

# North Shore Care Home



**Enter and View**

**28<sup>th</sup> March 2023**

**10.30am - 12.15pm**

**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**

3 St Stephens Avenue,  
North Shore,  
Blackpool,  
FY2 9RG

## **Person In Charge**

Paula Bell (Operations  
Manager)  
Alison Small (Manager)

## **Healthwatch Blackpool Authorised Representatives**

Julie Huttley  
Emma Brinsley

## **Acknowledgements**

Healthwatch Blackpool would like to thank the residents, staff and Paula at North Shore Care Home for being so welcoming during our visit.

## **General Information**

- Privately owned by The Belsfield Group.
- 25 Bedrooms (21 of these en-suite) over 3 floors, with lift access.
- 24 residents occupied North Shore Care Home at the time of our visit.
- The latest CQC inspection and review rated this home as **OUTSTANDING.**

**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 ten residents during the visit, in different areas of the home, including bedrooms and communal areas. It is important to note that residents within the home are confirmed to have varying levels of capacity. Below is direct feedback from conversations with Healthwatch Blackpool representatives.

### Daily Life

*"Friends? Yeah, I've got one or two here."*

*"I'm happy here, yes."*

*"Everything's alright." (referring to bedroom).*

*"I don't need much."*

*"I've settled in okay."*

*"Been here five years – like everything about it."*



### Food

*"I try all the food. It wouldn't get passed me if it wasn't good enough."*

*"It's fine."*

*"It's all done when I get up. I like it."*

*"The meals are good."*

*"Had a full English breakfast."*

*"Nothing's too much trouble."*



Heart

the  
of

Home.



## Quality of Care

"We got this one because she's the best for the job." (referring to a member of staff).

"We all get on well". (from a resident referring to the staff).

"Staff are very good."

"Fine."

"They're alright, yeah."

"Feel safe and cared for".

"The staff are lovely. Nothing is too much trouble."



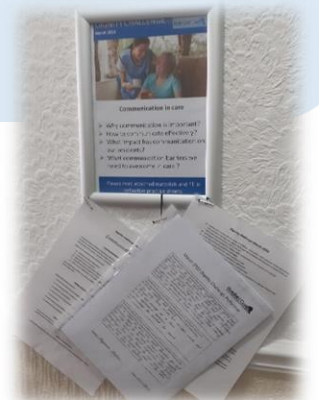
## Activities

"Go out? Yeah, I do, when I want to."

"There's nothing I'd like to change, I'm happy."

## Involvement of service users and carers

There were no direct quotes relating to the involvement of service users and carers received. However, representatives observed residents being asked what they would like to do, and offered different activities. Paula Bell stated that the care staff have very close relations with the residents and a good understanding of their needs. Paula gave assurance that, due to this, staff are able to determine when certain practices are working well within the home, and when changes are required for improvement. Paula voiced that this is an ongoing practice, with staff regularly reflecting and sharing experiences, promoting best practice.



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## Visit summary and observations

### Pre visit

The visit to North Shore 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 and families aware of the planned visit.

### First impressions

North Shore Care Home is situated on St Stephens Avenue, Blackpool, a residential street within close walking distance to the promenade and local transport links. Clear signage was observed on approach to the building, which has on-street parking available, with several parking spaces noted close to the building. North Shore has a well-maintained paved area to the front of the property and an accessible entry point, with a ramp and rails.

The front door of the property was locked to ensure residents safety, with staff arriving to greet us and check our ID and Covid test results. In the entrance to the home, there was hand sanitiser on the wall and a visitors signing-in book. Representatives observed staff to be well-presented in uniforms and wearing masks. We were invited into the home by staff and welcomed by Paula, the Operations Manager. The home is a registered residential home for 25 older people. The home has 25 rooms and is currently occupied by 24 adults. Paula advised that there is currently no top-up fee payable by residents, as the full costs are covered, due to all residents having complex needs.

The home has bedrooms on three floors, with one communal shower and bathroom on each floor, and lift access. Paula stated that 21 bedrooms are en-suite, with toilets and wash basins. There are two separate lounges at the front of the property, with bay windows overlooking the street. Each lounge has a TV and both rooms were observed as occupied by the residents during the visit, with different activities going on in the areas. One of the lounges, with comfy chairs, appeared to be used by residents who prefer a peaceful environment with the other lounge/dining room having a more lively feel to it, with music being played. Staff were seen to be encouraging residents to engage in arts and crafts activities and sing along with music, with some of the residents joining in and others observing, and appearing to enjoy this. The home also has a peaceful conservatory at the rear of the property, accessible by residents and observed being used.

All areas of the home were observed to be very clean and tidy, with lots of clear signage on the walls and doors, including Dementia friendly signs on every door. We were welcomed to speak to residents in their bedrooms, where invited, and in the communal areas. Resident appeared to be smartly and appropriately dressed. Representatives observed the bedrooms to be well furnished, with personal items on display, including photographs and personal artwork in some rooms. There were approximately 15 staff observed on site during the visit, including the manager, however numbers were not confirmed. Representatives were informed that a great deal of residents were out in the community at the time of the visit, with several residents observed to be leaving the property to go to Farmer Parris Farm on our arrival.

Paula stated that staff are able to read psychiatrist reports and other relevant information from the DoLS Team, giving them a greater understanding of the person and their history. Paula voiced that all staff receive regular training, keep abreast of new policy and practice, and that the staff team regularly hold meetings to share relevant or important information. Paula gave assurance that the whole staff team are experienced and confident with meeting the needs of the residents and incorporate reflective practice in their work, encouraging improved working methods and minimising risks. Paula also mentioned that North Shore has achieved a Gold Standard Framework Quality Award and is equipped to support residents with End of Life Care.

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## Visit summary and observations

### First impressions continued

Paula Bell (Operations Manager) explained that there are between 20-30 staff on an average day at North Shore Care Home, due to 10 of the current residents having 1:1 support hours allocated and 2:1 support when required, although this can be variable. Overnight, Paula stated that staffing levels reduce to 17-25, with a zonal care approach, which reduced incidents, in addition to nurse call bells and bed and door alarms, alerting staff to movement. Paula voiced that many of the residents have previously been on mental health sections, with mental illness and Dementia common amongst residents. Assurance was given from Paula that North Shore do not use agency staff, promoting continuity and familiarity for the residents. Paula stated that many of the residents often go out into the community, with everyone regularly offered this opportunity, to ensure that, where possible, everyone has the chance to get out as frequently as they wish to. Preventing social isolation is a priority within the home, Paula expressed. Paula confirmed that there are many activities residents are supported to and that the staff team are flexible in their approach. Paula stated that the staff promote residents' independence by supporting them to buy travel passes where appropriate, helping to keep costs down and manage personal finances more effectively.

Discussing arrival to the home, Paula stated that all residents receive a welcome pack and important information, including mealtimes and activities, when they first come to North Shore. Paula voiced that an Optician visits the home every 6 weeks, and a Chiropodist every 4/6 weeks, with ear checks being offered annually, or as and when required. Paula confirmed that all residents are registered with a local GP and that the home have a good relationship with a local dentist, who has full understanding of residents' differing needs. Residents attend annual dental appointments at the surgery, however, home visits can also be arranged. Paula informed representatives that S.A.L.T Assessments are carried out when a person arrives at the home, and stated that referrals can easily be made where further investigation/treatment is required for health concerns. Paula informed representatives that a mobile hairdresser visits the home every 2 weeks, although residents who prefer to visit the hairdressers themselves are supported to do this. Paula voiced that on occasions, when residents have had no known family or friends to contact, the home have supported with attempting to trace family, through the Salvation Army, and found some success with this.

Paula stated that many residents go out alone with family members, but that staff can also be allocated to support with this, if required or preferred by family. *"One man takes his wife out daily and they visit their home, with a carer"*, Paula commented, and, *"We support one man to go fishing and he brings his catch back for the chef to cook"*. Paula voiced that residents' family and friends can also visit their loved ones, either in their room or the communal areas, and are just asked to call ahead of their visits. *"Pets are also welcome to visit the home"*, Paula commented. Knowing the residents' needs was highlighted as a priority within the home, as Paula voiced, *"We get to know all our residents really well, to make sure we can offer them the right type and level of support at the right time"*. Paula expressed the importance of communication within the home and stated that staff take the time to really get to know the person and their preferences, behaviours and what makes them happy or sad, by finding out about their past life and speaking with family members. Paula stated that residents' Care Plans are reviewed monthly, to ensure the information held and used by staff is up-to-date. Paula voiced that each resident has a 'Life Story' support plan, kept in their room. The importance of each resident being treated as an individual person came across clearly from Paula.

Paula voiced that there is no set routine for residents waking up, with staff being led by residents. Paula stated that breakfast can be enjoyed when residents are ready and they can choose their preferred meal, including cooked breakfast options, cereals and toast. Lunch and Dinner were confirmed as set menus, with dietary needs respected. Paula voiced that snacks are also available in between mealtimes and overnight. Paula stated there are many activities the home offer to residents, including bingo, karaoke, movie night, painting, massage, exercise, communication. Residents are given the opportunity to engage or to watch if preferred, with some people preferring to spend time in a low stimulating environment, Paula stated.

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## **Environment and communal spaces**

The environment at North Shore Care Home was observed to be welcoming, well-maintained, friendly, bright, well-lit and exceptionally clean and tidy. Representatives observed two lounges, the conservatory, communal corridors, the lift and several residents' bedrooms. The lounges were equipped with large televisions on the walls and had bay windows overlooking the front paved garden area. There was a menu in place in the hallway stating lunch and dinner meal options. Representatives also observed many different posters advertising activities for residents, including Church, Easter and St Georges events and a Farmer Parrs Farm visit. Drinks were readily available in each of the communal areas observed, with cold drinks placed in bedrooms.

There were many safety and advisory posters around the building for staff to take note of, concerning various health and wellbeing topics, promoting dignity and independence and encouraging kindness and patience towards residents. There were many Easter decorations observed around the downstairs areas, which representatives were told were created by residents and staff together. Despite being a busy care home with plenty going on, representatives noted an air of calm throughout the building, with one resident having a nap in a comfy chair. Representatives noted a seated spiritual area on an upper floor, where residents are able to pray or spend time alone. This was in a quiet area of the home and staff stated that residents can access this space whenever they wish to. A memory book, including stories of previous residents who have passed away, was observed. Staff commented that this is a place for other residents and staff to come and celebrate and think about those they have lost.

One representative noted a resident's artwork adorning her bedroom walls. Bedrooms entered all appeared spacious, homely, clean and tidy, with personal items and family photos on display. Residents' en-suite rooms were observed as clean and uncluttered. A smoking area was also observed, at the rear of the building

## **Observations of resident and staff interaction**

Healthwatch representatives observed many care staff speaking and spending time on a 1:1 basis with residents. The staff were observed to be treating residents with care, respect and dignity at all times. During the visit, representatives noted several staff members singing and encouraging some residents to engage with this, whilst carrying out a crafting activity. The residents appeared to engage positively with this, and joined in. Representatives observed frequent interaction between the residents and staff during the visit, in all areas of the home. One staff reminded a resident about her husband's visit the following day, and received a beaming smile in response. There were many different communication needs, and the care staff appeared to be meeting these needs appropriately and sensitively.

Paula stated that staff are encouraged to treat residents as they would want their family member to be treated. She also voiced that staff frequently sit and chat with the residents and have got to know them really well, encouraging trust and understanding. Representatives observed staff being warm and welcoming and showing respect and kindness towards residents, with some sat chatting offering an ear to listen and a hand to hold, and others engaging in activities with residents, after gaining consent. Staff were also observed assisting residents with drinks, offering quiet and calm encouragement.

Resident were observed in the second lounge engaging in arts and crafts activities, with support and encouragement from staff with cutting out and sticking. Some staff were helping to write residents' names. Many residents were observed to smile and respond positively to this support. There were other activities taking place, including a jigsaw, with one resident observed to be engaging in reading a book with full support.

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## Overall visit summary

Overall, Healthwatch Blackpool's visit to North Shore Care Home was a positive one. Feedback from residents and observations carried out suggested that on the whole, people staying at North Shore are happy and well cared for. Representatives observed care staff promoting independence and applying a person-centred approach to their practice. Staff were also seen to show kindness and patience towards residents, whilst showing a good understanding of their needs.

The bedroom and communal areas appeared spotlessly clean and tidy, with a variety of comfortable armchair-style seating available and seating around tables, offering more sociable settings. The residents' bedrooms were also observed to be kept to a high standard, well-maintained and very clean, with many personal effects on display, giving them a 'homely feel'.

There appear to be many different types of activities available for residents to engage in, should they wish to., both in the home and out in the community, with staff availability to support these. These would likely meet the needs and preferences of many people, with 'something for everyone'.

Healthwatch Blackpool would like to thank the staff and residents for accommodating our visit and for being so open and honest with representatives. There were no areas of improvement identified during the visit or when speaking with residents, and therefore no recommendations to be made.

## Managers Overall Feedback

Thank you for visiting North Shore nursing home and the positive feedback. We are so very grateful. Residents care and individuality encompassing dignity remains our priority in these challenging times.

It was lovely to hear that your visit identified positive outcomes and acknowledges the hard work and dedication from the team, we will be communicating to our staff the positive findings and thanking them for the hard work.

Resident care remains all of our focus as we strive to improve through technology and modernization, without forgetting the basic care our individuals require daily.

Staff manage the most challenging situations with a resident first approach at all times, the continued use of outside visits and individual plans of care allow advancements in care packages and residents care to improve.

We will review the feedback with our staff and residents who are all very proud of the working practices and environment North Shore provides on a daily basis.

Many thanks for the visit and we look forward to the next.

Kind regards,

The North Shore Team