

# Primrose Bank Rest Home

**Enter and View Report**

**Contact Details:**

Primrose Bank Rest Home  
153 Breck Road,  
Poulton-le-Fylde  
FY6 7HJ

**Staff met during visit:**

The Operations Manager; Nick Dutton, Senior Supervisor; Debbie Ritson, Office Administrator; Jenny Abbas and members of the care staff team.

**Date and time of visit:**

28th April 2016, 10.30-12.30

**Healthwatch Lancashire Authorised Representatives:**

Linda Brown (Lead)  
Michele Chapman  
Becky Willshaw  
Peter Dargue (Volunteer)

**V1.3**

### 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.**

### General Information

Primrose Bank Rest Home is privately owned with places for 28 residents with no vacancies at the time of our visit.

According to the website carehome.co.uk the home accommodates the needs of Dementia, old age, physical disability and sensory impairment. Specialist categories include Alzheimer's, Cancer Care, Hearing Impairment & Deafness, Parkinson's Disease, Speech Impairment, Stroke and Visual Impairment. However, we were informed by the team that they do not cater for the needs of residents affected by Dementia.

Primrose Bank Rest Home has its own dedicated website that gives information about the care and facilities on offer. Each person is assessed to ensure that the home can meet their needs individually.

### Acknowledgements

Healthwatch Lancashire would like to thank the Operations Manager; Nick Dutton, together with staff, residents and visitors for being so welcoming to us and for taking part in the visit.

### Methodology

The Enter and View team visited Primrose Bank Rest Home on 28th April 2016.

We spoke to ten 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, and two 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.**

### 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.

Primrose Bank Rest Home has its own dedicated website that gives information about the care and facilities on offer including key workers and details about the homes events. This information can be printed as a brochure.

All telephone contacts with the home were positive and friendly. The Manager informed us that she would be on holiday and that our visit would be facilitated by the Operations Manager.

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

#### Location

The home is situated close to local amenities and public transport and has a dedicated car park, however due to building work at the home some of the carpark was restricted. There was disabled parking and access. There was a small sign on the gate post to identify the home but it was not easily seen from the road.

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

#### External Environment

On arrival the team considered whether the external environment was pleasant, welcoming to visitors and if residents had the facilities to sit outside, when appropriate.

The team found the external environment was currently undergoing building work to extend the home from 28 bed to 45. The property was well maintained and had evidence of a remaining front garden where residents could still sit out. We were told by the Operations Manager that the side garden was going to be fully landscaped again, once the extension work had been completed, so that residents will have additional gardens for their use. Residents confirmed that they had use of a 'lovely' garden prior to the building work but could still use the front garden when the weather permitted.

On arrival it was clear where visitors should report to and the entrance to the home was secure with a finger print identity pad in use that regular visitors and family could use to gain access to the home.

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

#### Internal Environment-First Impressions

The Operations Manager greeted us at the door on our arrival and made us feel very welcome. He was keen to explain the current building works in progress and to facilitate our visit. We were shown to a comfortable and quiet lounge and introduced to other members of the team who also made us feel very welcome and were able to give us useful information about the home and activities available.

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

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### **Reception**

The newly refurbished reception area was bright and airy with seating and fresh flowers on the reception desk. We were invited to sign into the visitors book in use and the Healthwatch Lancashire poster was on clear display. Useful notices that were up-to-date were noted on display, such as, the Complaints Policy, Handbook of Care, and Dignity in Care. In addition to this a large display screen provided information updates, such as the latest weather forecast and today's date. The Operations Manager told us that he wanted to put more news and information through the screen such as the activities schedule and upcoming events. The names and photographs of staff were not displayed to aid their identification to residents and visitors. The small reception area was very welcoming and pleasant.

**The reception area was scored as 4/5**

### **Corridors and bathrooms**

All corridors and bathrooms were well lit and without discernible odour. The flooring was safe and unworn. Downstairs corridors were uncluttered with sufficient space for walking frames and wheel chairs with additional handrails for those who may need them. The corridors upstairs, due to the layout of the home, were narrower in places and upper floors were accessed by a chair lift. A small seating area had been created on one of the upstairs corridors where residents could sit and rest or socialise if they wanted to.

Information technology was being utilised with the introduction of iPads and keyboards to enable staff to check and update care plans and records as they completed their care so that they were quickly updated. Other health professionals were also able to record their notes using this system. The Operations Manager told us that with the introduction of the iPad system, care plans and records are more detailed as staff are able to input more information at the point of care.

The bathrooms and toilets were very clean with all appropriate adaptations, close to communal areas with a sufficient supply of soap, toilet rolls and paper towels. The bathrooms and toilets did not have dementia friendly adaptations or signage but we were told that the home did not have residents who were affected by dementia. It was noted that plastic pockets in bathrooms and on some doors contained typed instructions, the team considered whether it may have looked better and reduced cross infection risk if they had been laminated.

Resident's doors were personalised with resident's items of choice with doors being named after flowers.

**The corridors and bathroom areas were scored as 4/5**

### **Lounges, Dining and other Public Areas**

Lounges, dining and public areas were very comfortable and homely with plenty of small seating areas to support social interaction and quiet spaces. It was observed that residents moved freely around the home and were able to use any of the smaller more intimate lounges on the different floors, two of which are dedicated for those who want to watch television. A second large quiet lounge was available to residents, which again had comfortable seating arrangements which aided social interaction. Members of the Enter & View team noted that some rooms within in the home felt a little cool and some residents expressed feeling cold.

The large downstairs dining room was set with table cloths and place settings which are moved to one side in order to accommodate activities. The main kitchen was situated off the dining area and the door was open for residents to observe the activity in the kitchen. The meals were home made on site and the day's menu was displayed in the dining room. This notice was small and typed as was the activity schedule and may have benefitted from being larger to assist residents with visual impairments. However, the

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

Operational Manager told us that staff are told daily what is on the activities schedule so that they can share this with the residents in their care. The menu was set but residents confirmed that they would be offered other choices if they did not like what was on offer.

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

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

The Enter and View team observed the interaction between staff and residents, staff numbers, response times and the quality of person centred care offered.

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The team noted that there appeared to be sufficient staff on duty at the time of our visit and that there was good interaction between staff and residents with staff knowing residents well and by name. Staff responded to residents when they asked for assistance and call bells were answered in a timely manner. There appeared to be evidence of a variety of activities for residents to take part, such as, Pilates, chair based exercises, knitting, sewing and cards with an activity being offered every day. A member of staff also brings in her dog on occasion for the residents to pet.

Outside entertainers visit regularly on a monthly basis and a 'tea party' day has been organised to raise money for charity. In addition to this trips to the local pub and ice cream parlour are offered to residents, dependant on the weather, as some residents like to walk and other residents are aided by wheel chair. The Operations Manager told us that they also use taxis or hire minibuses for other trips. A member of staff is currently organising the activities and entertainment but will become the full time activity coordinator in the future when there will be more residents.

On the morning of our visit the activity was chair based exercises facilitated by a member of the care staff team which appeared to be very popular with residents.

We were told by staff that the home has visits from a hairdresser, chiropodist and the mobile library service. Residents could also order their own newspapers and a number of residents were seen reading newspapers.

It was noted that the staff were easily identified in uniforms.

**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 Operations Manager told us that:

- The home operates within the 'WIN' (Wyre Integrated Care Team) care home communications pathway which enables better communication between the care home, GP practices and integrated therapies to share information about changes to resident's care needs.
- The bathrooms are to be upgraded to incorporate wet room facilities and more modern décor and bathing equipment. One bathroom is to be converted into a dedicated hairdressing salon.
- An activity co-ordinator will become full time when the home is open to more residents on completion of the extension works.

### Environment

#### Summary of responses

- All respondents were happy with their rooms.
- All respondents 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 but one respondent told us there was a garden where they could sit out.

#### Quotes from residents:

**“My room is comfortable and close to everything.”**

**“My room is small but adequate.”**

**“The building work gets me down.”**

**“I like the staff around, coming and checking on me when I’m in my room, it’s nice.”**

**“I have privacy, it’s up to me if I want it or not.”**

**“We have our rooms to use if we have visitors.”**

**“There was a nice garden but now we have work going on outside.”**

**“We can go out in the garden whenever we like.”**



### Care

#### Summary of responses

- 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.
- Most respondents told us that call bells and requests for help were answered in a timely manner.
- Most respondents told us they have a choice about when they get up and go to bed.

#### Quotes from residents:

**“The staff really respect us.”**

**“The staff are always very pleasant, they are excellent.”**

**“The staff couldn’t be better.”**

**“All staff are freely available to talk to.”**

**“If I wanted to talk to someone I would go to my family first, but we are all very content here.”**

**“I feel really safe here, especially at night. I used to live on my own.”**

**“We’ve got a button we can press if we don’t feel safe.”**

**“I’ve never used my call bell.”**

**“I pressed my button one night when my leg was aching and two of them came straight away to help me.”**

**“I have my own routine, I like to go to bed early and they help me with that.”**

**“To a certain extent I have choice about my routine.”**

**“They don’t tell you when to go to bed but 10pm is the latest you can be up.”**

### Food Nutrition

#### Summary of responses

- All respondents were happy with the food.
- Most respondents told us they had a choice of menu.
- Most 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:

**“The meals are very good.”**

**“There is a choice of menu but they would make you something else if you didn’t want it.”**

**“There is sometimes two choices at mealtimes but everyone generally has the same.”**

**“There are two choices; a hot meal or sandwiches.”**

**“There is not always an alternative on the menu but they will make you something else if you want.”**

**“If we want a coffee we can’t make our own.”**

**“We just get drinks at set times, they come round at intervals.”**

**“We are regularly offered drinks.”**

**“I can help myself to drinks.”**

**“I sometimes like to have my lunch in my room whilst I watch television.”**

**“Staff prefer us to eat in the dining room.”**

**“We all sit together, it’s nice.”**

### Activities

#### Summary of responses

- 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/or outings available for them to take part in.
- All respondents told us that they were supported to pursue their own interests.

#### Quotes from residents:

**“Everybody here is really nice.”**

**“The staff are very helpful.”**

**“Visitors are not encouraged at meal times.”**

**“There are always things happening and we are given freedom to do what we like. There is plenty of time to catch up with each other and make friends.”**

**“Some days there are activities, there are always different things happening and I go out with my daughter.”**

**“I don’t particularly want to join in with activities.”**

**“We have the best laugh of our lives, we have just been laughing so much during the chair dance.” “There is something happening every day that we can take part in.”**

**“Residents can go for a walk if they want to.”**

**“I have made a friend and we sit together. You can do as you like.”**

**“I like to watch TV in my room and sometimes the lounge. I don’t really like to do much else.”**

**“I like to read the newspaper, I’m a great reader. Staff bring the paper to my room.”**

**“I get to read lots with the mobile library.”**

**“I’m quiet and I like to watch the activities.”**

**“I like knitting and watching television.”**

### Relatives and Friends Views

#### Summary of responses

Two visitors completed the 'Friends and Family' questionnaire.

- Both respondents said that they feel positive in relation to the service generally.
- One respondent told us that their relative had made friends at the home.
- Both respondents thought that their relative felt safe at the service.
- Both respondents felt that they are kept informed about their relative and involved in care plans.
- Both respondents knew what the arrangements were for their relative in the event of an emergency.
- Both respondents were satisfied with the level of support their relative receives from other local health services such as GPs, dentists, pharmacies.
- One respondent said they are encouraged to get involved in activities and events at the service.
- Both respondents would recommend this service to others.

#### Quotes from relatives and friends:

**"The home is very relaxed; the staff are very helpful."**

**"The staff do a difficult job, very well."**

**"I have complete confidence in the staff and the home."**

**"Routine and repetition seem very reassuring to residents."**

**"Staff dealing with residents everyday sometimes see changes in their behaviour which is then passed on to relatives who may not notice these subtle changes when visiting."**

**"My family has no concerns; the service responds quickly."**

**"My mother isn't fond of group activities."**

**"I would recommend Primrose Bank highly."**

**"The staff seem very kind to everyone, the room and personal clothes are well kept. If I didn't have a good opinion of Primrose Bank my mother wouldn't be there."**

### Staff Views

We had an opportunity to speak to three members of care staff about their experience of working at Primrose Bank Rest 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 Primrose Bank Rest Home.
- All staff would be happy to recommend this home to a close relative.

#### Quotes from staff:

**“We have enough staff the majority of time.”**

**“I have worked other places where I have felt under pressure but not here.”**

**“I would have recommended this care home to my dad.”**

**“I have worked in some care homes I wouldn’t recommend, but I would recommend this one.”**

### **Response from provider**

The Registered Manager was given the opportunity to respond to the findings in this report prior to its publication. To date no response has been received. Feedback about the Enter & View process has been attached.

### 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? Your feedback will be included in the published report.

<b>Organisation Address</b>		<b>Premises –if different</b>
153 BRECK ROAD Poulton-le-Fyde FY6 7HJ		
<b>Contact Name</b>		<b>Telephone Number and/or email</b>
		01253 884488
<b>Name of Healthwatch Enter &amp; View Authorised Representatives</b>		<b>Michele Chapman-Senior Project Officer</b>
		<b>Linda Brown-Project Officer</b>
		<b>Julie Downs-Project Officer</b>
<b>Date &amp; Time of Enter &amp; View</b>		28.4.16
<b>Were you happy with the Enter &amp; View Arrangements prior to the visit? Comments-</b>		
Yes		
<b>Please outline any Positive aspects of the Enter &amp; View visit.</b>		<b>Comments-</b>
The visit will give the residents an opportunity to speak with non-bias representatives, & a chance to air their views.		
<b>Please outline any Negative aspects of the Enter &amp; View visit.</b>		<b>Comments-</b>
Residents have complex physical & mental needs which may not fully be appreciated by visiting personnel who have not met them before.		

Please use this space to comment on how you think we could improve your experience of 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.

The Enter & View visit was a positive experience.

Completed by	J Moore
Position	Proprietor
Date	13.5.16