

**Gillibrand Hall  
Nursing Home  
Chorley**

**Enter and View Report**

**Tuesday 10th October 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:**

**Gillibrand Hall Nursing Home**

**Follywood Drive**

**Chorley**

**PR7 2FW**

### **Staff met during our visit:**

**Kathleen Spencer (Matron)**

**Julie Arrowsmith (Director of Nursing)**

**Lorraine Matta (Owner)**

**Date and time of our visit:**

**Tuesday 10<sup>th</sup> October 2017 10.30am-12.30pm**

**Healthwatch Lancashire Authorised**

### **Representatives:**

**Michele Chapman (Lead) Project Officer**

**Linda Brown (Senior Project Officer)**

**Jeanette Newman (Project Officer)**

**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](http://www.healthwatchlancashire.co.uk)

## Acknowledgements

Healthwatch Lancashire would like to thank Kathleen Spencer, Julie Arrowsmith, and Lorraine Datta together with staff, and residents, for making us feel welcome and taking part in the visit.

## General Information

Gillibrand Hall Nursing Home is privately owned by Century Healthcare Ltd with places for 50 residents. There was one vacancy at the time of our visit. The person in charge is Kathleen Spencer.

Information obtained from carehome.co.uk states that the home provides care for people from the ages of 55 plus who are affected by dementia, old age and physical disability.

## Methodology

The Enter and View representatives made an announced visit on Tuesday 10<sup>th</sup> October 2017. A revisit was made on Monday 20<sup>th</sup> November 2017 (at the matrons request) to inform representatives in greater detail of provision at the home.

We spoke to three residents individually and carried out observations of fourteen residents on the ground floor and seven residents on the first floor. We also spoke to eight 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.

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:

Set in its own grounds Gillibrand Hall is a large historic building housing up to 50 residents over two floors.

Representatives found the facility to be clean, sympathetically-adapted and well decorated with particular focus on person centred provision.

Representatives were impressed with the Namaste provision for dementia which we observed to be factored into the activity schedule on an individual basis. Namaste being an individual therapy based on stimulation of touch, smell, sight and hearing. Likewise, orientation and landmarks were observed to both effective and notable, with replication of the domestic environment being particularly well represented.

Staff and residents told us that activities were prioritised and well organised, and we observed this to be so at the time of our visit.

Staff reported high levels of satisfaction with their roles and together with management appeared to have significant personal investment in the home.

Indeed, management reported recognition in the local press by the Chorley and South Ribble CCG in respect of their pioneering contribution to the “CHAPS” Care Home Assistant Practitioner implementation, which develops the potential of care staff for mutual benefit.

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**

An informative website and brochure describes Gillibrand Hall Nursing Home as “an elegant grade II listed building” and the reality does not disappoint.

Despite being set in extensive grounds within an area of new housing development representatives did not feel it was particularly convenient for local shops, amenities and public transport. The owner told us that a main thoroughfare could be accessed by pedestrians and wheelchairs from the rear of the building via a “woodland walk” but this too was a 10-minute walk.

The home was clearly signposted, and a large dedicated car park was available to the front and side of the facility. Representatives saw a reserved ambulance space and appropriate disabled access.

### **Green**

#### **The external environment**

Gillibrand Hall Nursing Home is a large Georgian House with a long driveway through lawned and small wooded areas. We observed an inviting seating area for the use of residents and bird feeders displayed in various places. We also saw a mock “bus stop” and shelter complete with signage. The owner told us that the “bus stop” was a gentle diversionary destination for residents when they were agitated and needed a one to one. The owner reported staff sitting in the “bus shelter” with residents sharing sweets and “waiting for the bus to come”.

Generally, the grounds were well maintained however, we noted an allocated skip pound in a far corner contained an old settee and a mattress waiting disposal.

Signage on the driveway directed visitors directly to reception and we noted that access to the home was secure.

The owner told us that an outdoor courtyard accessed from the home contained raised beds and planters and a pleasant outdoor seating area. There was also a sensory garden and the chef used this area to grow kitchen herbs.

The door was answered in a timely manner by a member of staff and we were attended directly by Julie Arrowsmith the Director of Nursing.

### **Green**

## **The internal environment/reception -first impressions**

The entrance hallway was large impressive and well decorated in keeping with the heritage of the building, preserving architectural features and original doorways. Representatives observing high levels of cleanliness and no discernible odour throughout the facility.

Staff made representatives feel very welcome and we evidenced a signing in book and antibacterial hand gel. Likewise, we saw a comprehensive general noticeboard complete with the Healthwatch poster and separate details of the Dementia champion, Dignity champion and Hydration and Nutrition champion.

A further noticeboard displayed the full staff complement photographically, and identification of staff was further clarified with a uniform code (including staff on their induction period).

Representatives were also able to see small booklets with postcard style photographs of previous events such as Christmas 2016, an occasion when ducklings were brought into the home and a poster advertising for a volunteer “pat dog”. The owner telling us that the ducklings had been a successful part of the “Namaste” programme whereby they had been incubated and hatched for the interest and enjoyment of residents.

Similarly, we could hear the general chatter of a number of residents in the ground floor lounge where they had gathered for prize bingo, giving the impression of a homely and sociable environment.

Staff advised us that facility is set out over two floors with the first floor being the dedicated dementia unit.

## **Green**

### **The observation of corridors public toilets and bathrooms**

In common with the rest of the building corridors were wide well-lit and without odour. Doors to bathrooms, public areas and bedrooms displayed pictorial written and colour coded signage. Doors to bedrooms on the general floor were noted to be personalised by residents who elected to do this, and representatives noted the use of a “butterfly” scheme.

In the dementia unit the owner told us that doors had been personalised to a standard recognised by the Alzheimer’s Society and Sterling University. We saw resident’s bedroom doors representing front doors with letterboxes, numbers and varying colours. Likewise, corridors had street names, murals and tactile artwork encouraging residents to explore their environment.

Similarly, in the dementia unit representatives were shown corridors with “hanging baskets”, “picket fences” and a “potting shed. Throughout the building items of



interest and reminiscence were dotted about such as keys, old furniture, with retro household items and prints of film stars.

Representatives considered there were sufficient number of public bathrooms and toilets for the number of residents being a total of five bathrooms two of which were wet rooms and a total of 10 toilets. Although some bathrooms may have appeared dated they were all well stocked with soap, toilet rolls and hand towels as appropriate.

## **Green**

### **The lounges, dining and other public areas**

Each floor of the building had a lounge area and various public rooms. The ground floor lounge consisting of a larger area with an adjacent smaller quiet lounge. Seating was in keeping with the era of the building with comfortable winged back chairs placed to facilitate social interaction around dining tables and coffee tables overlooking the grounds. Residents were playing prize bingo with the activity coordinator when we arrived and there was a convivial “buzz” about the place and gentle humour between the residents and staff.

The separate dining area was beautifully presented and decorated to hotel standard set with table linen and crockery, glassware and flowers. An individual menu sat on each table. Representatives observed the lunch menu providing chicken and broccoli bake with chipped or creamed potatoes with a desert of Eve’s pudding. A separate alternative menu offered various omelettes, jacket potatoes, grilled fish, salad and sandwiches and soup.

Staff showed us a dedicated hairdressing room and an adjoining protected “Namaste” space for those residents who may be unable to take part in conventional home activities. Staff explained the importance of a multi-sensory environment and the importance of touch and smell, and we saw clothing with feathers and fur and an aromatherapy dispenser and items of reminiscence.

At the time of our visit the dining/ lounge areas of the dementia unit had been rearranged to accommodate a coffee morning where many of the residents were seated around a central table in the “Red Rose café” enjoying social interaction. We observed drinks and biscuits served from vintage tableware and residents encouraged to enjoy nostalgic foods such as glass bowls of tinned fruit with condensed milk to aid hydration and nutrition. The owner told us that at main mealtimes colour coded plates, bowls and crockery were used.

Similarly, the dementia floor was notable for the attention to detail in terms of orientation and homely atmosphere. We observed a mock fireplace complete with toy animals and other items of familiarisation such as a wooden clothes airer, clothes pegs and a laundry basket.

Adjoining the lounge was a dedicated quieter sensory room where a gentleman was sat relaxing.

## Green

### Observations of resident and staff interactions

Representatives felt that the person-centred provision at Gillibrand Hall Nursing Home was of a high standard. We observed a comprehensive activity schedule on both floors and saw and heard about weekly trips using the homes minibus. “The Gillibrand Gazette” detailed trips to Fleetwood local pub lunches and shopping trips. Scheduled trips included Knowsley Safari Park and Blackpool Illuminations. Representatives saw a dedicated notice board for residents and noted that individual birthdays were celebrated and included into upcoming activities. We observed that staff were involved in fun activities to fundraise for the residents with an anticipated “Halloween Sleepover” in the cellar of the building.

There appeared to be sufficient staff on duty and we noted the presence of ancillary staff such as maintenance men and cleaners. Similarly, the matron told us that Gillibrand Hall Nursing Home employed one full time activity coordinator on the ground floor and a further activity coordinator on the first floor seven mornings a week.

Staff were noted to have a positive and respectful; attitude to residents and each other the activity coordinator being particularly engaging during the bingo activity, and representatives commenting positively on the care and individuality shown.

As many of the first-floor residents were engaged in this activity at the time of our visit representatives conducted a further observation noting the atmosphere as very happy. Staff told us that residents were assessed in terms of their ability to engage in activities, with one activity of each level daily followed by an inclusive activity. We noted that residents were engaged and happy and we did not see any negative aspects during observation.

Likewise, it was noted that tea and biscuits were provided mid-morning and that residents said that drinks were “on hand” all day.





The Dementia Unit gave us further opportunity to observe residents whose communication skills may be more compromised.

### **Staff and Resident Interaction**

The staff were very caring and respectful and knew the resident's names and individual needs well. Staff were reported to be calm in their delivery of care leading to a relaxed atmosphere with radio in the background playing 70s music.

### **Dignity and Care**

We observed staff supporting residents with drinks some with adapted cups and others encouraged to drink independently. We observed residents addressed by name and being given the full attention of staff.

### **Response times**

Residents were observed to be supervised by sufficient numbers of staff (3) and no call bells were heard. When a resident enquired "what's for lunch?" a staff member was observed explaining in detail to the resident the menu choices from the menu displayed.

### **How do Residents react to Visitors?**

Residents involved in activity in the Red Rose Café continued to focus on that activity and appeared to be undisturbed by the presence of our team. The environment remained positive and calm and residents were seen to be engrossed and exercise choice whether to be included in activity.

### **Other Observations**

Representatives observed that a great deal of thought had gone into providing orientation and reminiscence aids. Nostalgic commonplace household items were prominently placed, and we saw books and newspapers were freely available.

We observed that the activity schedule on the Red Rose unit had dedicated timeslots to deliver individual Namaste time to named residents.

## **Green**

## **Additional information**

The owner told us that Gillibrand Hall Nursing Home was invested in the development of its care staff and encouraged participation in the “CHAPS” Care Home Assistant Practitioner qualification.

The matron told us that she preferred to deliver training to staff in the form of “coffee break training”

The matron told us that she has recently set up a “Lean on Me” support group for friends and relatives of residents.

The owner told us that as a result of this report she had purchased colour coded grab rails for bathrooms.

The owner told us that great consideration is given to the menu and that all the recipes are published and provided by herself. Mrs Matta also regularly tastes the food at her homes and encourages regular feedback from residents.

Likewise, a yearly “Chef of the Year” competition for the chefs in the group maintains standards and rewards staff.

The owner told us that she organises a similar “Employee of the Year” competition for care staff.

Mrs Matta explained how she had conceived the idea of the “bus stop” to address and divert residents who may be agitated and want to “go home”. “Staff were able to encourage residents to put their coats on and walk slowly to the bus stop. During one to one time at the “bus stop “residents often became calmer and then asked to return to the home.

## Feedback from residents

### Environment

*"It's very nice, not as good as home, nothing like your own home and that's where I would rather be."*

*"I like watching TV but can't always see it. Not all chairs face the TV."*

*"It's lovely and comfortable."*

*"I shared a room with someone else when I first got here but now I am by myself."*

*"Don't like the quietness in the home in your own room. You feel alone and it's quite scary. It can send you crazy being on your own."*

### Activities

*"I can go out when I want-I've got my own friends outside."*

*"I come to everything they have on."*

*"It takes time to make friends here, not complaining I will get used to who I can make friends with."*

### Care

*"Seems OK I can get a wash."*

*"You have to find out how they want you to act and then you will be alright".*

*"They are lovely staff."*

*"There always seems to be enough staff."*

*"You just need to go along with it."*

*"No complaints."*

### Food

*"No complaints. Can always improve but happy enough."*

*"If I am hungry I will eat it."*

*"I don't get asked what I want."*

*"It's really nice."*

## Staff views

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

*“Most times, especially when we go on outings, staff come in on their days off.”*

*“Unless there is sickness we are fully staffed.”*

*“I support a client on a one to one basis when I am here.”*

*“More often than not.”*

*“Usually fully staffed.”*

*“There is always enough staff.”*

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

*“Yes, and it comes out during my work.”*

*“We have the butterfly identifying who needs more time spent with them.”*

*“People get more settled when they know the routine.”*

*“When people have dementia we still talk to them and we get consent if we can.”*

*“The structured day/tick list of jobs and time constraints can take away from the extra bits, it’s not that staff don’t want to do it. It is that we have certain jobs that have to be done.”*

*“They do activities for the people with dementia like today creating a café.”*

*“Yes, we have care plans.”*

*“Kitchen staff go around and ask what the residents want for dinner.”*

*“We know them well and they all have different needs. Family visit and go and sit in a different part of the lounge. We do Skype calls to family members who live abroad.”*

*“I am doing activities on my training. I can learn from the individual programme plan and will get to know them.”*

*“There is a history in each room of what the residents like or don’t like.”*

*“We have a pampering kit and nail kit and the ladies love this.”*

*“Gents get a men’s manicure.”*

*“I do care and activities.”*

*“Yes definitely.”*

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

*“Yes, I have been trained in one to one support.”*

*“Yes, my training is updated on a regular basis-manual handling, first aid and there are many other things we do. Others do NVQs as well.”*

*“I am being supported with induction training. I have a supervisor and I can ask questions.”*

*“All the staff are very helpful.”*

*“Yes, we get training I am well supported to learn new skills.”*

### **Are you happy working here?**

*“Very happy have been in post more than 6 years.”*

*“Other staff seem nice and want to do a good job.”*

*“I love it really nice. Fresh, nice atmosphere, all my colleagues love coming here it is so much better than some other places we go to.”*

*“Yes, been here 2 years and I am not planning on going anywhere else”.*

*“Love it. Right up my street. Can’t wait to do all those games.”*

*“I love working here.”*

*“Everyone gets on, we work as a team and matron is very approachable.”*

*“Yes, I like taking the residents out. I love it here.”*

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

*“I certainly would.”*

*“Not sure, if I had to recommend one but I don’t think I would recommend a care home unless it was necessary.”*

*“I would put my Mum in here. Our staff love coming and working here”.*

*“Yes, definitely I would like my relative to come here.”*

*“Yes, I would.”*

*“This is a very good care home.”*

## Response from provider



Leyland House  
Lancashire Business Park  
Centurion Way  
Leyland  
PR26 6TY  
01524-235179

### FEEDBACK FORM FOLLOWING ENTER & VIEW BY AUTHORISED REPRESENTATIVES

Healthwatch Lancashire values any constructive comments that would help to enhance our practice of the Enter & View process. Could we therefore ask the service provider to use this form to provide feedback to help us evaluate our effectiveness?

<b>Organisation Address</b>		<b>Premises –if different</b>	
Century healthcare Ltd		Gillibrand Hall.	
<b>Contact Name</b>		<b>Telephone Number and/or email</b>	
K Spencer		01257 270586	
<b>Name of Healthwatch Enter &amp; View Authorised Representatives</b>		Michele Chapman -Project Officer	
<b>Date &amp; Time of Enter &amp; View</b>		10.10.17 1030~	
<b>Were you happy with the Enter &amp; View Arrangements prior to the visit? Comments-</b>			
Yes, plenty of notice given			
<b>Please outline any Positive aspects of the Enter &amp; View visit. Comments-</b>			
Team were very positive about Gillibrand Hall.			
<b>Please outline any Negative aspects of the Enter &amp; View visit. Comments-</b>			
none expressed			
<b>Please use this space to comment on how you think we could improve your experience of</b>			



our Enter & View visit. Your views are very important to us at Healthwatch Lancashire and we appreciate, in anticipation, your time to complete this form.

All team members were very polite and un-intrusive

Completed by	dsilence/
Position	matron
Date	11-10-17

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