



Healthwatch Liverpool Enter and View Report

Stonedale Lodge
200 Stonedale Crescent
Liverpool
L11 9DJ

15 August 2017



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Section 1 - Introduction

What is an Enter and View Visit by Healthwatch Liverpool?

Healthwatch Liverpool has powers to carry out what we describe as ‘Enter and View’ visits, to assist us in our role as independent local champion for patients’ rights regarding health and social care services (see the Appendix for more information). These visits are carried out by small teams of trained members of Healthwatch staff and volunteers who observe health and social care services at work, for example at a GP practice, care home, or hospital. Healthwatch only visits services that are publicly funded, e.g. through the NHS or via local authorities.

What happens at an Enter and View Visit by Healthwatch Liverpool?

During an Enter and View visit Healthwatch Liverpool talks to people who use the service, whether patients or residents, and their relatives where appropriate. We also speak to staff to find out where they think the service is working well, and where it could be improved. Observations and feedback from the visit are then collated in a report, which is sent to the provider of the service, as well as to regulators such as the Care Quality Commission (CQC), the local authority, and NHS commissioners when appropriate. If there are recommendations in the report, the service provider is asked for a response, which we later publish online alongside the Enter and View report.

Details of the Enter and View Visit:

Name of the service: Stonedale Lodge

Address: 200 Stonedale Crescent
Liverpool
L11 9DJ

Website address of Stonedale Lodge: <https://www.bupa.co.uk/care-services/care-homes/stonedale-lodge-liverpool>

The Date of the Enter and View Visit: 15 August 2017

The Time of the Enter and View Visit: 2 - 4pm

The Healthwatch Team Members that undertook the visit were:

Julie Anderson - Coordinator
Laura Yallop - Information and Project Officer
Katie Montague - Information and Project Officer

This was an announced visit. It was judged that announcing the visit on this occasion would enable us to liaise with the service provider to publicise the visit to friends and families of residents, providing them the opportunity of informally advocating on behalf of those residents who, for one reason or another, may not be in a position to speak for themselves e.g. some residents who have dementia can find it difficult to articulate their views.

Why did we carry out this visit?

Enter and view visits can take place for a variety of reasons, for example to find out more about a particular service, or in response to public feedback. The Enter and View visit to Stonedale Lodge was to learn more about the service, and to find out from observations and speaking with people where the service appeared to be doing especially well, as well as finding out if any improvements could be made. The visit was not in response to any prior feedback or concerns identified relating to the quality of this service.

Section 2 - General Profile of the Service

Upon arrival at Stonedale Lodge Care Home, Healthwatch representatives were met by the Manager, Jacqueline Farrington. In addition we spoke to Andrew - Care Services Manager, Sue - Manager of Blundell House and the Head Chef.

Background

- The Care Home is set out over 6 'houses' or units
- There is currently 155 residents, with capacity for 180
- Nursing and care staff levels vary depending on how many people are resident. Current staffing levels:
 - **Blundell House** - 6 staff in the morning, 6 in the afternoon and 3 at night
 - **Clifton House** - 7 in the morning, 6 in the afternoon and 4 at night
 - **Townley House** - 5 in the morning, 4 in the afternoon and 3 at night
 - **Sherburne House** - 5 in the morning, 4 in the afternoon and 3 at night
 - **Anderton and Dalton Houses** - 5 in the morning, 4 in the afternoon and 3 at night
 - In addition, each house has at least 1 hostess and housekeeper depending on its size and number of residents
- There are also 5 activities coordinators, working over 7 days, laundry and maintenance staff, a Care Services Manager, a Clinical Services Manager, a gardener, and reception and administration staff

Food and Catering

- There is one main kitchen providing 3 meals each day to satellite kitchens on each unit. The satellite kitchens are also available for people to make drinks and for staff to use to provide the 'night bite menu'
- There is a principal Bupa menu which is planned to be nutritionally balanced and also has some regional variations including scouse. Fish and chips are a Friday night favourite
- Each resident has a sheet detailing their likes and dislikes

- There is a menu at each meal time, but the chef said that they are flexible if residents don't like what's on offer
- We were told that some residents like to stick to the same meal every day, but are encouraged to eat a varied, healthy diet. For example, although a cooked breakfast is offered daily, staff discuss with residents whether eating one every day would be their usual practise if they lived at home
- Residents' birthdays are celebrated with a cake and a special meal of their choice
- In the summer when the weather is hot, staff members circulate with 'the ice cream trolley' which has a jingle like an ice cream van. This is popular with residents

Activities

- There are 5 Activity Coordinators who provide activities over 7 days in all the units
- Nationally, Bupa has a programme which all of the homes relate their activities to called 'The Big 12' which runs for the year, with a different theme each month. When we visited, the theme was a train ride across Europe, with each resident given a passport which is stamped when they've arrived at each destination. At each stop, residents make a flag or do other craft activities relating to it. The chef will also come up with meal idea based on the themes
- In addition to 'The Big 12' other activities are offered, including arts, crafts, reminiscence sessions (group and 1-1s) and bingo
- Entertainers are brought in on a regular basis and Dalton House has a Pub that was created using an unused office space. Both are popular with residents
- A Library has been created in Dalton House for a resident who liked visiting the library and reading books but is now unable to do so
- Newspapers are provided on a daily basis
- The manager's dog comes in 3 times a week to interact with residents
- There is a 'my day, my life' file that documents the person's past which families assist in creating. This is used as a resource for staff when reminiscing or trying to engage with a resident

Working with other Services

- Most residents (90%) are registered with Moss Way Surgery and the home has a good working relationship with them
- The home has regular visits from the community matron and receives support from the District Nurse when appropriate
- A chiropodist visits every Monday and concentrates on a different house each week, so residents are seen every 6 weeks
- The home uses a telecare system which links them via a laptop with a nurse who they contact if they have any medical concerns about residents. The Manager said this has reduced the number of residents they have sent to hospital for treatment
- When residents need hospital treatment they generally go to Aintree. The Manager said that the home has a good relationship with the Aintree to Home team. If a resident has been in hospital for more than a week, staff go out and reassess to see if the person's needs have changed before they are discharged
- The Care Services Manager told us that as they offer different levels of care, if a person's needs change they can move to another part of the home. As each house looks similar and some of the staff are the same this helps to make the move easier
- The home has a hairdresser on site and they have a number of residents who enjoy getting their hair done

Involving Residents and Relatives

- The home operates a drop in for residents and relatives once a week between 5pm and 8pm to discuss any concerns or issues
- The Manager said that she and other managers are visible around the units and are known to and seen by the residents and relatives. They make themselves available to discuss any issues arising so that they can pick up and address any problems quickly
- Resident and relatives meetings take place in each house on a quarterly basis but are not well attended as the managers make themselves readily available (see above). The House Manager chairs the meeting in their house with the Manager in attendance to enable her "to keep close to the detail"

Section 3 - Observations

For the purpose of this visit, we decided to concentrate on 3 units offering different levels of care. We visited:

- **Sherburne House** - General residential care
- **Dalton House** - Residential dementia care
- **Blundell House** - General nursing and palliative care

Sherburne House

- We observed friendly interaction between staff and residents. Staff were taking time to talk to residents as well as taking care of their needs
- We talked to 2 residents with their family members present and one resident on their own. The following feedback we received supported what we had observed and been told by the Manager and Care Services Manager:

“...[relative is] well looked after, it’s never going to be perfect but [my relative] loves the staff. They could always do with more staff but we have no complaints. We’re happy with them, the staff get on great with the residents.”

“...[relative] is looked after, staff are brilliant and always on hand. We always get anything we ask for.”

“I’ve been here 5 years, I love it, I like the carers and if you have any complaints you know who to go to. The food is good sometimes, but sometimes not, but I can ask a carer to change it. I like seeing the hairdresser.”

Dalton House

- As we entered the unit we saw the Pub that was created for residents by using an unused office space
- We were told that the manager of this unit is the ‘person first dementia second’ lead for the care home
- We saw a library that’s been created for a resident who liked going to the public library when they lived at home. The library had bookcase style wallpaper, a couple of small stocked bookcases, a couch and a chair

- In the unit we saw corridors with names such as ‘Cupcake Street’ which also had a display designed to look like a sweetshop. There were memory boxes on people’s doors with photos and other personal mementos that made it unique to the particular resident. Resident’s doors were also painted a different colour to the walls, which is helpful for people with dementia
- In the main lounge, there was a bingo session taking place and we saw staff supporting some residents to take part. We observed friendly interaction between staff and residents. Staff were taking time to talk to residents as well as taking care of their needs
- Away from the bingo session, other residents were sitting in smaller groups, with some holding dolls. The Care Services Manager told us that they use doll therapy in this unit and it works well. It’s been tried in some of the other houses, but it didn’t really work. We were also told that a relative seeing how positively their mum had reacted to the dolls had bought her one as a present, which her mum loves
- We spoke to a relative who told us:

“...this is the best thing that has happened to her [relative], the girls [staff] are lovely, she doesn’t want for anything, everything she needs is here. I trust the staff with [relative] I’m so glad they are here.”

“I really trust them [staff]. We looked around at loads of homes but this was the best and we were absolutely made up it’s on our doorstep.”

The person also explained how the home supported their relative’s independence in small but important ways such as providing a washing line so the relative could wash their own smaller items of clothing. The relative then went on to tell us about the garden:

“...they [residents] sit outside, the garden is lovely, it’s like being in the country they get squirrels and [relative] feeds the pigeons.”

Blundell House

- We saw the main lounge with some residents sitting chatting with visiting family and friends
- We observed friendly interaction between staff and residents. Staff were taking time to talk to residents and their relatives as well as taking care of their needs

- We looked at a couple of the empty rooms which have just been refurbished. The unit manager told us eight rooms have recently been completed, with the others to be done soon as part of a rolling programme
- They welcome people bringing in their own belongings, including their own bedding. All rooms have a profiling bed and a sink but are not ensuite; there are communal bathrooms in each house
- We spoke to Sue, the House Manager and a relative. The relative told us:

“...it’s great, can’t fault them really, if there’s anything, we just see Sue, it’s not a problem. [Relative] is really well looked after, we are really pleased 100%, it was our decision for them to come here, knowing [relative] is looked after means a lot.”

When asked about visiting, the relative told us that they:

“...can stay here anytime, we’ve been here up until 11pm.”

Sue told us about working at the home:

“I love it, staff are really wonderful, the management are really approachable, everyone is really caring. I love coming into work.”

General Observations

- As the Care Services Manager showed us around, we could see that residents knew who he was, with many calling his name or stopping him for a chat
- All the units we observed appeared to have enough staff, who were attentive and took time with residents
- All bathrooms observed at the home were clean

Section 4 - Feedback from residents, relatives and staff

Staff from Stonedale Lodge kindly distributed some Healthwatch feedback forms following the Enter and View visit. 7 feedback forms were returned, 4 by staff members, 2 from residents and one from a relative.

Forms returned by Staff Members

What did you think of the service?	Very Good	Good	Average	Poor	Unacceptable
Cleanliness	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Treated with respect and dignity	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Listened to	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information given	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Involved in decisions about your care	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Continuity of staffing	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meals	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Activities and recreation	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments: *I feel within Stonedale Lodge, all our residents are provided with high quality person centred care, we have a very dedicated staff team.*

What did you think of the service?	Very Good	Good	Average	Poor	Unacceptable
Cleanliness	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Treated with respect and dignity	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Listened to	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information given	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Continuity of staffing	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meals	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Activities and recreation	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments: *I love my job at Stonedale Lodge. I have been here for over 2 years. It's a lovely home with great residents.*

What did you think of the service?	Very Good	Good	Average	Poor	Unacceptable
Cleanliness	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Treated with respect and dignity	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Listened to	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information given	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Involved in decisions about your care	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Continuity of staffing	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meals	<input type="checkbox"/>	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>
Activities and recreation	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments: *Friendly helpful staff. Open door policy with management.*

What did you think of the service?	Very Good	Good	Average	Poor	Unacceptable
Cleanliness	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Treated with respect and dignity	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Listened to	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information given	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Involved in decisions about your care	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Continuity of staffing	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meals	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Activities and recreation	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments: All staff are positive and caring.

Forms returned by Residents

What did you think of the service?	Very Good	Good	Average	Poor	Unacceptable
Cleanliness	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Treated with respect and dignity	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Listened to	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information given	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Involved in decisions about your care	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Continuity of staffing	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meals	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Activities and recreation	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments: I have lived here for a long time and wouldn't want to live anywhere else. Everyone looks after me really well.

What did you think of the service?	Very Good	Good	Average	Poor	Unacceptable
Cleanliness	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Treated with respect and dignity	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Listened to	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information given	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Involved in decisions about your care	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Continuity of staffing	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meals	<input type="checkbox"/>	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>
Activities and recreation	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments: *With regard to my ticking average on meals, we all have different likes and dislikes in our food's, e.g. I like currys and spicy meals, a great deal of elderly residents don't - so be it.*

A form returned by a Relative

What did you think of the service?	Very Good	Good	Average	Poor	Unacceptable
Cleanliness	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Treated with respect and dignity	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Listened to	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information given	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Involved in decisions about your care	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Continuity of staffing	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meals	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Activities and recreation	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments: *My dad has been a resident at Stonedale lodge Sherbourne House for the past 2.5 years. I've never had any complaints regarding his care or wellbeing. He has always been treated with the uppermost respect and dignity. I am always informed of any health issues or decisions regarding my Dad. Carl and every one of his staff are so approachable, nothing is too much trouble to them. They are an amazing team and I couldn't wish for better. They all work so very hard and I am so grateful to them all, day and night staff alike. Sherbourne is a very happy friendly unit and I have many a laugh and joke with the staff and residents. The food is very good and plentiful. Rose and the other domestics work so very hard keeping everywhere clean. They never stop either. Well done to everyone on Sherbourne, you are all great.*

Section 5 - Summary and Recommendations

Summary

Overall, we were pleased with the quality of care and environments observed. We saw positive and friendly interactions between carers and residents. We saw staff taking their time, talking and chatting with residents, not solely focused just on their care needs.

The home did small, innovative things that made a big difference to residents such as creating the library and pub, and having an ice cream trolley with a jingle during hot weather.

In Dalton House, we saw street name signage and front doors in different colours which help people with dementia with orientation. These touches are key to creating a dementia friendly environment and are recommended in best practice guides by The Dementia Centre at The University of Stirling.

After talking to some residents and their relatives, those spoken to were happy with the care given. Residents also seemed happy, on the whole with the choices given with regards to food.

Our Recommendations and Requests

We have no recommendations or requests to make at this time.

Section 6 - Safeguarding

Safeguarding

Enter and Views visits are not intended to specifically identify safeguarding issues. If, however safeguarding concerns arise during a visit, they are reported in accordance with our safeguarding policy on the same day. The Local Authority will also be notified on the same day.

There were no safeguarding concerns identified during our Enter and View visit.

Section 7 - Our Contact Details

If you wish to contact Healthwatch Liverpool, we welcome you to get in touch:

Healthwatch Liverpool
151 Dale St
Liverpool
L2 2AH



Main Number: 0300 77 77 007
Email enquiries@healthwatchliverpool.co.uk
Website www.healthwatchliverpool.co.uk

Appendix

Healthwatch Liverpool - Powers to Enter and View Services

Healthwatch Liverpool was established under the Health and Social Care Act (2012) and came into being in April 2013. We work to give local residents a stronger voice to influence and challenge how health and social care services are provided. We enable people to share their views and concerns about local health and social care services to help build a picture of where services are doing well, and where they can be improved.

Enter and View visits are undertaken in accordance with the remit of Healthwatch Liverpool and assist us in carrying out our statutory functions under the Health and Social Care Act (2012). Enter and View visits are not designed to be full inspections, audits or an investigation of the service, rather they are an opportunity for us to get a better understanding of the service by seeing it in action and by talking to staff and service users.

We seek to identify and share good practice wherever possible. However, if during a visit, we identify any aspects of a service we have serious concerns about, then these are referred to the appropriate regulator or commissioners for investigation or rectification. Any safeguarding issues identified will be referred to the Local Authority for investigation. Addressing issues of a less serious nature may be done directly with the service provider.

For more information about Healthwatch Liverpool please visit our website www.healthwatchliverpool.co.uk or contact us using the details in Section 7 of this report.