

Spring Cottages Padiham

Enter and View Report

Monday 25th September 2017

10.30am-12.30pm



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:

Spring Cottages

Stone Moor Bottom

St Johns Rd

Padiham

BB12 7BS

Staff met during our visit:

Nadine Phillips

David Legget

Date and time of our visit:

Monday 25th September 2017 10.30am-12.30pm

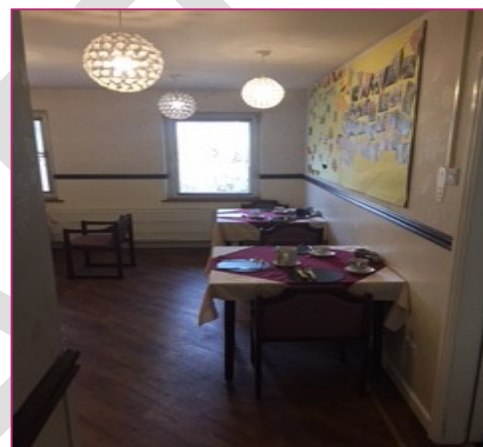
Healthwatch Lancashire Authorised

Representatives:

Michele Chapman (Lead) Project Officer

Lesley Miller (Healthwatch staff)

Carolyn Stuart (volunteers)



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

Acknowledgements

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

General Information

Spring Cottages is privately owned by Mr & Mrs D Legget with places for 22 residents. There was one vacancy at the time of our visit. The person in charge is Nadine Phillips.

Information obtained from carehome.co.uk states that the home provides care for people who are affected by old age.

Methodology

The Enter and View representatives made an announced visit on Monday 25th September 2017

We spoke to six residents, and one member of staff, 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 four 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.

As some residents were receiving visits, choosing to stay in their rooms or being nursed, we spoke with six of the twenty-one residents.

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.

Summary:

Spring Cottages is situated in a pleasant rural area with views over surrounding countryside. public transport and other amenities are available in the nearby village however, representatives believed that this may not be within walking distance for all residents.

Representatives considered the facility to be clean, homely and well maintained with just a few areas of wear and tear in older parts of the building. Likewise, public areas were attractively furnished with pieces of bright furniture and the environment had no discernible odour

Garden areas were similarly maintained and made more interesting with the addition of hard landscaping, wall art and a large raised fish pond.

Relationships between staff and residents appeared positive and caring and the owners/manager seemed genuinely invested in the wellbeing of the residents, with residents generally making positive comments.

Unfortunately, we were unable to speak to any friends/relatives at the time of our visit as there were none available in public areas.

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

Spring Cottages is a small home situated a pleasant rural area in its own grounds with views over the surrounding hills. Public transport links and local amenities are available in the nearby village.

The home is clearly signposted from the main road and leads to a dedicated and ample parking area.

We observed appropriate disabled access to the front of the facility.

Prior to the visit representatives were able to access a comprehensive dedicated website however we did not see a brochure on display.

Green

The external environment

Spring Cottages provides domiciliary care and residential care from adjacent premises. The original buildings have been extended whilst modern single-story additions house the majority of bedrooms in the residential facility. The grounds and the buildings appear well maintained and the garden areas have been made more interesting with a large fish pond, a “Banksy” style wall rural and other garden features such as potted shrubs.

The home had several hard landscaping areas where residents could sit in warmer months however the seating had been removed for maintenance and representatives observed the furniture being repainted prior to storage.

As the facility served domiciliary and residential functions it wasn't particularly evident where residential visitors should report, however, access to the home was secure and the door was answered in a timely manner.

Green

The internal environment/reception -first impressions

At the time of our arrival an ambulance was in emergency attendance at the facility and the manager was naturally giving this priority. However, after an initial chat with her, one of the owners (David) was able to show representatives around.

Representatives evidenced a signing in book in use and a notice board displaying advice and information in respect of topics such as advocacy. Staff were easily identifiable by uniform, but we did not see a photographic display of staff on the noticeboard.

Green

The observation of corridors public toilets and bathrooms

The facility did not display dementia specific features such as colour coded handrails signage and coloured toilet aids. Corridors particularly in the newer areas were bright and clean but uniformly lacking navigational features such as variations in bedroom door colour and personalisation.

However, this must be seen in the context of the facility being non-dementia specific.

Corridors in the older areas although uncluttered appeared to have been subject to general wear and tear. Generally, however, the facility was clean had no discernible odour and was attractively decorated with pictures and small ornaments creating a homely environment.

Representatives considered that there were sufficient number of bathrooms and toilets to service the number of residents. We observed these to be clean and appropriately provided with soap, hand towels, toilet rolls and bathroom aids.

Green

The lounges, dining and other public area

The facility had two lounges, the first being closer to the entrance of the home and leading onto a conservatory overlooking the garden area and adjacent stables. The manager told us that the conservatory was in the process of tender to replace the roof enabling its use year-round as a craft room.

The first lounge was very quiet and homely with soft furnishings, armchairs and books and ornaments. We observed several residents asleep in here with a TV on low.

The second lounge overlooked the hard landscaping and the fishpond and was furnished with brightly coloured armchairs. More residents populated this area and sat chatting or watching TV.

Close by were two adjoining dining areas and representatives observed these to be sufficient for the number of residents with tables attractively set with linen and crockery including adapted crockery.

Representatives did not see a menu displayed, the manager telling us that a printed menu was discussed with residents daily and on a one to one basis. We saw that the comprehensive menu offered two choices of main and dessert and was made “in house “by the cook.

Likewise, the owner showed us a dedicated treatment/hairdressing room with an adapted sink.

Green

Observations of resident and staff interactions

Representatives heard staff speaking to resident in a caring manner asking them what they wanted and reassuring them when they became agitated. We saw an instance of a member of displaying dignity and respect asking a lady if she was “all right” and smoothing her skirt down when it had ridden up.

The home had a relaxed, family feel about it with the owner’s dog in attendance. The manager told us that the home was accredited by the “Cinnamon Trust” and one of the residents also kept his dog with him. We were told he was out walking at the time of our visit alongside a paid dogwalker. Residents could see the managers horses nearby and the home had previously kept cats and hens.

One representative was taken to a polytunnel garden area and shown cucumbers, tomatoes, onions and pumpkins growing. The owner told us that on occasion residents enjoyed time there.

Unfortunately, the activity co-ordinator was unavailable on the day of our visit, so it was unclear to what extent other activities were available in the home. Although we did not see a schedule on display, the manager showed us a handwritten schedule indicating manicures, baking, bingo, walking and dominoes.

The manager told us that Spring Cottages has some of their own family members in residence and that other residents were often familiar to them because they are referred from their own domiciliary services.

Representatives heard one call bell whilst we were there, and this was answered in a timely manner. One lady shouted for help again being attended to in a timely manner, however it was unclear as to why the resident had shouted for help as a call bell was observed to be close by.



Green

Additional information

The manager told us:

That the home was in the process of improving the conservatory area.

That the home was one of few in the area that allowed pets to stay with residents.

That the home was accredited by the Cinnamon Trust.

That staff record resident's notes on IPADS, so they are always up to date.

That many residents were familiar to the home having previously been service users of the domiciliary services

Feedback from residents

Environment

"The bedroom is very good and well fitted up. Sometimes it's cold.

"I have a lovely room - sometimes cold at night.

"It's ok here".

"It's a nice and warm home".

"Lovely".

"Well kept and clean".

"I don't want to be here".

"I'd prefer a bigger bedroom".

Activities

"Sometimes there are trips".

"We play games every day - but the activity coordinator leaves this week".

"I don't do anything - I don't want to".

"The craft classes are varied depending on what appeals to individuals".

"There are enough activities".

"I wish I could walk outside to see the horses".

Care

"They are usually good and come quick if you need them".

“Staff are lovely. If I need them they are there. I used to fall a lot and they were there straight away”.

“The carers are my friends”.

“It’s ok here”.

“They are ok - others were better”.

“I’m happy with the care”.

“They know my likes and dislikes”.

“Perhaps need more staff”.

Food

“The food is usually good - I enjoy it”.

“Some I like, some I don’t”.

“It’s ok”.

“I eat it anyway”.

“It’s ok”.

“The food is very good, they get the menu right for me”.

“You get gravy on everything”.

Staff views

Do you have enough staff when on duty?

"We have a good team, vacancies are filled quickly".

Do you feel supported to carry out person centred care?

"Yes, very much".

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

"Excellent, training is worked around the rota".

Are you happy working here?

"Yes".

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

"Yes".

Response from provider

There was no response from the provider at the time of publication.

DRAFT

www.healthwatchlancashire.co.uk

info@healthwatchlancashire.co.uk

Twitter: [@HW_Lancashire](https://twitter.com/HW_Lancashire)

Facebook: facebook.com/lancshealthwatch