

Carlin Lodge Care Home



Enter and View

8th November 2022

1pm - 3pm

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

40 Carlin Gate,
Blackpool,
FY2 9QT

Person In Charge

Bee Dore (Manager)

Healthwatch Blackpool Authorised Representatives:

Beth Martin
Mike Verity
Emma Brinsley

Acknowledgements

Healthwatch Blackpool would like to thank the residents, staff and Bee at Carlin Lodge Care Home for making us feel welcome.

General Information

- Privately owned by The Susash Group.
- 17 Bedrooms over 3 floors, with lift access.
- 15 residents occupied Carlin Lodge Care Home at the time of our visit.
- The latest CQC inspection and review rated this home as **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

Resident Feedback

Healthwatch Blackpool engaged with fifteen residents and two loved ones at the time of our visit. It is important to note that residents within the home had varying levels of capacity. Below is direct feedback from conversations had on Healthwatch visit.

Daily Life

'I do like sitting outside when it's warmer.'

'We all sit and talk together.'

'They'll move you if the room's not right.'

'Home from home.'

'No problems with anything, no shouting or fighting.'

'I speak to my daughter on the phone'

'I've been playing dominoes this afternoon.'

'One improvement necessary is another toilet downstairs as there's always a queue. As you get older, you need to go more . Apart from that, I'm quite content here.'

'Been here a year. I like it, took a little while.'



Food

'I've no complaints about anything here.'

'Never had a fault, perfect. They offer something else if I don't want it.'

'I sometimes like the food.'

'I enjoy the food.'

'The food is very good, with a good choice.'

'The food is quite good but the variety isn't always good enough. It sometimes doesn't agree with me and I don't always like the taste.'

'I don't like the food very much and prefer going out to cafes, especially the Coffee Pot in town where I can meet friends'

Quality of Care

'The staff are great and always very helpful.'

'The care staff are pretty good but communication can be a bit of an issue', referring to some of the staff having accents which can be difficult to understand, and for the staff to understand the person".

'Everyone is lovely, they'd do anything for you'.

"The care staff are all nice and they take me out quite often'.

'I can't think of anything to complain about or that the care home could do better'

Activities

Carlin Lodge has a variety of board games in the communal area of the home, which are well-used and representatives observed some of the residents playing a game of dominoes.

Representatives observed some residents seated and watching the television together.

During the visit, a singer arrived and performed some songs for the residents, and this appeared to be popular.

Representatives observed a quieter lounge, where one resident was seated and watching music on the television.

Involvement of service users and carers

Bee Dore has recently been appointed as Carlin Lodge's Care Home Manager. Bee communicated that her priority is speaking regularly with the residents to see what changes are required and ensuring people are happy and have everything they need.

Bee advised that the home has visits from relatives often, and that there are no special arrangements for booking these in, with visitors able to meeting with residents in their preferred location of the home.

There is a residents' meeting about 3 times per year and the manager has regular one-to-one chats with residents. Two meetings are held each year for the relatives/friends of residents. There are regular visits to the care home from external professionals e.g. medical practitioners, hairdresser, manicurist.

Bee advised that the home does not current have an active Facebook or social media page.

One family member, consulted with on the visit, commented, *"The staff make it here, fuss over Mum".*

Visit summary and observations

Pre visit

The visit to Carlin Lodge Care Home 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. Testing and information was shared with the care provider on the date of site visit.

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

First impressions

Carlin Lodge Care Home is situated on Carlin Gate, Blackpool, with clear signage observed on approach to the building. There is limited parking on the driveway, with roadside parking also available. Carlin Lodge has a well-maintained and decorated garden area to the front of the property.

In the entrance to the home, there was hand sanitiser on the wall outside the door and a visitors signing-in book. The front door was locked to ensure residents safety. We were invited into the home and welcomed by Bee Dore, the newly appointed home manager. Representatives observed staff wearing masks. The home is a registered residential home for 17 older people. The home has 17 rooms, however it is currently occupied by 15 residents. Bee advised that the current fee to residents is amongst the lowest priced in Blackpool and there is currently no top up fee, although a small/minimal top-up fee is expected to be introduced, due to the increased cost of living.

The home has bedrooms on all three floors, with one communal shower room and bathroom on each floor, and a lift to access each floor. All residents' bedrooms are en-suite, with toilet and wash basins. There are two separate lounges, each with a TV, and these were observed to be well used by the residents. One of the lounges includes a dining table and chairs and is sometimes used by residents who prefer the peace and quiet of this area rather than the hub of the dining room. All areas were observed to be clean, tidy. We were invited to speak to residents in their bedrooms where invited, representatives observed them to be well furnished, with personal items on display. There were 6 staff observed on site during the site; 3 care staff, 1 domestic staff, 1 cook and the manager.

Bee explained that the home offers individual bedrooms for emergency placements and residents with varying levels of mobility, with people of restricted mobility being placed on the ground floor. Bee communicated that the staff encourage and try to support residents out in the community when they wish to, also engaging regularly with residents. Bee communicated the strong person-centred ethos of the home, with residents choosing the time they get up and retire to bed. Breakfast is a choice of cereals, porridge, toast, tea/coffee, etc. Bee also advised that residents have a choice at mealtimes, with a rolling menu in place, offering larger lunch and smaller dinner meal options, with fresh cakes and fruit and vegetables brought in daily. Mealtimes are protected, with professional appointments and visitors planned around these. Representatives were informed that the chef speaks to residents regularly to determine what they would prefer to be available and to identify specific personal requirements/preferences.

Bee stated that the home offers various activities for the residents to engage with, including music, dancing, watching movies, dominoes and other games. Residents are encouraged to bring personal items to the home with them, encouraging a 'home-from-home' feel. Different services also visit the home, including a hairdresser and manicurist. Bee confirmed that some of the current residents have early onset Dementia with mild symptoms and that staff are suitably qualified to meet such needs, attending Dementia training and other in-house and online training regularly. Dementia-friendly items are provided in the home, including Dementia clocks and dolls. There is a residents' meeting about 3 times per year and the manager has regular one-to-one chats with residents. Meetings are held approximately twice per year for the relatives/friends of residents.

Environment and communal spaces

The environment Carlin Lodge was observed to be welcoming, clean and tidy. Representatives observed the two lounges, the communal corridors, dining room, lift, the garden area and several residents' bedrooms. The lounges were equipped with large televisions. There was a handwritten menu in place in one lounge stating meal options.

Observations of resident and staff interaction

Healthwatch representatives observed care staff asking residents if they would like drinks. The staff were observed treating residents with care and dignity. During our visit, we spoke with the cook, who told Healthwatch representatives that she regularly consults with the residents about preferred meals and to get ideas for future menus. The residents appeared well-dressed and many were engaging in conversation and games in the communal area, with some people preferring to spend time in the quieter areas or their rooms. Representatives observed frequent interaction between the residents and staff during the visit.



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Representatives observed dementia friendly signage, dementia clocks and dementia aids throughout the home. Additionally, residents' rooms all have call systems and sensory mats by the beds.

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Overall visit summary

Overall, Healthwatch Blackpool had a positive experience at Carlin Lodge Care Home. Observations and feedback from residents suggested that the residents were happy and well cared for overall. Staff were seen to be treating the residents respectfully and with a person-centred approach. The bedroom and communal areas appeared clean and tidy, with comfortable armchair-type seating and seating around tables, which also accommodate eating in a quieter environment.

Healthwatch Blackpool would like to thank staff and residents for accommodating our visit.

Managers Overall Feedback

We received a call from health watch team to provide a suitable day for them to come visit, they followed up with an email detailing the reason for the visit and how and who the information would be shared with.

They made available posters to put up and share with service users and staff to create awareness of their intended visit which we were happy to display. The team was punctual, had their badges on for easy identification and introduced themselves. They all had appropriate PPE worn and provided testing information in line with infection control measures. They were courteous, supportive and listened to us. They made sure to ask and got consent before speaking with service users.

The staff conducted themselves appropriately and exhibited professionalism. They were objective. There was no negative aspect noticed on the visit

Feedback/Observation	Care home/management response	Action to be undertaken By when/whom?
<p>Healthwatch representatives advised the home of a request from a resident to have a further toilet installed to the ground floor, due to limited available when many residents are accessing downstairs areas during the day.</p>	<p>We have addressed the toilet issue as there is no Queue. As observed all rooms are ensuite. If the ground floor toilet is engaged, we have bathroom with toilet facilities on all floors and there is a lift in place for quick and easy access to bathrooms or to their own toilets whichever they prefer and staff are readily available to assist.</p> <p>Service users have different toilet routine and we also work with that Some service users require prompting and we encourage them to use the toilet when they need to which helps prevent any rush or queue.</p>	<p>No further action will be taken - Bee Dore</p>
<p>Is it possible for the care home consider establishing a more active social media presence, to keep family and friends informed and up-to-date?</p>	<p>We do have social media presence, a face book page for now and other social media platforms soon. The facebook will be updated accordingly.</p> <p>We however relatives are quite satisfied with the awareness they have of what happens within the home as there have been no complains.</p> <p>The families do visit regularly as there are no restriction and are encouraged to be active and partake in activities within the home. Families are also encouraged to speak with management stating any concerns, commendations or recommendations.</p> <p>We do keep regular and active communications with families as needed via phone calls and letters as well. Also, there is a suggestion box at the entrance where family members can anonymously make any concern or recommendations known.</p>	<p>Carlin Lodge Facebook page will be updated as and when required - Bee Dore.</p>
