

# Douglas Bank Nursing Home Wigan

## Enter and View Report

Thursday 9<sup>th</sup> February 2023



**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.

# Contact Details

## Contact details

Douglas Bank Nursing Home,  
Lees Lane,  
Appley Bridge,  
Wigan,  
WN8 0SZ

[douglasbank@wecaregroup.co.uk](mailto:douglasbank@wecaregroup.co.uk)

Telephone number: 01257 255823

## Registered Manager

John Holland

## Date and Time of our Visit

Thursday 9<sup>th</sup> February 2023

10:00am-12pm

## Healthwatch Lancashire Authorised Representatives:

Emmy Walmsley (Senior Engagement Officer)

Lesley Miller (Administrator)

# Introduction

Our role at Healthwatch Lancashire is to gather people's views and experiences, especially those that are seldom heard, to give them the opportunity to express how they feel about a service. The aim of an Enter and View visit is to gather views and experiences of residents, relatives and staff of a service and observe the environment to assess the quality of the service.

This was an announced Enter and View visit undertaken by authorised representatives who have the authority to enter health and social care premises, announced or unannounced.

The team collate feedback gathered and observations made to compile a report. The report identifies aspects of good practice as well as possible areas of improvement. Healthwatch Lancashire is an independent organisation, therefore we do not make judgements or express personal opinions but rely on feedback received and objective observations of the environment. The report is sent to the manager for their opportunity to respond before being published on the Healthwatch Lancashire website at [www.healthwatchlancashire.co.uk](http://www.healthwatchlancashire.co.uk).

Where appropriate, Healthwatch Lancashire may arrange a revisit to check the progress of improvements. The report is available to the Care Quality Commission, Healthwatch England and any other relevant organisations.

## General Information

'Douglas Bank Nursing Home is part of the We Care Group. The Home provides Residential and Dementia care for both males and females as follows:

- Dementia – over 60 years of age (DE(E)) – 40 places
- Diagnostic and screening procedures
- Treatment of disease, disorder or injury.' (Taken from the website)

During the visit there were thirty seven residents within the home.

## Acknowledgements

Healthwatch Lancashire would like to thank management, staff, residents and relatives, for making us feel welcome and for taking the time to speak to us during the visit.

# Methodology

We asked the service manager how they refer to people who use the service. For the purpose of this report, people who use the service will be referred to as residents.

The Enter and View representatives made an announced visit on Thursday 9<sup>th</sup> February 2023 and received feedback from Four residents, one relative and nine staff.

Healthwatch Lancashire obtain the views and experiences of residents, relatives and staff. Conversations with each are adapted to capture individual experiences to help assess the quality of services. Healthwatch Lancashire obtain the views and experiences of residents, relatives and staff.

Conversations with each are adapted to capture individual experiences to help assess the quality of services. Conversations with residents were structured around four themes (Environment, Care, Food and Activities). Conversations with staff included their experiences of staffing levels, support and training. Relatives were asked to speak about their general experiences including how they felt about the service and if they feel involved and informed.

The team also recorded their own observations on the environment and staff-member interactions. To retain confidentiality and anonymity of respondents, names, pronouns and any identifiable details have been removed from quotes.



**4 residents**  
**1 relative**  
**9 staff**

# Summary

Healthwatch Lancashire representatives spoke to four residents, nine staff members and one relative on the day of the visit.

When representatives entered the building we were greeted by a member of staff and asked to sign in. The home was built over two floors and provides residential and dementia care for males and females. The manager showed the representatives around the home which was secure from the front door and between the two floors.

Each area had its own open plan lounge area and dining area for the residents. The lounge area had different size chairs to meet the residents needs and had enough seating to accommodate them all. The dining area had enough room for the residents to sit together and seating to encourage social interaction.

Some bedrooms had en-suite facilities and others had bathroom or toilet facilities near to their bedrooms. Each bedroom had a picture of the resident and their name on it. Throughout the home there was adequate dementia friendly signage to allow the residents to find their way around the home. The food is prepared onsite, and the chef provides seasonal menus for the residents and can change the menu if the residents would like something different.

The bottom floor had a conservatory where residents can sit with their relatives which opens up into the garden area which had seating available. The care home was clean and clutter free and had enough room for residents and staff to move around freely. The nursing home was accessible with a sloped entrance and a slope to get to the outside area. There were disabled parking spaces at the front of the home and many other places to accommodate visitors.

Staff members were identifiable by their uniforms and wore different colours depending on their role within the nursing home. Staff members and management knew residents by name and were seen to be caring and supportive towards them. Residents were observed to be happy within the home and were given support by nursing home staff.

There is a key worker system within the home where key members of staff ensure that relatives are kept up to date with information and they are the point of contact for the relatives. This is via phone calls and conversations with the staff members and relatives.

# Enter and View observations.

## Pre-Visit and Location

Prior to the visit to Douglas Bank, Healthwatch Lancashire representatives spoke with the home manager, and they provided Healthwatch with a pre-visit questionnaire. Douglas Bank Nursing Home has an informative website which provides information regarding care, food, facilities and fees and funding.

The Nursing Home is not near any public transport and is situated on the outskirts of Appley Bridge. There was clear signage from the road and another sign to direct visitors into the car park. The home is set over two floors and consists of 36 single rooms and two double rooms, majority of the rooms have en-suite but ones which do not have toilet and bathroom facilities close by.

At the time of the visit there were thirty seven residents within the nursing home. Both floors had an open plan lounge and dining area. There were three tables and enough seating to accommodate all residents. The lounge area had adequate seating for all residents and was set up to promote social interaction. The nurses station is also within the open plan room so staff can be seen on the floor at all times. The manager's office is also on the bottom floor where residents, staff and relatives can easily to speak to the manager.

There was parking at the front of the home with disabled parking bays available. The outdoor area was well maintained and there was space for the residents to sit outside. The entrance was clear to see from the car park.

The home had a secure front door with a bell and a signing in book within the entrance area. The nursing home has a Facebook page that highlights what the residents have been doing within the home and allows family and relatives to look and comment if they wish to do.

## The internal environment- First impressions

Healthwatch Lancashire representatives were greeted by a member of staff and taken to the manager within the nursing home. The manager welcomed us and proceeded to show us around the nursing home. There were hand sanitisation stations scattered around the nursing home to ensure staff and visitors were able to use them entering and exiting the different areas.

There were notice boards displaying different support available to staff and residents within the home. The notice boards also showed the CQC report and the Healthwatch Lancashire poster. In the corridor there was a 'dignity+respect=inclusion tree' This is where residents can write comments about staff members and display them on the wall for staff members and visitors to see.

Opposite the tree was a 'You said we did board.' This board allows the team to look at areas for improvement and show what has been put in place.

There was enough seating to receive visitors and relatives within the nursing home within the lounge area and dining areas. The staff members were identifiable by their uniforms and wore different colours to identify their job roles within the nursing home.

## **The observation of corridors, public toilets and bathrooms**

Dementia friendly signs were present throughout the home with pictures and words on them. Communal areas were clean and free from clutter, main areas were large and enabled residents and staff to move around freely.

The communal bathrooms and toilets were large enough for staff and residents to safely move around with wheelchairs or physical aids. Some rooms within the nursing home had en-suite facilities whereas other rooms had bathrooms and toilets nearby to the rooms for residents to use.

The corridors and communal areas were painted with neutral tones and decorated with pictures and paintings throughout. There were interactive tables present at the time of the visit that residents can use for different activities including dementia and brain training apps, collaborative games, watching films, cognitive improvement and many more. This interactive table could be moved within the home and could be taken into any room within the nursing home.

The Healthwatch poster was seen on many doors throughout the nursing home to ensure the residents, staff and visitors were aware that we were visiting the home on the day. There were posters up on doors and corridors showing residents activities coming up including a singer who is coming into the home next week.

## **The lounges, dining and other public areas**

The entrance to the home had seating available for residents to receive visitors and the manger explained how they were looking into showing pictures of what the residents have done within the home for visitors to view.

The lounge and dining area was open plan and had the nurses station within it. There was enough seating to facilitate all the residents and was set up to promote social interaction.. The kitchen was located on the first floor and the chef cooks fresh, home made meals everyday for the residents. They work off a seasonal menu, but the menu could be changed if a resident would like something different to eat.

There were two types of menus presented in the dining area. One on the table which was a written menu and a board on the wall displaying pictures to show what the meals were that day. At the time of the visit the menu was out of date and needed updating to the current date. There was no evidence of dementia friendly clocks at the time of the visit to the home. There are many places within the nursing home to accommodate friends and relatives.

The activities coordinator was starting an activity with the residents on the first floor as we were in the home and an activity timetable was visible to see within the home. The residents were sat in the main lounge area watching television and other residents were listening to music in the dining room.

## Observations of resident and staff interactions

During the visit Healthwatch Lancashire representatives observed staff members to be caring and helpful towards residents and helping the residents move around the home and with personal care needs. A member of staff was seen asking a resident if they would like a blanket as they had mentioned they were cold.

Staff were seen to be answering call bells efficiently and there were enough staff on duty to care for the residents in the home. There were social interactions taking place between staff and residents throughout the visit. Staff were observed to be working together and asking each other for support where needed. There is a key worker system where key members of staff will ensure that relatives are kept up to date and a rapport is created between staff and relatives.

There were staff within the home that were frequently observed cleaning and changing bedding in rooms. A member of staff mentioned that the rooms are cleaned every day, and the bedding is changed most days.





# Resident feedback

During the visit Healthwatch Lancashire representatives spoke to four residents. As the home consisted of residents with dementia the opportunity for communication was limited.

## Environment

The residents spoken to were happy with the environment and had no negative comments.

*"I love my bedroom; I have what I want in it."*

*"I love spending time in the garden it is very nice."*

*"There is lots of space. I like to go outside, and I can decorate my room however I like."*

## Activities

The residents spoken to were happy with what was available and spoke to representatives about the type of activities and the new changes they had brought in to improve choice.

*"There are lots of activities, but I don't have to join in if I don't want to."*

*"There are plenty of books and films to choose from."*

*"I love painting, we do it most weeks, it's my favourite."*

## Care

The residents were very complimentary about the care they received and spoke highly of the staff within the nursing home.

*"Staff are so lovely here."*

*"The nurse at night is so lovely and chatty, it's just what I need."*

*"The staff really care about us."*

*"They look after me fairly well, I get on with all the staff."*

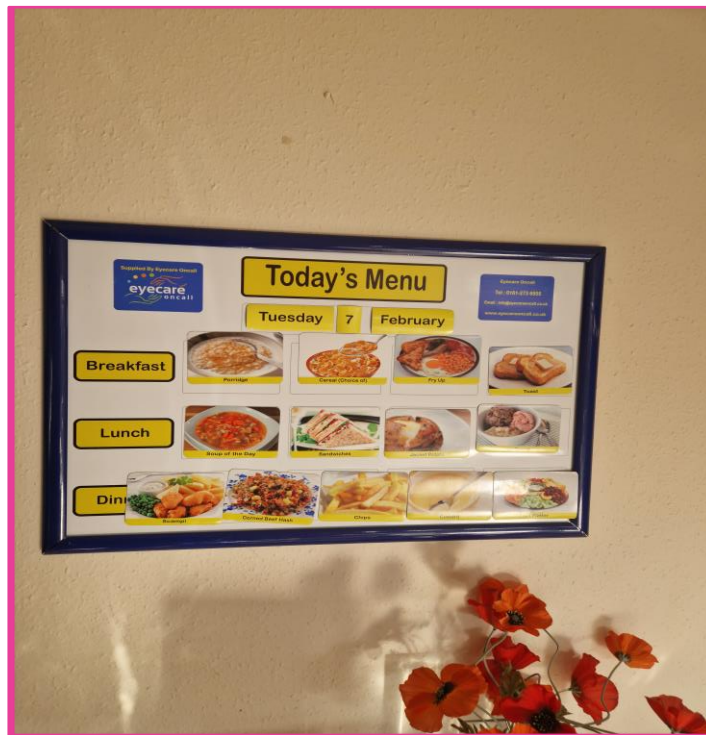
## Food

Residents commented that they liked the food within the home and the chef will make something different if they don't want what's on offer.

*"Food is very good here; I don't have a problem with it."*

*"I love the food here, if I don't want what's on the menu the chef will make me something different."*

*"The food is good, I have no complaints, we have a choice of two meals on the menu and there is always something I like."*



***"Staff are so lovely, and they really care".***



# Relative feedback

## How do you feel about the service provided?

*"It is very good here."*

## Do you feel you are kept informed about your relative?

*"Yes, we are always kept informed."*

## Do you understand the process to make a complaint if you needed to?

*"Yes, we do, we would go and speak to the manager."*

## Are you aware of any activities provided by the service?

*"Yes, we do, but my relative isn't able to participate, but there is always an activity timetable up."*

## Would you recommend this service to others?

*"Yes, I would."*



# Staff feedback

Healthwatch Lancashire spoke to nine members of staff during the visit.

## Do you feel you have enough staff when on duty?

All staff members were very happy that they have enough staff when on duty but mentioned it can be difficult at times when they are busy.

*"Yes, we do but when we are very busy it can be hard at times, John will come and help us when we are really busy, he helps a lot."*

*"Yes I do, we do painting and the residents love it."*

*"I feel a bit more support upstairs would be helpful, especially when the residents become upset."*

## Do you feel supported to carry out person centred care?

All staff spoken to were happy that they receive a lot of support to be able to carry out their duties well.

*"Yes of course, we get a lot of help and support to achieve this."*

*"If we have any problems we can go to the manager, and he will solve it the best he can."*

*"I feel very supported by John, and he bends over backwards to help us personally and professionally."*

## Do you feel you have enough training to carry out your duties well?

All members of staff explained they have a lot of training available with a rolling programme in place to keep them up to date.

*"Yes, we have enough training and if we want to do extra all we have to do is ask."*

*"Yes, we have to keep on top of our training, it is important."*

*"Training is ongoing all the time."*

*"Yes the manager is on the ball with our training and he's very supportive."*

## **Are you happy working within the nursing home?**

All staff members shared their views over how happy they were working in the nursing home.

*"Yes, I absolutely love it here, I wouldn't work anywhere else."*

*"I have been here for years; I love my job."*

*"It is very good here; I have freedom with the food I cook, and I've never had that before."*

*"I really enjoy working here the staff are brilliant. It is also brilliant that the manger jumps in and helps us where needed."*

*"Yes I am, I get on with all my colleagues and I love the residents."*

## **Would you be happy to recommend this care home to a close relative or friend?**

All the staff members said they would recommend this care home to a close relative or friend.

*"Yes, I would happily recommend this nursing home."*

*"Yes, I have done already."*

## **Any other comments**

*"Everything is great now John is the manager."*

*"John has really changed this place around and made it better."*

*"John has transformed this place, he has decorated, he has changed the staffing and he's the reason we have permanent staff, and we rarely use agency which I think is great."*

*"The manager is very hands on and supportive."*

*"A GP comes in once a week for a ward round in addition to any appointments needed."*

*"We get chippy tea in on occasions for the residents."*

# Recommendations

The following recommendations have been formulated based on observations of the environment and feedback gathered from residents, relatives, and staff.

1. Implement dementia friendly clocks within the nursing home.
2. Ensure the dates and food choices are correct on the menus within the home.

# Provider response

Recommendation	Action from provider	Timeframe	Comments
1. Implement dementia friendly clocks within the nursing home.	This has been implemented	15/03/2023	
2. Ensure the dates and food choices are correct on the menus within the home.	This has been assigned to the daily person in charge of the dining experience.		



**healthwatch**  
Lancashire

Healthwatch Lancashire  
Leyland House  
Lancashire Business Park  
Centurion Way  
Leyland  
PR26 6TY

[www.healthwatchlancashire.co.uk](http://www.healthwatchlancashire.co.uk)  
t: 01524 239100  
e: [info@healthwatchlancashire.co.uk](mailto:info@healthwatchlancashire.co.uk)  
@HW\_Lancashire  
Facebook.com/lancshealthwatch