

Acacia Lodge Care Home

Enter and View Report

Contact Details	90A Broadway, New Moston, Manchester, M40 3WQ
Visit Date and Time	19/12/2022 10:00am - 12:00pm
Healthwatch Manchester Representatives	Thomas Carr (HWM Staff) Eamon Hasoon (HWM staff) Neil Walbran (HWM staff) Katie Sell (HWM Volunteer)



Disclaimer

This report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

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Recommendations

Label the second floor to inform residents, staff and visitors of the sensitive nature of the care provided on that floor. At Acacia Lodge, the Dementia care floor should be signposted correctly to represent this.

To make sure the signage on each floor accurately reflects who is the senior on duty at that time

To make sure all staff members are wearing name badges at all times

About us

Healthwatch Manchester is the independent consumer champion for health and care. It was created to listen and gather the public and patient's experiences of using local health and social care services. This includes services like GPs, pharmacists, hospitals, dentists, care homes and community based care.

Emerging from the Health and Social Care Act 2012, a Healthwatch was set up in every local authority area to help put residents and the public at the heart of service delivery and improvement across the NHS and care services.

As part of this role Healthwatch Manchester has statutory powers to undertake Enter and View visits to publicly funded health or social care premises. These visits give our trained Authorised Enter and View Representatives the opportunity to observe the quality of services and to obtain the views of the people using those services.

What is Enter & View?

Local Healthwatch representatives carry out Enter and View 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 allows local Healthwatch 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 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 safeguarding policies.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the Care Quality Commission (CQC) where they are protected by legislation if they raise a concern.

General information about the service

Name of the Care Home: Acacia Lodge

Type of Care: Residential

Number of Residents: 56

Description of Facility: Acacia Lodge provides both residential and dementia services and is particularly known for its innovative approach to dementia

Specialism: The care home specializes in music therapy

CQC Rating: Outstanding (Published [here](#) on 21st of September 2019)

See Care Quality Commission (CQC) website to see their latest report on this service.

** Care Quality Commission is the independent regulator of health and adult social care in England.*

Purpose of the visit

The purpose of the visit was to:

- Observe the environment and routine of the venue with a particular focus on how well it supports the dignity of residents.
- Speak to residents, family members and carers about their experience in the home, focusing specifically on the care and any treatments provided.
- Give staff an opportunity to share their opinions and feedback about the service.

Executive summary of findings

Summary List of Indicators

Indicators for a good care home formed the basis of the observations and questions (based on the revised indicators from the Independent Age Report). A good care home should:

- Have a strong, visible management.
- Have staff with time and skills to do their jobs.
- Have good knowledge of each individual resident and how their needs may be changing.
- Offer a varied programme of activities.
- Offer quality, choice and flexibility around food and mealtimes.
- Ensure residents can regularly see health professionals such as GPs, dentists, opticians or chiropodists.
- Accommodate residents' personal, cultural and lifestyle needs.
- Be an open environment where feedback is actively sought and used.

Methodology

Prior to the Enter and View taking place

We informed the care home of our intention to conduct an Enter & View visit a number of weeks beforehand, in order to ensure that they were comfortable with our attendance due to the ongoing COVID-19 pandemic.

All Enter & View representatives have been briefed and have agreed to abide by the Healthwatch Manchester Code of Conduct and Infection Control policy.

An intention to visit (though not the date and time), the purpose and structure of the visit were clearly shared with the provider in writing.

A key contact was identified from the service provider and a schedule for the day was put together with their input, taking into consideration meal times, visiting times for carers and families etc.

The provider was contacted to see if there were individuals who should not be approached or are unable to give informed consent and a comprehensive risk assessment was completed.

The visit was carried out over the course of two hours. The visit date and times are shown on the front cover of this report.

During the visit

The visit consisted of a team of Healthwatch Manchester representatives who spent time talking to the staff and residents using an agreed set of questions.

Interviews and observational methods were used to give an overview of this service from a layman's perspective. This data was recorded using standard observation sheets and questionnaires developed by Healthwatch Manchester.

Authorised representatives spoke to a total of three service users and conducted short interviews about their experiences of the service using guided questionnaires. Two members of the staff team were also interviewed.

Following the Enter and View Visit

Immediately following the visit initial findings were fed back to the provider and other relevant parties in accordance with the Healthwatch Manchester escalation policy.

This report was produced within **10 working days** of the visit. An initial draft was circulated to the service provider to enable a response. The service provider was obliged to acknowledge and respond within **20 working days of receipt of the draft report**. The response from the provider is included at the end of this report.

Enter and View Observations

The external environment

- Front Access was good with a steady ramp up to the doors making the entrance wheelchair accessible.
- The car park was very close to the entrance making it easy for movement impaired patients, family and staff to access the building from the car park.

The internal environment

- Lighting throughout the home was very good, all corridors and communal areas were well lit
- Hallways were clear and unobstructed
- Certain Covid measures were still in place i.e. temperature checker and Hand Sanitizer
- Numerous lounges for residents including a quiet lounge
- The care home itself was very clean and kept tidy by the staff
- The reception had leaflets available about fall prevention
- There was a map of the building on the wall at the reception
- The food menu was available at the front entrance however was only in an A4 format with small writing
- The food menu was only provided in English
- The care home provided an elevator to all floors in the home
- Signposting on the third floor with safeguarding details
- The toilet we found was labelled as multi-sex
- Easily accessible bathrooms/washrooms with an assisted washroom on each floor

Staff

- The staff were very friendly from the moment we came into the care home. At the reception we were offered a drink and food by the receptionist. Later we were all given a bottle of water by the manager Joanna.
- The deputy manager offered to show us where different facilities were and introduce us to some residents
- The staff were mostly all wearing name badges apart from a couple. All the staff seemed to have a good rapport with the residents, often calling them by their first names

Signage

- Each door had a sign on it to say what it was such as residents' names or the name of the facility behind the door.
- Fire exits were all correctly signposted throughout the building with multiple signs going down the main corridors of each floor.
- On the second floor we were informed it was primarily for residents with dementia and memory loss issues however we didn't see any signage for this. Moreover, we found a sign saying 'Senior on Duty' that had no name on it

Responding to people's needs

- One member of staff informed us of their new approach to handling residents falls. She explained there was a blow up chair at the bottom of the stairs to assist helping people after falls rather than using a lift every time
- There were crash mats under residents beds to prevent damage from falls
- One resident told us they were able to learn to walk again after the fall through the help of the staff

Social Activities

- There was a live performance of 'Oliver Twist' in the main communal area
- They had a large 20 seater indoor cinema on the ground floor with a selection of movie

Dignity and Care

- Patients were all dressed appropriately
- The second floor was secure for Dementia care residents with button unlock secure doors and key codes

Overall Atmosphere

- The atmosphere was relaxed and it seemed like the residents were enjoying themselves watching the play

Findings from speaking with residents, friends or family members, and carers

Two resident were interviewed

Overall the resident's descriptions of living in the care home were very good. The two main take away points were

- There is a good variety of food
- There are a good variety of activities to take part in

Findings from speaking to staff

Have Strong, visible management

- The deputy manager felt like staff had an open-door policy with the management team
- General Manager and deputy manager have a very good working relationship through good communication together which has helped the deputy manager to progress up the career ladder.

Have staff with time and skills to do their job

- The care home has a set number of staff in at certain times. The two blocks are 7:45am-8pm and then 8pm-8am.
- They have nine staff during the day and six at night
- Daily handover between night staff and day staff with notes made about each resident and their activities in the day

Have good knowledge of each individual resident and how their needs may be changing

- '11:11am' meetings roughly three times per week with residents.
- Before a resident joins the home they are visited by care home staff to do a pre assessment form and inquire about their history.
- Daily notes made on each resident by the staff
- Care Plans for each resident on their online system
- They have a 'RADAR' (Reporting of Injuries, Diseases and Dangerous Occurrences Regulation) which looks at the trends of the care home for the last month including medical checks and incidents.
- The Care Review Team work with the GP to review duties with acute illness

Be an open environment where feedback is actively sought and used

- There are mandatory staff meetings every three months
- Residents are permitted to attend committee meetings
- General Manager Joanna has a monthly 1-1 with residents to air their views and hear suggested improvements i.e. streaky bacon added the menu
- The staff said there is always room for improvement to ensure high standards

Ensure residents can regularly see health professionals such as GP, dentists, opticians or chiropodists

- Dentists/optometrists visit are contacted when necessary and the care home is centralized to one GP practice, the GP visits every Wednesday

Offered a varied programme of activities

- The residents have access to numerous lounges including a 'quiet lounge' on the top floor
- The residents have been taken to the pub, on canal boat trips, to watch football games and have access to large TV portals in their rooms which have Skype and Facebook on them.
- The residents help plan the activities to do in the future
- The care home also provided a large cinema room where they were recently able to watch the World Cup football games
- When we were at the care home, the residents were watching a live performance of 'Oliver Twist'

Offer quality. Choice and flexibility around food and mealtimes

- The residents are given breakfast, lunch and dinner at set times however the chef will prepare food outside of these set times at the residents' request
- If a resident is going out for the day to an appointment for example, they are provided with a pack lunch from the kitchen
- The chef will show the residents what the food looks like plated up before they make it for everyone
- Residents can ask the chef for different food items if they want something that isn't on the menu.

Accommodate residents' personal, cultural and lifestyle needs

- The care home currently doesn't have any residents who practise religion however in the past they have provided communion to those who wanted it
- Residents can visit religious festivals if they request
- In the past a resident was allergic to fish and was lactose intolerant. In response the chef always made her food that better suited her dietary requirements

Response from service provider

Hi Thomas

Thank you for the report.

A couple of changes please the RIDDOR part should be RADAR as this is our online reporting system.

Also name badges for staff the ones that were not wearing are on order which is done immediately after employment and the senior name tag on the suite was a new senior which is also on order.

The dementia signage is adequate for the suite we have just recently had a monitoring visit for our dementia service which confirmed this. We wouldn't really differentiate the suite from others to specifically name it a dementia suite as we encourage integration and wouldn't want to segregate.

Please can I also add that Acacia Lodge offer the menu in different fonts, font sizes and languages should our residents need it. – Added on 12/01/2023

Acknowledgements

Healthwatch Manchester would like to thank the service provider, service users, visitors and staff for their contribution to the Enter and View programme.



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