

## The Knowle Care Home

### Enter and View Report

**Contact Details:**

The Knowle Care Home  
5/7 Egerton Road,  
Ashton-on-Ribble,  
Preston.  
PR2 1AJ

**Staff met during visit:**

The Manager, Donna Morrow, the homes Director, Kim Rogerson and members of the care staff team.

**Date and time of visit:**

Thursday 12th May 2016

**Healthwatch Lancashire Authorised Representatives:**

Linda Brown (Lead)  
Michele Chapman  
Becky Willshaw

**V1:3**

# Healthwatch Lancashire Enter and View Report

## 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.

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)

### **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.***

# Healthwatch Lancashire Enter and View Report

## General Information

The Knowle Care Home is privately owned with places for twenty-one residents with a one bed vacancy at the time of our visit.

According to the website [carehome.co.uk](http://carehome.co.uk) the home is classified as care home only (residential care) and registered care categories include dementia and old age. Specialist categories include Alzheimer's, hearing impairment and deafness, Parkinson's disease, speech impairment, Stroke and visual impairment.

The Knowle Care Home has its own dedicated website that gives information about the care and facilities on offer. This can be found at [knowlecarehome.co.uk](http://knowlecarehome.co.uk).

## Acknowledgements

Healthwatch Lancashire would like to thank the Manager; Donna Morrow, the homes Director; Kim Rogerson together with staff and residents for being so welcoming and taking part in the visit.

## Methodology

The Enter and View team visited The Knowle Care Home on the morning of Thursday 12<sup>th</sup> May 2016.

We spoke to six residents, where possible, structuring our conversations around a questionnaire covering four themes (Environment, Care, Nutrition and Activities) designed to gather information concerning residents overall experience of living at the home.

In addition, we spoke to three staff but, on this occasion, we were not able to provide feedback from any relatives. The team also recorded their own observations on the environment and facilities.

These observations were scored on a scale of 1 to 5:

**1 = Poor, 2 = Below Average, 3 =Average, 4 =Good, 5 = Very Good.**

## Healthwatch Lancashire Enter and View Report

### Enter and View Observations

#### **Pre Visit**

The team evaluated several areas prior to our visit including the informative value of the brochure and website together with the manner of response to any telephone enquiries.

The Knowle Care Home's dedicated website is informative and gives details of the care provided and the daily living and care expectations. A printed leaflet for The Knowle Care Home was available at the facility.

Phone contacts made with the home prior to the visit were answered in a timely manner and were helpful and friendly.

**The pre visit was scored as 5/5**

#### **Location**

The Knowle Care Home is situated near the main dockland area of Preston with parks and public amenities close by. A GP surgery and pharmacy are within walking distance and a bus stop is conveniently available on the adjacent road to the home.

On arrival the team noted that there are no disabled parking bays for visitors, with only space for two cars on the driveway which was full at the time of our visit. However, there was sufficient road side parking in front of the home. Disabled access to the building can be gained via a temporary ramp to the side of the property but this was prevented by a car in the driveway. The home was clearly sign posted.

**The location was scored as 4.5/5**

#### **External Environment**

The external environment was well maintained and pleasant, with mature gardens to the front and rear of the home. The very attractive garden area was in use by residents on the day of our visit and the Enter and View team walked through the gardens with several residents. There were two large raised planter beds which were intended for residents to plant up as an activity according to the Manger. Garden furniture, complete with parasols, were well maintained and comfortable. The addition of a water feature and bird feeders added to the interest of the garden for residents.

The garden was secure with locked gates which provided a safe and large area for the residents to sit outside and enjoy the gardens.

The garden patio was noted to be uneven in areas outside the conservatory doors and could pose as a potential trip hazard.

A smoking shelter was seen at the side of the home used by both residents and staff.

On arrival it was clear where visitors should report to and entrance to the home was secure, gaining access by ringing the doorbell and exiting using a keypad. The door was answered in a timely manner by the Activities Coordinator and the Manager.

**The external environment was scored as 4.5/5**

# Healthwatch Lancashire Enter and View Report

## Internal Environment-First Impressions

The Manager; Donna Morrow the Activity Coordinator and Kim Rogerson the Director of the home introduced themselves and made us feel very welcome, offering us a drink and inviting us to sign into the visitors book in use. Hand sanitiser was available at the front entrance door. A very pleasant odour was noticed throughout the home. The entrance hall was well maintained and inviting.

**Internal Environment-First Impressions scored as 5/5**

## Reception

There was no specific reception area and we were shown from the entrance hallway into the Manager's office which was next to the dining room and could be easily accessed by residents and visitors on their route into the conservatory area. Next to the Manager's door a white board displayed the names of staff on duty, and in addition a large menu board showed the meals being served throughout the day. Notice boards with useful and up to date information were noted including, names and photographs of staff, a large pictorial activity board, a concerns box and the homes Gold Standard Framework notice. The Healthwatch Lancashire poster was clearly on display.

**The reception area was scored as 4.5/5**

## Corridors and bathrooms

The communal areas were well lit and smelled pleasant throughout. There was no evidence of clutter and there was space for walking aids. Wheelchair access may have been difficult throughout some of the home such as the corridors and dining room. Handrails were not available on the corridors but due to their narrowness there was no need for them.

Toilets and bathrooms were well sign posted with dementia friendly signage and handrails available in the bathrooms. The toilets were situated close to public lounges, the dining room and entrance. Toilets were dementia friendly with contrasting coloured seats. The bathrooms were clean and free of clutter with hand towels and soap available. It was noted that staff were aware when toilets were in use by residents although there was no signage to indicate as such.

**The corridors and bathroom areas were scored as 4.5/5**

## Lounges, Dining and other Public Areas

There are a number of lounges in a cluster at The Knowle Care Home so moving between them is easily achieved and supports interaction. There was a large and bright conservatory adjacent to the lounges where you can find access to the garden area. The conservatory in particular was very homely and a central hub for residents. An appropriate radio station with news and music was on in the background and there was a piano in the corner. Seating within the lounge and conservatory areas promoted social interaction between the residents and people visiting. Fresh flowers were on display and the home was very pleasant and clean. A hairdresser was in the conservatory with several residents who were conversing around the 'salon' area. The television was on in the other two lounge areas although one of them was

## **Healthwatch Lancashire Enter and View Report**

referred to as the 'quiet lounge'. One or two residents were watching TV and some were playing or watching dominos. It was noted by the team that the residents appeared to know each other quite well. The dining room tables were attractively set with table cloths and tables settings but there did not appear to be quite enough seating for all residents when the home is fully occupied. The team observed that at lunchtime there were several residents who chose not to eat in the dining room. There was a relaxed atmosphere and residents were supported to eat where they chose. There was adequate seating everywhere else in the home.

**The lounges, dining and other public areas were scored as 4/5**

### **Observations of Resident and Staff Interactions**

There appeared to be enough staff on duty for the amount of residents within the home. The Activities Coordinator was present on the day of our visit and was interacting with residents one to one and playing games. The staff knew the residents by name and there was frequent banter heard between staff and residents. Most residents seemed to be independent but assisted unobtrusively when needed. Staff were seen to be patient and encouraging when helping residents. The Enter & View team noted that the atmosphere was very calm and relaxed in the home.

The Activity Coordinator said that residents enjoyed sing-a-longs, board games, baking and outings some of which are arranged to take small groups or on a one-to-one basis. We were told that there are two part-time activities coordinators, both with different interests in terms of organising trips, entertainment and activities. Hired minibuses are used for excursions and trips to places such as the movies, shows at the Guild Hall Preston and Blackpool illuminations. A party was taking place in the coming month to mark the 30th birthday of the home to which visitors were invited (posters were on display to promote this).

A chiropodist and manicurist visit every two weeks and the hairdresser visits weekly.

No call bells were heard during our visit but this could be explained by the large number of residents in the communal areas rather than in their rooms. Call bells were evident on the walls in the lounges and bathrooms. This was confirmed by the care staff.

**Resident and staff interactions were scored as 5/5**

**Overall the Enter and View Project Officers rated the environment and facilities as 4.6**

### Additional Information

The Manager and Director told us that:

- There are two kitchen staff that cover seven days a week.
- There is a dedicated handyman who works most days at the home.
- The Dentist and GP visit if necessary.
- Disabled access is behind a closed curtain and there is an electric key turn at high level for security. It was stated that residents have to be assisted to leave this door by a member of staff.
- Planning permission has been applied for, to increase the number of bedrooms with en-suites and incorporate additional wet rooms within the home.

# Environment

### Summary of responses from six residents:

- All but one respondent was happy with their rooms.
- All but one respondent felt they had privacy in their own rooms.
- All respondents thought the home was pleasant and clean.
- All respondents told us there was a quiet lounge available for them to use.
- All respondents told us there was a garden where they could sit out.

### Quotes from residents:

“You have privacy in your room if you want it.”

“I go to my room if I have visitors.”

“If I have visitors, they sit in here with everyone else, we all get on.”

“I go out in the garden and walk around often but it is very secure, there are bolts on the gates around each side of the home. I try them every now and again but they are always locked up so people are safe.”



### Care

#### Summary of responses from six residents:

- All respondents felt they are treated with dignity and respect.
- All respondents said they could talk to a member of staff if they had any concerns.
- All respondents told us they felt safe at The Knowle Care Home.
- All respondents who had used their call bells told us that call bells and requests for help were answered in a timely manner.
- All respondents told us they have a choice about when they get up and go to bed.

#### Quotes from residents:

“I have talked to a member of staff and they are sorting out the lock on my door.”

“I definitely feel safe here.”

“I have never had to use a call bell.”

“It is like a home from home. I have no complaints.”

### Food Nutrition

#### Summary of responses from five residents:

- All respondents were happy with the food.
- All respondents told us they had a choice of menu.
- All respondents said they always had drinks available to them.
- All respondents told us they were able to choose where they ate their meals – in the dining room or in their own rooms.

#### Quotes from residents:

“Everyone who has a birthday has a cake made for them by the chef.”

“Staff will offer you something else at mealtimes if you don’t want what’s on offer.”

“There is a set menu with two choices at mealtimes.”

“You just ask and staff will bring you a drink anytime.”

“We have our breakfast and then staff bring drinks and biscuits mid-morning, then we have lunch and in the afternoon we get another drink before tea.”

“I can choose where to eat my meals but I just like the dining room.”

### Activities

#### Summary of responses from six residents:

- All respondents found the staff helpful and friendly.
- All respondents told us they could have visitors at any time.
- Most respondents said there were activities and outings available for them to take part in.
- All respondents told us that they were supported to pursue their own interests.

#### Quotes from residents:

“The staff are very kind indeed.”

“The staff are very helpful and friendly.”

“There are singers and entertainers that visit.”

“I am not interested in doing activities.”

“I go for a walk around the garden and walk to the shops with the staff. Entertainers come in and we have singers. Activities are more individual.”

“I love the church. I get visits on a Thursday and a Sunday after service.”

“I like knitting.”

“I like reading and my family bring in books.”

### Relatives and Friends Views

**No visitors were at the home at the time of our visit.**

### Staff Views

We had an opportunity to speak to three members of care staff about their experience of working at The Knowle Care Home.

#### Summary of responses

- All staff said there were enough staff when on duty.
- All staff felt supported to carry out person centred care.
- All staff thought they had enough training to enable them to carry out their duties well.
- All staff reported being happy working at The Knowle Care Home.
- All staff would be happy to recommend this home to a close relative.

#### Quotes from staff:

“The home is well staffed.”

“There is a lot of ongoing training.”

“I love my job. It is very rewarding.”

“I am very settled here.”

“I don’t have elderly relations so I treat all the residents as if they were my own.”

“I already recommend this service, one of the residents is related to my step mum.”

### **Response from provider**

The Registered Manager was given the opportunity to respond to the findings in this report prior to its publication. Some feedback was given by phone but to date no written response has been received.

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