaflet specific to the Lytham Court facility.

Lytham Court is prominently situated on Lowther Terrace overlooking the popular Lowther Park and a short distance from the seafront with aspects to the side. The facility being close to transport routes and local amenities and shops.

Disabled access was observed to the front entrance of the building however, there was an absence of a disabled parking or a car park in general.

The home was clearly signposted.

Green

The External Environment

The building is an impressive 3 floor former Victorian villa originally with two wings, the main entrance being to the side of the building. The gardens to the front of the facility are well maintained with mature beds and lawned areas. The views over to Lowther Park being attractive and unobstructed.

The secure outside area to the rear of the building is accessed from the ground floor patio doors in the lounge /diner, and comprises a veranda served by a ramp down into a lawned garden with outdoor seating and tables. In the main section of the garden there are raised flower beds. A conservatory looking out over the garden is also accessible from the lounge/dining area.

The entrance to building was easy to find and it was clear where visitors should to report to. Access to the home was secured by a keypad and the door was answered promptly when we called.

An outside notice board at the entranceway displayed the Healthwatch Lancashire poster the CQC report and other items of interest.

Green

The Internal Environment/Reception -First Impressions

On arrival staff at Lytham Court made us very welcome and directed us to the facility signing in book.

Staff were clearly identifiable by uniform however we did not see all staff wearing name badges nor was there a key staff noticeboard with staff photographs. Whilst this was acknowledged as an action point, the area manager told us that a dedicated team with low staff turnover meant that residents and family visitors would generally be familiar with the personnel within the nursing home.

The reception area was in keeping with the period of the home with architectural mouldings, complemented by chandelier lighting, and a wooden dresser and mirrors creating a homely environment.

Anti-bacterial hand gel was readily available.

Green

The Observation of Corridors Public Toilets and Bathrooms

Staff told us that 2 floors of the building were designated for residents with the 3rd upper floor being a staff area (The floors being served by both a staircase and a lift). In common with buildings of this age the available public/corridor area seemed to become smaller the further up the building. Despite this, corridors were generally uncluttered.

Décor was neutral but dated and may have benefited from a refresh as would the patterned carpets in the corridors (to best serve dementia friendly recommendations).

Representatives considered that there were an adequate number of public bathrooms in relation to the number of residents, and staff told us that one ground floor bathroom was earmarked for refurbishment “in the next couple of months”.

In terms of considering the needs of residents with dementia, there were several features throughout the building that would positively support the location of key facilities. On all doors to bedrooms, bathrooms/toilets, the dining and lounge area (on the ground floor) and the hair salon there was colour contrasted signage which included both a name and a picture. In the bathroom / toilet facilities there was a red frame painted around the entrance door for ease of identification. The toilet seats were also a dark blue colour to distinguish them. However, in the main lounge we observed the absence of a large clock on the wall which may have been helpful for residents to identify the time of day. Other information such as signs relating to the activities board and menu was large, colourful and included images to distinguish them.

Green

The Lounges, Dining and other Public Areas

Public areas were clean, pleasant, comfortable and homely with the “hub “of the facility appearing to be the larger downstairs lounge /diner. Some residents were gathered in this area which overlooked the back garden and accommodated most dining tables. Staff told us that residents had been gathered around this area earlier during a baking activity. However, in respect of available dining places throughout the facility it seemed that these were limited and that some residents ate at their chair in this area or in their rooms.

The manager advising us later that residents eating in their room or chair is dependent on individual choice or assessed need.

There was ample variety of lounge seating in this area including armchairs and two seater settees sat facing each other with a table in the middle. Other seating was arranged to encourage social interaction either singly or in groups. Likewise, we observed a tea trolley offering resident's drinks and we could see a comprehensive menu offering a choice of home cooked meals.

A further TV lounge was situated on the first floor this was smaller and quieter and the TV was on low with subtitles so it did not intrude on conversation.

Green

Observations of Resident and Staff Interactions at the Enter & View

Representatives considered that the facility was well staffed and the area manager advised us that there were 7 carers and 2 nurses on duty that day with the manger being a qualified nurse.

Few call bells were heard and these were answered quickly.

Interaction between staff and residents was caring, respectful and positive. We saw staff engaging with residents in one to one activity comforting them, chatting to them and playing games or reading.

The facility employs an activity coordinator 20 hour a week and she showed us photographs of previous outings, birthdays and visiting entertainers. Similarly, an activity schedule detailed visits by the hairdresser and pampering sessions, games, music and films.

The activity coordinator told us that later in the week the residents were visiting Lowther Pavilion for a sing along.

Green

Observational visit and feedback to team from one resident on Tuesday 9th May 2017

Environment

Positive

“I like it” (likes decorations in the bedrooms)

“I like knowing the people here (staff) and socialising with other residents”

Negative NONE

Activities

Positive

“I enjoy Arts and Crafts “

Negative NONE

Care

Positive

“Very good, very caring staff members”

A resident gave a thumb’s up and said ‘brill’ to a representative to say they were settling into the home.

Negative

“Staff don’t always listen but they are quite good”

Food

Positive

“I like the food”

Negative NONE

Due to the number of residents being compromised by dementia we elected to undertake a further Observational visit on Thursday 1st June 2017

Number of residents observed 18. Staff observed 3. Relatives/visitors 5

Staff to resident interaction (is it positive, are the staff reassuring, do the staff know residents?)

We saw very positive interaction between staff and residents. A member of staff was very attentive, checking residents were okay, helping them to feel more comfortable and generally interacting positively. Whenever a resident made a sound a member of staff promptly attended to them aiding or administering medication as required.

Dignity and care (in toileting, eating, support in activities)

We observed staff covering residents with blankets to aid dignity.

If residents said ‘hello’ when staff were passing, staff always replied.

One resident was asking for ‘help’ and was promptly responded to in a dignified and patient manner, even when regularly repeated.

Response times (to call bells, to residents in need)

We saw that responses to call bells and requests for assistance were immediate and positive.

Residents were regularly checked and kept an eye on by staff. When a resident became slightly distressed, becoming more vocal and asking for 'help' staff responded calmly and pleasantly.

Atmosphere (is it calm/relaxing/positive?)

We observed the environment to be an extremely relaxed and calm, with those residents' present appearing happy and content. They were sat calmly in easy chairs or at the dining tables. One resident seemed happy to follow staff around, interacting with them and other residents.

Other observations

Residents who had visitors appeared pleased to see them, smiling, touching hands and interacting positively. One resident was sat smiling and singing a song. If a resident was sat alone for any time a member of staff regularly went over to ask if they were okay or needed anything.

Some residents were sat watching the TV (the sound was switched off) and others sat together looking at magazines.

A representative sat with 5 residents, who all smiled and/or nodded when asked how they were. One resident smiled when engaging with a representative and was able to talk about the weather and what sandwiches there would be for lunch, the resident said they liked the sandwiches. All staff addressed residents by name and positive interactions were noted between staff and residents.

Relatives and Friends Views

How do you feel generally about the service?

Positive feedback:

"The staff are excellent, they deserve a medal for the work they do here."

"The staff tolerance is excellent here, they show so much patience and are a credit."

“I know my family member is in good hands.”

“Initially, I was a bit sceptical but that changed straight away.”

“The care is excellent.”

“It is really nice to see the staff smiling.”

Relatives said they were happy with the home and commented on its calm atmosphere.

Another relative said they cannot fault the home. They visit every other day and said it was ‘fantastic’.

Negative Feedback: NONE

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

Positive feedback:

“My daughter in law is kept well informed.”

“I am provided with regular updates and always kept informed of any future plans.”

Negative Feedback: NONE

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

Positive feedback:

“I have been told who to talk to if required.”

Negative Feedback: NONE

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

Positive feedback

“I know there is singing going on and have special event parties which is nice.”

Negative Feedback: NONE

Would you recommend this service to others?

Positive feedback:

“I would definitely recommend this place.”

“I have already recommended this place.”

Negative Feedback: NONE

Staff Views

We had an opportunity to speak to two members of care staff about their experience of working at the home.

Do you have enough staff when on duty?

Positive feedback:

“There are always enough staff on duty.”

“There is always enough staff, if someone is ill or on holiday, cover is always organised”

Negative feedback: NONE

Do you feel supported to carry out person centred care?

Positive feedback:

“I always feel supported.”

“I feel I have been supported well and adapted to the changes required when providing care.”

Negative feedback: NONE

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

Positive feedback:

“Opportunities are provided for any training that is required.”

“I have been sent on courses which is really good.”

“There is a matrix board provided to see what training is available and needs to be done which is good.”

“If you need extra training you just ask the supervisor.”

Negative feedback: NONE

Are you happy working here?

Positive feedback:

“It is a good place to work”

“I have been here for over 9 years now love working here, I love working with the residents.”

Negative feedback: NONE

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

Positive feedback:

“I definitely would, the quality of care provided is really good.”

“The food is really good.”

“I would always recommend this place.”

Negative feedback: NONE

Any other comments:

“I feel that this place always provides the care required.”

“All the staff care about the residents here

Response from provider

Some minor changes were requested by the provider and these have been incorporated into the final report.

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