

Balmoral Care Home



Enter & View

22nd April 2022

10am-12pm

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 & View team on that date.

Contact Details

2 Conway Avenue
Blackpool
Thornton Cleveleys
FY5 3JH

Person In Charge

Diane Ramsbottom

Healthwatch Blackpool Authorised Representatives:

Beth Martin
Amy Butler

Acknowledgements

Healthwatch Blackpool would like to thank the residents at Balmoral Rest Home staff and Diane for making us feel welcome.

General Information

- Privately owned by 'Robert and Brenda Lambert'
- 32 bedrooms, 14 of which have en-suite facilities
- 21 residents occupied Balmoral Rest Home at the time of our visit.
- The latest CQC inspection and review rated this home as **good**.

Announced visit

What is Enter & View?

We have the statutory right to carry out 'Enter and View' visits, which involves trained authorised representatives of Healthwatch Blackpool to enter those premises where health and care is provided, to observe the nature and quality of the services. These visits are an opportunity to collect views directly from service users, their family and carers and to observe the quality of the service provided.

The visit was part of our programme of Enter and View visits to care home facilities in Blackpool. The aim of the visit was:

1. To find out about service users' experience of the home in relation to:
• **Daily Life** • **Quality of Care** • **Activities** • **Involvement of service users and carers**
2. To identify examples of good practice
3. To highlight any issues or concerns from service users and relatives and any ideas for improvements

Resident Feedback

Healthwatch Blackpool engaged with nine residents at the time of our visit.

Daily Life

"It could be better"

"Its OK, but nothing beats home"

"Yes its nice here, comfortable"

"I have quite a small room"

"I like to read the newspaper and have lots of poetry books"

"Its boring, most people can't get out"

"I have been here around five years, I have a TV in my room. I have a phone too, but I am not sure if it works"

"We have call bells, there has been some problems and sometimes they don't work"

"Need cushions for the outdoor chairs, they are uncomfortable"

"I get the daily newspapers"

"I can get out to go for pub grub"

"No visitors are allowed in"

"There's worse places"

"The days are long"

"You can't see the TV in the afternoon for the sun. Need some blinds really"

"Its been over 12 months since I've had fresh air. I would love to get out and feel some fresh air"

Food

"The food is good"

"I would like to have meat pudding"

"I am not a big eater, the food is nice though"

"You can have what you want"

"The food is OK"

"The food is alright, we get braised steak veg and potatoes"

"You have only got to ask if you want more food and feel comfortable to"

Quality of Care

"The staff help"

"I can speak to the manager or owners"

"Its good to speak up if you want anything the staff will help"

"The staff are pretty good but a lot have left. Got quite a few new ones"

"It takes time to get used to everyone's ways"

"They have been a bit short staffed"

"The carers are lovely and they work hard. They are smashing with me"

"Natasha is lovely, she wakes me up with my favourite song in the morning"

Activities

"There are no activities"

"There are no activities, they have dropped off"

"We used to have music"

"We used to have things in the afternoon"

"We don't, it would be good to have bingo with prizes or gardening"

Involvement of service users and carers

"I can speak to the manager or owners"

"There is no residents meeting here"

Visit summary and observations

Pre visit

The visit to Balmoral Care Home was prearranged as per the Healthwatch Blackpool work plan. The home was notified via letter ten working days before the site visit. The visit was conducted in line with infection prevention control measures and appropriate PPE was worn by visiting staff. Testing and vaccination status information was shared with the care provider on the date of the site visit.

The home was asked to display posters and make residents families aware of the planned visit.

First impressions

Balmoral Care Home is situated on Conway Avenue, Thornton Cleveleys. The home is a stones throw away from local amenities and is signposted from the roadside. The home has on site car parking at the side of the building though the external environment was under renovation and scaffolding was present.

We were invited into the home by Diane, the home manager, who gave us a service overview.

The home is registered for thirty-two residents and there is a top up fee. On the date of our visit, twenty one residents occupied Balmoral Care Home. The home has two floors and each floor has two bathrooms. All rooms have a small washbasin as standard.

Balmoral has a small passenger lift and there is two communal lounges and two dining areas on the ground floor. Diane told representatives that she is new in post and the home has undergone lots of changes. Diane explained that there's current work being carried out on the roof and three rooms are under renovation. Diane explained that there is no set routine at the home.

Diane explained that communication with family members and regular visitors has been supported during the Covid-19 pandemic. She informed representatives that the home has a visiting pod and that garden visits have been promoted. She explained that the home are back to having visitors within the home. Diane explained that the home are in the process of setting up a Facebook page to interact and share updates with residents loved ones.

Diane explained that the home does not have a set menu, however the main meal is served at lunch time. Diane explained that if residents do not like the choice they can request something different. Diane explained that breakfast is a selection of hot and cold options and todays lunchtime meal is fish.

On site at the time of our visit were seven staff members. The home most typically has two cleaners, one cook, two carers and the manager. The home does not currently have a residents meeting as some residents do not want to get involved. Diane explained that staff try to have daily conversation with residents. The home was quiet, with staff accommodating the visit.

Diane explained that residents have call systems to alert staff if support is required.

Environment and communal spaces

The environment at Balmoral Care Home was observed to be clean and staff were welcoming.

Representatives observed two lounge areas, two dining areas, courtyard and the downstairs communal corridors and shared spaces. The lounge areas were equipped with TV and radio. Residents were observed spending time watching TV and reading newspapers. Healthwatch representatives observed activity stations with colouring and nail varnishes within one of the dining spaces.

Representatives spoke to numerous residents who were spending time in the shared spaces and courtyard. Representatives saw a copy of the 'useful information' file along with the compliments file. The menu was recorded on a menu board situated in the dining space near the main lounge.

Diane explained that the home does not have an activities coordinator and carers tend to encourage activity between the 11:00am tea trolley and lunch. Diane explained that, before the pandemic, the home used to have visiting activities such as organ playing and pet therapy.

Observations of resident and staff interaction

Healthwatch representatives observed care staff asking residents if they would like refreshments, teas and coffees. We observed staff encouraging residents to get involved in nail painting and colouring.

Residents engaged with Healthwatch representatives and were accommodating of the planned visit, although there seemed to be reluctance from some residents to talk about their daily life.



Visit Images



Overall visit summary

Overall the visit to Balmoral Care Home was positive and staff and residents were accommodating of Healthwatch representatives visit. Feedback on the visit suggested that residents were happy with the overall physical environment but would like to see more activity and involvement within the home. Residents said "the days are long" and suggested "gardening" and "bingo". Residents feedback on staff was generally positive, though there was an acknowledgement that the home has been short staffed.

We saw staff treating residents with kindness, offering drinks and activity. It was great to observe a clean environment.

Thank you to all of the staff and residents for being so accommodating.
Healthwatch Blackpool noted some areas of improvement on this visit, they are noted below.

Managers feedback

We feel the visit went well it was interesting to hear the resident's feedback

Feedback/Observation	Care Home Management Response	Action to be undertaken by when/whom?
<p>Daily life</p> <p>"It could be better"</p> <p>"Its boring, most people cant get out"</p> <p>"Its been over 12 months since I've seen fresh air. I would love to get out and feel some fresh air"</p>	<p>The home encourages the residents to get outdoors we have an open door policy here, we do not stop anyone from getting fresh air the only time this would be stopped is if there is a DOLS in place. We understand that during the pandemic a lot of family visits stopped and this stopped a lot but this has now re started and visitors are allowed.</p>	<p>Now that restrictions have been lifted we are looking to get Balmoral back to some sort of normality. We are hoping that the residents families will visit more and take out their family. And we are hoping to get some outings booked in so they have something to look forward too.</p>
<p>Activities</p> <p>"There are no activities"</p> <p>"There are no activities, they have dropped off"</p> <p>"We used to have music"</p> <p>"We used to have things in the afternoon"</p> <p>"We don't, it would be good to have bingo with prizes or gardening"</p>	<p>Unfortunately when the pandemic started the activities had to stop as we couldn't have anyone in to entertain the residents . we do ask the residents if they would like to do any arts and crafts. Now the restrictions have been lifted we will look at getting entertainment back into Balmoral.</p>	<p>We have afternoon tea and games and music all prepared for the Jubilee bank holiday where we will ask family members to join in . We are looking into bringing in the entertainment we used to have and possibly getting an activities co-ordinator in to liven things up.</p> <p>The activity side of things myself is trying to organise more and I am doing a jubilee afternoon tea we are decorating the place and having arts and crafts and music this will commence 03/06/2022</p> <p>In regards to gardening our cook Lesley has asked if she can maintain the gardens and get some new flowers she will be asking the residents if they want to help this will commence w/c 16/05/2022</p>
<p>Courtyard</p> <p>"Need cushions for the outdoor chairs, they are uncomfortable"</p> <p>Back Lounge</p> <p>"You cant see the TV in the afternoon for the sun. Need some blinds really"</p>	<p>Now this has been bought to our attention we will look into sorting these.</p>	<p>I have passed on this information to our proprietors and they will look into some cushions for the outdoor seating . the window in question has been noted and again they will look into something to cover up the windows for their comfort.</p> <p>In regards to the windows and the sun being bright the Proprietors are looking into this and will hopefully find a solution for this as the window itself is very large no date can be given for this.</p>

Feedback/Observation	Care Home Management Response	Action to be undertaken by when/whom?
<p>Staffing</p> <p>“The staff are pretty good but a lot have left. Got quite a few new ones”</p> <p>“They have been a bit short staffed”</p>	<p>We do have a few new staff members but we also have a lot of staff that have been with us for many years staffing a rest home is always ongoing as we need to deliver good quality care. We are not short staffed we only have 19 residents so this doesn't require a large amount of staff on at any one time when the numbers pick up then the staffing level will increase accordingly</p>	<p>No action required as this is monitored and new staff bought in when required.</p>
<p>Food</p> <p>“I would like to have meat pudding”</p>	<p>I am sure our cook would be only too happy to make a meat pudding</p>	<p>Had a word with our cook and she will make a meat pudding .</p>
<p>Involvement</p> <p>“There is no residents meeting here”</p> <p>Healthwatch representatives learnt that the home does not have a set menu and the home does not currently have a residents meeting.</p>	<p>The staff would be only too happy to organise a residents meeting the residents only have to speak up and this will be arranged for them</p>	<p>Now we know the residents would like a residents meeting the staff will be only too happy to sort this out for them.</p>

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Enter and View Feedback Form

Organisation Address	Balmoral rest home Conway Avenue
Contact Name	Diane Roasbotham
Names of Healthwatch Representatives	Beth Martin Amy Butler
Date of Enter and View Visit	22/04/2022
Time of Enter and View visit	10:00am-12:00pm
Were you happy with the Enter and View arrangements prior to the visit?	
<u>Yes very happy</u>	
Please use this space to outline any positives aspects of the visit?	
Both Beth and Amy were very polite and put everyone at ease	
Do you have any comments on staff conduct?	
Staff conducted themselves really well	
Please use this space to outline any negative aspects of the visit?	
There are no negative comments	
Is there any way in which Healthwatch Blackpool can improve? Any feedback is greatly appreciated	
No all was really good and the visit went well	