

Crichton Place - Guardian Homecare

Enter and View

18th November 2022

21st November 2022

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

The Care Office,
Crichton Place
Blackpool
FY4 1NS

Person In Charge

Samantha Bond
Kelly Houldcroft

Healthwatch Blackpool Authorised Representatives:

Beth Martin
Daniel McKibbin

Acknowledgements

Healthwatch Blackpool would like to thank the residents and staff at Crichton Place for welcoming us and sharing their experiences.

General Information

- Guardian Homecare provide personal care and support to 8 people living in 'extra care housing'. Extra care housing is purpose built housing on a shared site (Crichton Place). The accommodation is the persons own home.
- Guardian Homecare provide the personal care and support to the 8 residents living within Crichton Place.
- The latest CQC rating for the provider is **GOOD**

Announced visit

What is Enter and View?

We have the statutory right to carry out 'Enter and View' visits which allows 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

Visit summary and observations

Pre Visit

The visit to Crichton Place was prearranged as per the Healthwatch Blackpool work plan. The home was notified via letter ten working days prior to the visit. The visit was conducted in line with infection prevention control measures and appropriate PPE was worn by visiting staff. Lateral flow testing was completed on the day of the visit.

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

Crichton Place is situated in South Blackpool, close to the promenade. The site is known as 'extra care housing' which is single occupancy accommodation within a shared site, with a communal garden space. At Crichton Place there are eight separate bungalows, with each being the persons own home. The housing and personal care support are managed separately. The purpose of Healthwatch Blackpool's visit was to gain an understanding into the views and experiences of the personal care and support, delivered by Guardian Homecare.

Site Visit One - Observations

Representatives were met by a member of staff on arrival. It was clear that the person was under a high level of pressure, though was aware of the planned visit and attempted to accommodate. The staff member stated that the manager "has gone" and they are "short staffed with no one available". The person was as supportive as possible and quickly introduced us to the properties and the residents that would like to speak to Healthwatch. It must be noted that we did not sign a visitors book.

Residents were happy to speak to us, however for some residents, there was a sense of dissatisfaction with the care offer being provided. Representatives observed staff supporting residents throughout the visit, but also observed two residents who were unable to have their shopping support hours on this day due to staffing. With that being said, Healthwatch representatives observed a member of staff who was not on shift, taking lists and completing the shopping.

A member of domiciliary staff came to introduce the site. The staff member made us aware that there should be four carers on site during the day, and two carers during the night. The member of staff stated that some residents have additional commissioned hours and personal assistants. Healthwatch were also informed that social hours tend to be handled separately, and stated that sometimes "social hours need to be cancelled as care comes first". On the day of our visit there were three staff members and one member who was shadowing. One residents personal assistant was also off sick.

Site Visit Two - Observations

Representatives were met by a member of staff who we believed to be a personal assistant, though the person did not self identify. This individual said "you are probably here because I have reported things to Guardian" and later stated "I doubt I will be here much longer, I can't elaborate". There was no-one on site to raise this with, however, this was raised with management separately.

Healthwatch representatives were then introduced to a member of Guardian care staff who supported the planned visit, ensuring that residents were given the opportunity to speak to Healthwatch. Staffing appeared to be a full compliment on this visit. Healthwatch observed staff supporting residents.

Again, residents were happy to speak to Healthwatch. It became apparent that resident feedback is regularly gathered, with a resident suggesting it will not make much difference. Resident feedback was mixed, with concerns being raised around staffing and support hours.

Resident Feedback

Healthwatch Blackpool visited Crichton Place over two days to ensure that residents had an opportunity to share their views and feedback on the care received at Crichton Place. We spoke to six out of eight residents who receive care and support. Below are some direct quotes and feedback.

It must be noted that some resident concerns have been raised with Adult Social Care following planned visits.

Daily Life

"It's perfect. If you don't like it, take a walk. The care is very good."

"Staff come and see me five times."

"I go to Warren Manor."

"Covid prevented me from continuing to work."

"The place has changed management. Most of the things here are alright."

"The care staff are having to manage a lot of domestic stuff like window cleans as well as giving care."

"There is a high staff turn over and they are running on skeleton staff on the weekends."

"They are short staffed."

"I like to watch TV and listen to music."

Involvement of service users and carers

"How can I get in touch with these people when I have no voice."

"If something was not right I would speak up about it."

"I put my complaints in emails, including the ones about staff not treating me well, but nothing has come of it."

"We are being given the same lip service. I complained to management all the time but nothing happened. This was done by email. Management never talked to us."

"CQC came to see us this year but they announced their visit ahead of time, so all of the paperwork and staff were in place. They should have come unannounced."

"I told them at the time that things were disorganised but nothing changes around here."

"I had a good relationship with Emma, I talked to her about things."

Food

"I am a vegan."

"They sometimes forget me."

Quality of Care

"I am getting the quality of care. They are short staffed and have been for quite a while."

"There is only one carer who can't come in. The rest of the staff are helpful."

"The carers are better. After pressing the buzzer you are waiting 10 minutes. I am okay with this. I plan in advance."

"If I could have a male staff for a few hours I would like that."

"There is a routine in the morning and they wake me when I want."

"The boss has gone last week. There was no goodbye. I didn't know about it until yesterday."

"I write down when I am frustrated. I am left waiting for my morning call."

"I have had two members of staff arguing in my house."

"I have private carer also. They come at different times and this works for me."

"They have slowly introduced new staff as they were often short. The staff all know me."

"They are good at answering the bell. They will tell you if they are busy and dealing with something else."

"It is poor. I have been here too long."

"I have one or two favourite members of staff."

"It is chaos here. The big wigs say the same old things but nothing happens."

"The supervisor has left. I was told the other day. Nobody knows what they are doing. There is no structure."

"There are two service users who need more care than the rest of us. As they need a lot we are care deprived. One of the two service users should not be here. It is not fair on us or the staff."

"The staff are very good for what little they can give us."

"I have been here X years. Staff are all bickering with one another."

Activities

"I have social care hours with this place. I do not always get them."

"When the residents here can get together they do. We had sandwiches at X once. In summer you will see people outside and say hello. I do not know what the arrangement for Christmas will be."

"There is nobody to take me to football since the change over. I am not going to football now but I am not bothered about that. I am doing stuff here instead."

"It would be nice to get out this year due to not being able to do that the last two years."

"I do not get one to one hours. The staff don't take me. I go out by myself most days."

"I get audio tapes delivered from Princess Alexandra."

"I have family coming today. We will be going out and about."

"We have lost all our social hours as they would not get paid for them."

"I would like to get out more but I don't."

"All of our social care hours are now gone. This is not an issue for me as I do not want to go out in the cold."

"I do my own shopping. This is mostly online."

"I need someone to come with me to the doctor."

"I don't want to do more. I speak to the other residents."

"I like listening to Bob Marley. I go out shopping with staff to Sainsbury's around the corner."

"I like to write letters to pen pals. If I ask staff to get me some stamps, they say they can not do it and they cannot post letters. I can not do it as the letter box is too high for me."

Environment and communal spaces

The communal environment and garden at Crichton Place was observed to be clean and tidy.

Observations of resident and staff interaction

Healthwatch representatives observed care staff asking residents if they would like lunch. The staff were observed treating residents with care. During our visits, we were unable to have a direct conversation with care staff as they were busy with personal care and support. The residents appeared well-dressed and were happy to engage.

Overall visit summary

Overall, Healthwatch Blackpool had a mixed experience at Crichton Place. There were some concerns that will have been attributed to the change of management. Observations and feedback from residents suggested that some of the residents were dissatisfied with areas of the service provided. Staff verbalised that they had concerns such as, "you are probably here because I have reported things to Guardian". There was an acknowledgement that they were short staffed, though trying their best. With that being said, Healthwatch representatives did observe positive interactions between service users and care staff on both visit days. We received feedback that should be celebrated, such as "I am getting the quality of care" and "its perfect".

Healthwatch Blackpool would like to thank staff and residents for accommodating our visit. We hope to highlight observations themes and concern back to management, CQC and Blackpool Council to ensure that service user voice influences improvements in the service. Below are some observations that we feel require a formal management response.

Feedback/Observation	Care provider/management response	Action to be undertaken By when/whom?
<p>Staffing</p> <p>"There is a high staff turn over and they are running on skeleton staff on the weekends."</p> <p>"They are short staffed."</p> <p>"The boss has gone last week. There was no goodbye. I didn't know about it until yesterday."</p>	<p>Staff turnover has significantly reduced over the last 6 months. Staff who we have on site have been there for several years.</p> <p>We have had 1 carer leave recently, we are actively recruiting for weekend staff.</p> <p>All shifts have been allocated recently as we continue to recruit new staff.</p> <p>Service users have always received their care visits. This has been apparent during Quality Monitoring visits, where service users have confirmed this.</p> <p>The process for the manager has not yet been fully concluded therefore due to the sensitivity this has not been shared. Communication will be shared with everyone as soon as possible.</p>	<p>Kelly Houldcroft Samantha Bond</p> <p>Implemented immediately</p>

Feedback/Observation	Care home/management response	Action to be undertaken By when/whom?
<p>Social Hours</p> <p>“Social hours need to be cancelled as care comes first.”</p> <p>“I do not get one to one hours. The staff don’t take me.”</p> <p>“I have social care hours with this place. I do not always get them.”</p> <p>“We have lost all out social hours as they would not get paid for them.”</p> <p>“I would like to get out more but I don’t.”</p>	<p>Social hours would only be cancelled as part of the business contingency. The service is currently settled and all social hours are taking place. In case of business contingency LA, Service users and CQC would be informed.</p> <p>All service users with 1:1 hours are scheduled in to staff rosters on a weekly basis.</p> <p>Some social hours have been reduced by the LA in line with commissioning. We are more than happy to take our service users out; we can discuss this further with all service users at the scheme. This will be planned in over the next 2 weeks.</p> <p>In terms of the social hours – 3 SU’s are regularly allocated social hours and are taken on them or activities completed at their home, whichever they request. 1 x SU refuses to go out with staff and no longer has 1:1 hours.</p>	<p>Kelly Houldcroft Senior staff at Guardian</p> <p>Reviewed by 31st December 2022</p>
<p>Quality of care</p> <p>“I have been here X years. Staff are all bickering with one another.”</p> <p>“I have had two members of staff arguing in my house.”</p> <p>“I need someone to come with me to the doctor.”</p> <p>“If I could have a male staff for a few hours I would like that.”</p>	<p>We will address this with all staff over the coming weeks during supervisions and monitoring visits.</p> <p>We can investigate further if we can have specific detail, however we can broadly cover in team meetings.</p> <p>Customer Voice feedback will be complete with all service users and we can detail any doctor appointments, outings and requests as part of these.</p> <p>We have active recruitment ongoing for both female and male workers. We will ask all service users their preference in our customer voice visits.</p>	<p>Supervisions to be completed by 31st December 2022</p> <p>VOC to be completed by 10th January 2023</p>

Feedback/Observation	Care home/management response	Action to be undertaken By when/whom?
<p>Involvement and feedback response</p> <p>“It is chaos here. The big wigs say the same old things but nothing happens.”</p> <p>“How can I get in touch with these people when I have no voice.”</p> <p>“We are being given the same lip service. I complained to management all the time but nothing happened. This was done by email. Management never talked to us.”</p>	<p>We are currently working to stabilise the scheme with the exit of the previous Branch Manager. We have settled the rostering down and also working with staff and service users to deliver the highest possible standard of care.</p> <p>We have daily checks in place with a senior member of staff or Branch Manager from sister branches to ensure the staff and service users feel fully supported.</p> <p>We have recently replaced our Quality Survey with voice of the customer surveys. This gives our service users the opportunity to discuss anything that they are unhappy with but also what they are happy with. In addition to this, seniors and Managers are visiting the scheme daily and communicating with service users and staff to change cultural behaviours and striving to listen.</p> <p>We will follow up with all service users and ask through the voice of the customer what complaints they feel have not been dealt with and this will be followed up through our complaints procedure.</p>	<p>Kelly Houldcroft Samantha Bond Senior staff at Guardian</p> <p>31st December 2022</p>

Overall provider response

We appreciate that the last few months have been unsettling for the service users and staff at Crichton.

We are working tirelessly to stabilise the scheme and change cultural behaviours.

We are actively recruiting within the scheme. Once the vacancies have been filled, this will continue to improve service delivery.