

Enter and View Report

St James House Residential Care Home, Blackburn



Residents, Carers and Staff have rated this Care Home



Visit: Tuesday 28 November 2017

Report Published: Tuesday 20 February 2018

List of Contents

1	Introduction.....	3
1.1	Details of visit	3
1.2	Service description	3
1.3	Acknowledgements.....	4
1.4	Disclaimer	4
2	What is Enter and View?.....	4
2.1	Purpose of Visit	5
2.2	Research Methods	7
2.3	Executive summary	8
2.4	Findings.....	9
	Residents Views – Resident Experience.....	9
	Residents Views on choices	10
	Residents Views on activities.....	13
	Residents Views on the environment.....	15
	Staff Views	17
	Manager Views	19
	Carer/family Views – Carers Experience.....	21
2.5	Additional Findings	23
	Observations from Enter and View authorised representatives on external access and appearance.....	23
	Observations from Enter and View authorised representatives on Reception area.....	23
	Observations from Enter and View authorised representatives on Inside area	23
	Observations from Enter and View authorised representatives on Additional Facilities.....	26
	Observations from Enter and View authorised representatives on Dementia Friendly Approach.....	26
	Observations from Enter and View authorised representatives on Cleanliness and Maintenance of Communal Areas.....	27
	Observations from Enter and View authorised representatives on Patient Involvement	27
	Observations from Enter and View authorised representatives on Safety	28
	Observations from Enter and View authorised representatives on Staffing, Leadership and Promoting Positive and Respectful Attitudes	28
	Observations from Enter and View authorised representatives on Outside area	28
2.5	Recommendations	30
1.2	Service Provider Response.....	32
1.3	Distribution List	32
2.9	Contact Details	33

1 Introduction

1.1 Details of visit

Details of visit:	
Service Address	St James' Crescent, Darwen, BB3 0EY
Service Provider	St James House
Date and Time	Tuesday 28 November 2017 10.30 am - 11.55 am
Authorised Representatives	Sharon Hardman (Lead) and Diane Adams
Contact details	Healthwatch Blackburn with Darwen, Suite 17, Kings Court, 33 King Street, Blackburn, BB2 2DH
Manager	Emma Hine

1.2 Service description

St James House is a well- established registered residential care home providing accommodation for up to 30 elderly people over the age of 65 of either sex, who require support with personal care on either a short or long-term basis. Accommodation is provided in 30 single bedrooms over two floors, with a lift provided to the second floor. Eight of the bedrooms have en-suite facilities. There are two lounge areas and a dining room downstairs. The home is located in a residential area of Darwen.



The Care Quality Commission (CQC) rated St James House as overall rating of 'Good' with a 'Good' rating in all areas in its inspection on 27 and 28 September 2017.

1.3 Acknowledgements

Healthwatch Blackburn with Darwen would like to thank the staff and residents of St James House for their contribution to the Enter and View visit and for making us feel welcome during the visit. We would also like to thank the Manager for encouraging staff to complete our staff questionnaires. Thank you to our trained Enter and View authorised representatives for their contributions. Thank you to Ana Diaconu, work experience placement student from Darwen Academy Enterprise Studio for providing the graphic design throughout this report.

1.4 Disclaimer

Please note that this report relates to findings observed on the specific dates set out above. Our report is not a representative portrayal of the experiences of all residents and staff, only an account of what was observed and contributed at the time.

2 What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View visits. Healthwatch Blackburn with Darwen authorised representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement.

The Health and Social Care Act (2012) allows Healthwatch Blackburn with Darwen authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Blackburn with Darwen Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch Blackburn with Darwen safeguarding policies.

2.1 Purpose of Visit

Healthwatch Blackburn with Darwen made the decision to do Enter and View visits at several care homes following the publication of the 'What's it like to live in a care home? Findings from the Healthwatch network' in August 2017 from Healthwatch England. This report summarised 197 Healthwatch Enter and View visits nationally in care homes between January 2016 and April 2017. Three clear themes were revealed:

Quality of care varies between homes, but also within the same home

Too few homes were getting every aspect of care right. It is important to provide the basics, keeping homes clean and providing enough trained staff to ensure residents are safe. But it is also important to meet residents' other needs, which might mean a change of culture of a home rather than spending lots of money.

Good care homes meet all people's health and care needs, in a joined up way

People in care homes often need high levels of both health and care support. There was a variation in how homes responded to differing needs of residents within their home. For example, some homes did not have dementia friendly décor, whilst in other homes residents were provided with insufficient support to access GPs and dentists. There needs to be a greater focus on meeting people's individual health and care needs.

The best services recognise they are people's homes

Residents in care homes should be supported to live as full a life as possible, with the opportunity to take part in the same activities they might do in their own homes. There were great examples of care staff taking the time to provide activities that were tailored to the individual. Everyone in care homes needs to get this kind of care and smarter use of technology could support this.



Nice (2017) states, “Local authorities have a range of responsibilities towards care home residents, both as commissioners of services (with a 'duty of care' towards those residents) and as a result of general statutory safeguarding and wellbeing duties under the Care Act 2014. This applies whether or not they run the homes themselves and regardless of whether a resident pays their own fees or not (Care Act 2014 Section1).

Older people often move to a care home as a result of a crisis, with no preparation and little or no planning. Even when someone needs a lot of support they can have a 'positive life' in a care home or elsewhere and managers of older people's care homes can learn from the care provided in other care settings.”

Across health and care, there are many different initiatives already happening that aim to integrate health and care and make the best use of resources. The present opportunities to improve care for people living in care homes, making sure that all their needs are met are:

- Sustainability and Transformation Partnerships (STPs) have brought together NHS and local councils in 44 areas across England. STPs have developed proposals that aim to meet the needs of the local populations, rather than making local people's needs fit around those of organisations.

- Fifty 'vanguard' areas have worked to develop more integrated care in line with the NHS Five Year Forward View. Of these, six are providing enhanced health in care homes. This means that they offer older people better, joined-up health, care and rehabilitation services. NHS England's framework for enhanced health in care homes describes a number of key elements that other care managers, commissioners and others can adopt.

- In June 2017, NHS England announced the first eight Accountable Care Systems (ACS) to build on the learning on vanguards, bringing together local NHS organisations, often in partnership with social services and the voluntary sector.

As part of key area of our strategic work plan our authorised Enter and View representatives visit a variety of care homes in Blackburn and Darwen to gather feedback directly from residents, staff, carers/families through Enter and View visits. Healthwatch Blackburn with Darwen wanted to observe care homes themselves and engage with residents, carers/families and staff to understand their experiences at St James House.

2.2 Research Methods


On Tuesday 28 November 2017, an unannounced Enter and View visit was undertaken by authorised Enter and View representatives from Healthwatch Blackburn with Darwen 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 to obtain the views of those people using the service. A letter was posted to Emma Hine, the Registered Manager on 23 October 2017 explaining the intention to do an unannounced Enter and View visit at this setting in the next 3 months with the Guide for Enter and View visits for Service Providers and Healthwatch Blackburn with Darwen leaflets including Amplify leaflets.


The team of authorised Enter and View representatives recorded their observations using a pre-prepared observation sheet and questionnaires for the Manager, staff, carer/family and residents to allow feedback from all of these groups. The team compiled this report reflecting these observations and feedback. The report is sent to the Registered Manager for validation of the facts. Any response from the Registered Manager is included within the final version of the report which is published on the Healthwatch Blackburn with Darwen website at www.healthwatchblackburnwithdarwen.co.uk


The team reviewed the Care Quality Commission (CQC) report which rated St James House as overall rating of 'Good' with a 'Good' rating in all areas in its inspection on 27 and 28 September 2017.

At this Enter and View visit we engaged with 5 residents, 7 staff members including 1 Registered Manager, 1 carer/family and undertook 2 observations. The aim was to gather information concerning residents' experiences at St James House and their suggestions for improvements.

Ethical considerations were made such as:

-  We checked with the provider if there are individuals who should not be approached or are unable to give informed consent. It was stated that there was one resident that should not be approached, which we adhered to.










-  We were transparent about why we were there as each authorised Enter and View representative verbally explained why we were there and it was made clear to any member of the public that talked to us that they could stop the interview at any time.

-  At the end of the Enter and View visit we discussed brief findings with the Registered Manager based on our visit recording a snapshot in time.

2.3 Executive summary




Healthwatch Blackburn with Darwen Enter and View representatives conducted an unannounced Enter and View visit at St James House Tuesday 28 November 2017 at 10.30 am - 11.55 am to collect views directly from residents, staff and carers/families on their experience of this care home. We spoke to 5 residents, 1 carer/family, 7 staff members including 1 Registered Manager and undertook 2 observations. The key findings were:

100% of residents said:

-  Staff met their specific individual needs.
-  Staff responded promptly to them and were friendly and helpful.
-  Staff treated them with dignity and respect.
-  Staff have the right skills and experience to meet their needs.
-  They did have a choice about when to get up and go to bed.
-  Drinks are available throughout the day.
-  They could easily access a telephone easily.
-  St James House is clean with suitable lighting.
-  They did not feel lonely and/or isolated.

86% of staff would recommend this care home to a friend/relative

Key recommendations included:


-  **Recommendation 2:** Plan and deliver more activities to engage with residents.
-  **Recommendation 3:** Increase residents' awareness of other food choices if they don't want what is on offer.
-  **Recommendation 5:** Involve all residents in the planning of their care.


St James House to inform Healthwatch Blackburn with Darwen of actions in regard to all recommendations by 31 March 2018.

2.4 Findings


Residents Views - Resident Experience


1. What star rating would you give this care home? 1 is poor, 5 is excellent

 4 of the 5 residents (80%) rated this care home as very good (four stars).


 1 of the 5 residents (20%) rated this care home as good (three stars).

2. How would you rate the staff? 1 is poor, 5 is excellent

 3 of the 4 residents (75%) who answered this question rated the staff as 4 stars, which is very good.

 1 of the 4 residents (25%) who answered the question (47%) rated the staff as 3 stars, which is good.


3. Do the staff meet your specific individual needs?

 4 of the 4 residents (100%) who answered the questions said the staff met their specific individual needs.

4. Do the staff respond promptly to you?

 4 of the 4 residents (100%) who answered the question said the staff responded promptly to them.

5. Do the staff treat you with dignity and respect?

 4 of the 4 residents (100%) who answered this question felt the staff treated them with dignity and respect at St James House.

Good practice example 1:


4 of the 4 residents (100%) said staff met their individual needs and treated them with dignity and respect.

This is evidence of NICE Guideline NG22 - Older people with social care needs and multiple long-term conditions.


Providing support and information

1.5.1 Health and social care providers should ensure that care is person-centred and that the person is supported in a way that is respectful and promotes dignity and trust.

6. Are the staff friendly and helpful?


 4 of the 4 residents (100%) who answered this question felt the staff were friendly and helpful.

7. Do the staff have the right skills and experience to meet your needs?

 4 of the 4 residents (100%) who answered the question said the staff have the right skills and experience to meet their needs.

Residents Views on choices

8. Are you involved in planning your care?

 3 of the 4 residents (75%) who answered this question said they were not involved in planning their care. One resident commented, “Only here temporary.”

 1 of the 4 residents (25%) who answered this question was involved in the planning of their care.

Recommendation 5: To involve all residents in the planning of their care, which adheres to:

NICE Guideline NG22 - Older people with social care needs and multiple long-term conditions

1.1.3 When planning and undertaking assessments for older people with social care needs and multiple long-term conditions, health and social practitioners should:

- Always involve the person and, if appropriate, their carer

St James House to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

9. Do you have a choice about when to get up and go to bed?



4 of the 4 residents (100%) who answered this question said they did have a choice about when to get up and go to bed.

10. Is there a choice at mealtimes?

2 of the 4 residents (50%) who answered this question said there was a choice at meal times.

2 of the 4 residents (50%) who answered this question said there was not a choice at meal times.


Recommendation 3: To increase residents' awareness of food choices, which adheres to:


NICE Guideline NG22 - Older people with social care needs and multiple long-term conditions

1.5.14 Ensure people have a choice of things to eat and drink and varied snacks throughout the day, including outside regular meal times


St James House to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

11. Can you have something else if you don't want the meals on offer?


 3 of the 4 residents (75%) who answered this question said they could have something else if they didn't want the meals on offer.


 1 of the 4 residents (25%) who answered this question said they could not have something else if they didn't want the meals on offer.

12. Are drinks available throughout the day?

 4 of the 4 residents (100%) who answered this question said drinks are available throughout the day.

13. Do you attend regular dental appointments?

 2 of the 4 residents (50%) who answered this question said they did attend regular dental appointments.

 2 of the 4 residents (50%) who answered this question said they did not attend regular dental appointments. One resident said, "Got no teeth."

Residents Views on activities

14. What activities do you get involved in here?

One resident said, “Watch a lot of TV.” Another resident commented, “TV and physio exercises.” One resident answered, “Bingo.” Another resident remarked, “Don’t know of any.”

Recommendation 2: To plan and deliver more activities to engage with residents:

NICE Guideline NG32 - Older people: independence and mental wellbeing

1.1.2 Involve older people in the design and delivery of activities

1.1.3 Ensure each activity:

- Includes a clear description of what is on offer
- Takes places at regular times and in a regular location
- Provides the opportunity to socialise
- Complements other activities that may support different aspects of older people’s independence and mental wellbeing, such as their physical health, their sense of belonging to a community (‘social connectedness’) and their sense of purpose

1.1.4 Ensure activities are inclusive and take account of a range of different needs (for example, think about the needs of older people with an age-related disability).

St James House to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

15. Are newspapers/magazines/books easily available?

3 of the 4 residents (75%) who answered this question said newspapers/magazines/books are easily available.

1 of the 4 residents (25%) who answered this question said newspapers/magazines/books were not easily available.

16. Do you have access to a hairdresser?

3 of the 4 residents (75%) who answered this question said they have access to a hairdresser. One resident commented, "Hairdresser comes in."

1 of the 4 residents (25%) who answered this question said they did not have access to a hairdresser.

17. Do you have access to beauty treatments eg manicure/pedicure?

3 of the 4 residents (75%) who answered this question said they do not have access to beauty treatments.

1 of the 4 residents (25%) who answered this question said they do have access to beauty treatments.

18. Does a mobile library visit or can trips to the local library be arranged?



3 of the 4 residents (75%) who answered this question said a mobile library visits or trips to the local library can be arranged.

1 of the 4 residents (25%) who answered this question said a mobile library does not visit or trips to the local library cannot be arranged.

19. Is there a regular newsletter?

- 3 of the 4 residents (75%) who answered this question said there was not a regular newsletter.
- 1 of the 4 residents (25%) who answered don't know to this question.

20. Are there opportunities for you to practice your religion?

- 2 of the 4 residents (50%) who answered this question said there was an opportunity to practice their religion.
- 2 of the 4 residents (50%) who answered this question said there was not an opportunity to practice their religion. One resident added, "It's not applicable for me."

21. Can you easily access a telephone?

- 4 of the 4 residents (100%) who answered this question said they could easily access a telephone.

22. Is there internet access?

- 1 of the 3 residents (33.33%) who answered this question said, "They have a computer and a tablet."
- 1 of the 3 residents (33.33%) who answered this question said internet access wasn't available.
- 1 of the 3 residents (33.33%) who answered this question said they didn't know.

Residents Views on the environment

23. Is this care home clean?

- 4 of the 4 residents (100%) who answered this question said St James House is clean.

24. Is the lighting suitable?

- 4 of the 4 residents (100%) who answered this question said the lighting at St James House is suitable.

25. Is this care home at the appropriate temperature?

3 of the 4 residents (75%) who answered this question said St James House was at the appropriate temperature.

1 of the 4 residents (25%) who answered this question said St James House was not at the appropriate temperature.

26. Are the floors and carpets in good condition?

4 of the 4 residents (100%) who answered this question said the floors and carpets were in good condition.

27. Is this care home well maintained and decorated to an acceptable standard?

4 of the 4 residents (100%) who answered this question said this care home is well maintained and decorated to an acceptable standard. One resident informed us there was a handyman.

28. Is there enough seating to sit and have a rest?

4 of the 4 residents (100%) who answered this question said there was enough seating to sit and have a rest.

29. Do you know how to find the complaints procedure?

2 of the 3 residents (66.6%) who answered this question said they would know how to find the complaints procedure.

1 of the 3 residents (33.3%) who answered this question said they would not know how to find the complaints procedure.

30. Do you feel lonely and/or isolated?

1 of the 2 residents (50%) who answered this question said they did not feel lonely and/or isolated.

1 of the 2 residents (50%) who answered this question said they felt lonely and/or isolated.

31. What do you like about this care home?




One resident said, "They are friendly, its comfortable, I like the food."

Another resident stated, "Its clean, it's neat."

One residents answered, "It's quiet."



One resident suggested, "Nothing."

32. What changes would you like to see in this care home?



-  Two residents responded in a similar way with one resident saying, “None - quite happy” and another resident commenting, “Nothing.”
-  One resident suggested, “Bingo, craft activities, had plans to take me out e.g. to Blackpool lights and it didn’t happen.”
-  One resident commented, “Floor’s slippy, don’t have slippy floors.”

Staff Views

1. What star rating would you give this care home? 1 is poor, 5 is excellent.

-  5 of 8 members of staff (62.5%) who answered this question rated St James House as very good (4 stars) or excellent. (5 stars). One member of staff wrote, “St James home is a very friendly warm caring team of carers.” Another staff member said, “St James home is a warm atmosphere, very good carers. This home makes people welcome.”
-  3 of 8 members of staff (37.5%) who answered this question rated St James House as good, which is 3 stars. Two members of staff suggested, “Need more staff” and “Need at least one more staff on each shift (full shift), needs more money invested in the care home.”

2. Do you have enough time to engage with residents?

-  5 of 7 members of staff (71%) who answered this question said they had enough time to spend with residents.
-  2 of 7 members of staff (29%) who answered this question said they did not have enough time to spend with residents.

3. Please can you give a current example of person-centred care.

One of the 7 staff who answered the question provided further comments about the previous question and said, “Would like to spend more time one to one with residents. However, not always possible due to workload.”

One of the 7 staff who answered this question gave a specific example and wrote, “Getting the service user up and looking after their needs in daily care and evening and night.”

5 of the 7 staff who answered this question described person-centred care rather than give an example. Staff responses included, “Working to an individual needs”, “Working in a way that meets individuals needs”, “Person-centred is about the individual there wants and needs.” and “Looking after their needs.”

4. What was your last training and development opportunity and when did this occur?

7 responses from staff were:

3 staff said Safeguarding - November 2017

3 staff said NVQ - November 2017

“At the moment I am doing medication and team leading and have just completed NVQ 3 Maths and English - September 2017”

6. Do you have an appraisal every 12 months?

5 of the 7 members of staff (71%) who answered this question said they did have an appraisal every 12 months.

2 of the 7 members of staff (29%) who answered this question said they were unsure if they had an appraisal every 12 months.

7. Would you recommend this home to a friend/relative?

6 of the 7 members of staff (86%) who answered this question said they would recommend this home to a friend/relative.

1 of the 7 members of staff (14%) who answered this question said they would not recommend this home to a friend/relative.

8. What do you feel could be improved in this care home?

2 of the 4 staff who answered this question (50%) recommended more staff. Staff responses were, “To get one extra staff on per full individual shift. Certain staff need to stop bossing and start helping a bit more” and “I would recommend more staff.”

1 of the 4 members of staff who answered this question (25%) said, “More activities for residents.”

1 of the 4 members of staff who answered this question (25%) said, “Nothing.”

Manager Views

1. What star rating would you give this care home? 1 is poor, 5 is excellent

The Registered Manager rated St James House as 4 stars, which is very good.

2. Please list the job titles and number of staff in each job role in this care home

The Registered Manager said there were 7 Senior Care Assistant, 20 Care Assistant, 2 Domestic, 2 Cook, 1 Maintenance, 1 Manager, and 1 Deputy Manager.

3. Where do your staff take the lead in certain areas?

The Registered Manager said, “Senior staff take the lead and delegate duties and tasks to be done by the care staff. Deputy and Manager lead by example ensuring good practice and standards are maintained by all staff.”

4. How do you monitor and record staff training?

The Registered Manager said, “Supervision and training matrix.”

5. When was the date of the last spot check on staff?

The Registered Manager said 28 August 2017.

6. How many staff are working during this visit?

The Registered Manager has said 9 staff.

7. When did a GP last visit this home?

The Registered Manager said 28 November 2017.

8. When did an optician last visit this home?

 The Registered Manager said 15 November 2017.

9. When did a dentist last visit this home?

 The Registered Manager said, “No visiting dentist. Service users are taken to own dentist.”

10. When did a chiropodist last visit this home?

 The Registered Manager said 25 October 2017.


11. Can residents personalise their rooms and bring in personal possessions?

The Registered Manager said yes.

12. Do you use ‘one page profiles’ as an example of person-centred care?

 The Registered Manager said yes.


13. Is there an Activities Co-ordinator employed in this home?

 The Registered Manager said no and explained that a member of staff from Senior Fitness visits the home twice a week to do exercises with the residents.

14. Is there a minibus available at this home?


 The Registered Manager said no.

15. What do you feel could be improved in this care home?


 The Registered Manager said, “Implementing champion roles for staff such as Dignity, Stroke, Incontinence and Dementia Champions. Involvement of service users in recruitment of staff and running of the home. Continue with improvement to environment of home.”

Carer/family Views - Carers Experience


1. What star rating would you give this care home? 1 is poor, 5 is excellent

 One carer/family rated this care home as three stars, which is good.

2. Does this care home meet your relative's specific needs?

 One carer/family did not answer this question.


3. How would you rate the staff? 1 is poor, 5 is excellent

 One carer/family said three stars, which is good.

4. Do the staff know your relative well?

 One carer/family said yes.

5. Do the staff at this care home have the right skills and experience to meet your relatives needs?

 One carer/family said yes.

6. Are you involved in the care planning of your relative?

 One carer/family said no.

7. When visit can you eat with your relative if you wanted to?

 One carer/family said no.

8. Are you treated with dignity and respect?

 One carer/family said yes.


9. Would you be able to approach the care home manager with any concerns and be confident you would be listened to?

 One carer/family said yes.


10. Are you recorded as a Carer on your medical records?

 One carer/family said no.

11. Have you been provided with information about the person you care for?

 One carer/family said yes.

12. Have you attended relatives and residents meetings at this care home?

 One carer/family said no.

13. Do you feel safe at this care home?

 One carer/family said yes.


14. Is this care home clean?

 One carer/family said yes.

15. Is the lighting suitable?

 One carer/family said yes.

16. Is this care home at the appropriate temperature?

 One carer/family said yes.


17. Are the floors and carpets in good condition?

 One carer/family said yes.


18. Is this care home well maintained and decorated to an acceptable standard?

 One carer/family said yes.

19. What do you like about this care home?

 One carer/family said, “Clean, kind and well-mannered. They don’t take any nonsense from people e.g. visitors swearing. Mum loves the food.”

20. What would improve your relatives experience here?

 One carer/family said, “More activities. Use to play bingo. Most of the them are sat watching TV. Used to do drawing and painting.”

2.5 Additional Findings

Observations from Enter and View authorised representatives on external access and appearance

- The signage on approach to St James House is clear. The external environment is pleasant and well maintained.
- There isn't a bus stop or train station nearby. The home is not near local amenities e.g. shops, parks etc.
- Parking is available for visitors. There were no clearly marked disabled car parking spaces. There is a pick up or drop off point close to the home's entrance. There is a disabled ramp at the entrance to the building.
- We requested to sign in on entrance to the building and sanitising hand gel was available on entry. The visitors book was not in use due to a legitimate reason given by the Manager.

Observations from Enter and View authorised representatives on Reception area

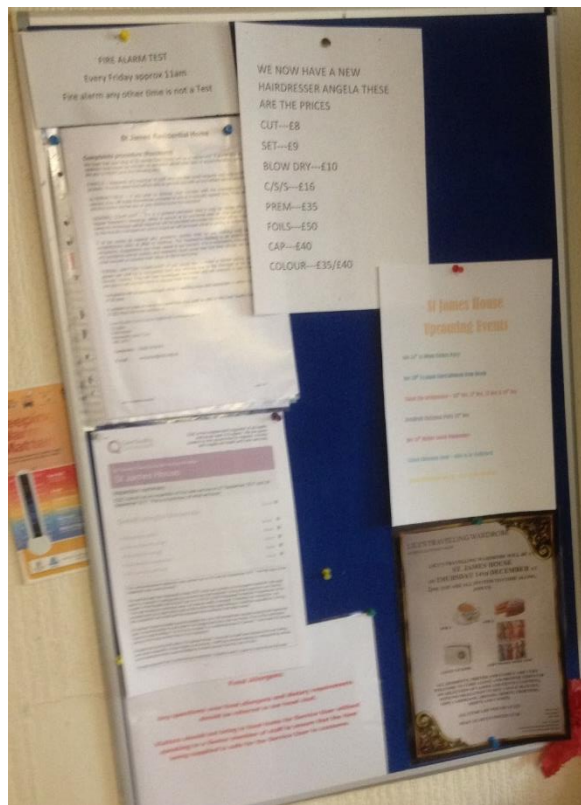
- The latest CQC report was displayed throughout the home. The care home provided an information brochure. The impression of this care home was calm, friendly, caring and professional.
- The Healthwatch Blackburn with Darwen and Amplify leaflets were displayed appropriately.

Observations from Enter and View authorised representatives on Inside area

- There was an accessible lift available if required. There were several noticeboards with useful information displayed. This is a photograph of the notice board at the entrance of the building which included information about social events is shown on the next page.



This is a picture of the noticeboard in the lounge area.



There was a need for further evidence that residents were involved in activities through enhanced displays on the walls.

The corridors were wide enough to accommodate wheelchairs and walking aids. The corridors had hand rails. There was clear signposting to emergency exits and key areas such as toilets, lounges

and dining areas. There was a quiet lounge area available. There was not a variety of seats at different levels. There were seats with arm supports which supported social interaction as shown in the picture of the lounge below.



● The dining room area was spacious, clean and welcoming with the place mats a different colour to the crockery as shown below.



St James House was clean, well maintained and orderly.

Observations from Enter and View authorised representatives on Additional Facilities

- There were handwashing and drying facilities, an emergency button instead of an emergency cord and a support arm for the toilet. There was clear signage to the toilets.
- There was no evidence of access to British Sign Language support or a hearing loop. There was no evidence of a translation service for Asylum Seekers and Refugees.

Observations from Enter and View authorised representatives on Dementia Friendly Approach

- St James House was on one level with clear signage showing pictures that were dementia friendly as shown below.



- St James House was clutter free, with flooring a contrasting colour to the furniture.
- There were no clocks visible on the walls in the lounge area.

Recommendation 3: All staff to be Dementia Friends trained, one member of staff to attend Blackburn with Darwen Dementia Alliance meetings regularly and for St James House to work towards becoming a dementia friendly organisation and inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.



Recommendation 7: To provide a large coloured clock in the lounge area and to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.


Observations from Enter and View authorised representatives on Cleanliness and Maintenance of Communal Areas

- This care home was very clean throughout. The skirting boards and door frames could do with repainting.


Observations from Enter and View authorised representatives on Patient Involvement

- There were posters on the patient and visitors notice board for relatives to be involved in the care plan monthly update.


Observations from Enter and View authorised representatives on Safety

 All floors were clear of obstructions and trip hazards. Upon arrival, all the Enter and View authorised representatives were asked to sign in as visitors.

Observations from Enter and View authorised representatives on Staffing, Leadership and Promoting Positive and Respectful Attitudes

 During the Enter and View visit the staff talked to the residents respectfully. There were some lovely interactions from staff who were very gentle with the residents and did an amazing job. The staff were very friendly and helpful thorough out our visit. The staff had ID badges and looked well-presented in their uniforms. The names and photographs of key staff were not displayed. All the staff we spoke to were very obliging, positive and co-operative throughout our visit. The manager was visible throughout our visit. There were no negative interactions observed by Enter and View representatives at St James House during our visit.

Observations from Enter and View authorised representatives on Outside area

 The outside and garden area at the back of the care home was not currently in a state that was pleasant or suitable for residents to use. There were no seats outside and the garden did not provide interesting focal points such as bird tables and flower beds. Two pictures of the outside area are shown on the next page:



2.5 Recommendations

Recommendation 1: To involve residents in putting interesting focal points in the garden such as bird table, bird feeders and flower beds. St James House to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

Recommendation 2: To plan and deliver more activities to engage with residents:

NICE Guideline NG32 - Older people: independence and mental wellbeing

1.1.2 Involve older people in the design and delivery of activities

1.1.3 Ensure each activity:

- Includes a clear description of what is on offer
- Takes places at regular times and in a regular location
- Provides the opportunity to socialise
- Complements other activities that may support different aspects of older people's independence and mental wellbeing, such as their physical health, their sense of belonging to a community ('social connectedness') and their sense of purpose

1.1.5 Ensure activities are inclusive and take account of a range of different needs (for example, think about the needs of older people with an age-related disability).

St James House to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

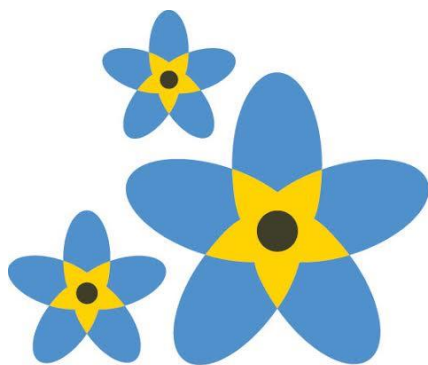
Recommendation 3: To increase residents' awareness of other food choices if they don't want what is on offer, which adheres to:

NICE Guideline NG22 - Older people with social care needs and multiple long-term conditions

1.5.14 Ensure people have a choice of things to eat and drink and varied snacks throughout the day, including outside regular meal times

St James House to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

Recommendation 4: All staff to be Dementia Friends trained, one member of staff to attend Blackburn with Darwen Dementia Alliance meetings regularly and for St James House to work towards becoming a dementia friendly organisation and inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.



Working to become
**Dementia
Friendly**

Recommendation 5: To involve all residents in the planning of their care, which adheres to:

NICE Guideline NG22 - Older people with social care needs and multiple long-term conditions

1.1.3 When planning and undertaking assessments for older people with social care needs and multiple long-term conditions, health and social practitioners should:

- Always involve the person and, if appropriate, their carer

St James House to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

Recommendation 6: To provide a large coloured clock in the lounge area and to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

1.2 Service Provider Response

Comments from Emma Hine, Registered Manager received on 20 February 2018 are:

“We are very happy with this report. We were really pleased with how Healthwatch Blackburn with Darwen representatives conducted themselves during the visit. We are currently working towards these recommendations.”

1.3 Distribution List

This report will be distributed to the following:

- Blackburn with Darwen Borough Council Public Health
- Blackburn with Darwen Borough Council Adult Social Services
- CQC
- Healthwatch England
- CCG Blackburn with Darwen

2.9 Contact Details

If you would like more information about Healthwatch Blackburn with Darwen, a hard copy of this report or to find out how you can get involved in future projects please get in touch.

Address:

Healthwatch Blackburn with Darwen, Suite 17, Kings Court, Blackburn, BB2 2DH

Telephone:

01254 269080

Email:

info@healthwatchbwd.co.uk

Website:

www.healthwatchblackburnwithdarwen.co.uk