

Sylvester Care Centre



Enter and View

14th September 2023

10am-12pm

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

77-79 Reads Avenue
Blackpool,
Lancashire,
FY1 4DG.
01253 625777

Person In Charge

Rebecca Winrow (Co-owner)

Healthwatch Blackpool Authorised Representatives:

Emma Brinsley
Mike Verity
Caitlyn Jackson

Acknowledgements

Healthwatch Blackpool would like to thank the residents at Sylvester Care Centre, the staff and Rebecca for making us feel welcome during our visit.

General Information

- Group Owner is Pro Care Homes (Blackpool) Limited.
- 23 single and 2 double/twin bedrooms with sinks, over 3 floors, with lift access. Approximately 50% of bedrooms have toilets, 1 room is en-suite with bath. There are shared bathroom facilities on each floor and 2 ground floor bedrooms for residents with reduced mobility.
- 24 residents occupied Sylvester Care Centre at the time of our visit, with varying needs and none receiving 1:1 care.
- The latest CQC inspection and review rated this home as **good in all areas**.
- There is currently no top-up fee for residents at Sylvester Care Centre.

**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 14 residents, with some people out in the community during our visit and others declining to engage.

Daily Life

Rebecca voiced that, after recently taking over ownership of the home, there is necessary ongoing refurbishment and updating taking place, including to the bedrooms, communal areas, the garden and general maintenance. Rebecca confirmed that this work should be completed by the end of 2024. Staff also voiced that there is a seated area and a separate smoking area in the generous garden and regularly used by residents. Some residents offered their opinions on daily life at Sylvester:

"My sister comes and takes me out once every week or two, and lives locally."

"I haven't got anyone to visit, but I'm sure I could have visitors if I wanted to."

"My bedroom is fine. I've got a TV in there."

"My room's good, I'm happy with it."

"My bedroom is lovely."

"My bedroom is okay, but quite basic."

"I don't want a flat, I want to stay here."

"I turned down one care home before I found this one. I'm much happier here than I would have been there. It was full of old people, this is better suited to me."

"I do smoke and use the garden area for that."

"I go out when I want to and just come back when I want."

"I can suit myself ready and go where I want."

"I sometimes go to the park."

"I get out and about when I want to."

"I go out to have a smoke. If it's a nice day, I stay out in the garden sometimes."

"The garden is nice in summer."

"They've cut some of the trees down."

"OK but could be better (about the facilities in general)."

"It's alright, can't complain."

Food

Staff informed Healthwatch that there is a four-weekly rotating menu, with all food prepared in-house, and a choice of 2 options and Chef's Choice and 'fakeaway' options at weekends, including pizza night, which is popular with residents. Homemade lasagne was observed for lunch today. Rebecca stated that the cook, Maxine, consults with residents before compiling new seasonal menus, with a salad option being preferred in the summer months and soup in the winter. Some feedback received from residents was:

"There's enough choice."

"There could be more choice. They tend to have the same old thing."

"It's good."

"The food is okay sometimes but not always."

"It's not as good as it used to be, with more choice."

"I would like to see more Cumberland sausage, not had that in ages and used to love it."

"I'd like spaghetti bolognese and macaroni cheese more often."

"Food's alright."

"I like the food and the salad choice on the menu is perfect for me."

"I'm really happy that soup will be on the winter menu."

Resident Feedback continued

Quality of Care

Rebecca stated that the home try to maintain consistency for residents, with core staff on duty whenever possible, and agency staff drafted in when necessary. Rebecca voiced that they see all residents as "*extended family*" and wants to provide the best level of care possible. Resident feedback included:

"They're very approachable. If you have a problem you can go to them and they sort it out."

"Staff are there if you need them."

"Very nice and supportive."

"I've never had friends before. I like the staff and get on well with them."

"Staff are alright, not bad at all."

"Very good."

"Some staff are great but others are not so good."

Activities

Rebecca voiced that, although there aren't currently many activities in the home, an Activities Co-ordinator, who has previously worked as a redcoat at Butlins, is due to start later this month. This will promote more choice of activities for residents, with many new activities planned and some tried and tested recently, including accessible basketball, Connect 4 and ball games, which have been popular. Rebecca stated that staff also spend one-to-one time with the residents whenever possible, as preferred by some. Some comments from residents were:

"I don't believe them, and choose not to join in."

"I like reading and watching TV. It's what I prefer to do, instead of activities."

"The party, is was nice that. I enjoyed it and played some games."

"I watch a lot of TV but would like more choice of things to do."

"I usually go to bed quite early because there is nothing much to do."

"I'd like to play games here in the afternoon."

"It can get a bit boring."

"There's nothing much to do at the moment, but I believe that's going to change soon, so that's good."

"I'd really like more activities to do as long as it doesn't involve Bingo!"

Involvement of service users and carers

Rebecca stated that formal meetings are held every 2 months or as and when required, although she and the staff are approachable and keen to act on any concerns or suggestions from residents. We were told that the majority of feedback is gathered through informal one-to-one chats, and although mandatory surveys are completed as required by CQC, the residents are confident and trusting enough of staff to let them know about any issues or changes needed.

Visit summary and observations

Previsit

The visit to Sylvester Care Centre was prearranged as per the Healthwatch Blackpool work plan. The home was notified via letter ten working days before site visit. The home was asked to display posters and make residents families aware of the planned visit. The visit was conducted in line with current infection prevention control measures.

First impressions

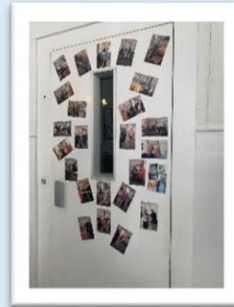
Sylvester care Centre is situated on Reads Avenue, close to the centre of Blackpool, with many local amenities nearby. The external environment at the front of the home was tidy and welcoming, with clear signage and parking for several vehicles. The home is accessed at the front of the property, via a single door, with a seated reception/waiting area for visitors.

We were invited into the home by Rebecca, Sylvester's co-owner, who explained she and her mother have recently taken ownership of the home and are taking many steps to update and improve the home. These include ongoing maintenance and repairs, and also the decorating of bedrooms, in addition to acting on resident feedback and recruiting an Activities Co-ordinator, to provide more for residents to do in and around the home. There are future plans for a minibus to be purchased by the end of 2024, to enable residents to go out on trips and through the illuminations. Rebecca voiced that her main priority is to improve the lives of the residents at the Sylvester, as it's a place she has a personal attachment to, working there as Deputy Manager previously.

Sylvester is registered for 25 residents, with 24 occupied at the time of our visit, and hosts adults from 40 years of age upwards. The home predominantly specialises in mental health and currently caters for two residents with Dementia. Rebecca voiced that there are 1 senior staff, 2 care assistants, housekeeper and cook on duty at all times and the manager on weekdays. All staff were confirmed to receive mandatory training before commencing their roles and every 3 years thereafter, and supported to achieve their NVQ level 2/3, covering units on Dementia and end-of-life care.

The home is over three floors, accessible by a fully working lift, with bedrooms and bathrooms on each floor. There are two communal lounges and a dining room downstairs, and a spacious paved rear garden with a designated smoking area, which residents can access. Representatives observed the home to be clean and tidy, although dated and requiring refurbishment, which Rebecca confirmed is currently a priority and underway.

One resident's bedrooms has recently been modernised, with the resident informing us that she chose the colour schemes and design herself, which Rebecca confirmed will be the case for all residents, where time and money will allow. One bedroom visited had many personal effects on display and felt very homely. There was damage to a resident's ceiling observed, caused by a leak. Rebecca assured us that the leak was repaired upon discovery and the ceiling will be redecorated in due course. Rebecca also informed us that there are plans to continue with the renovation of the garden, including the installation of a raised flower bed and growing fruit and vegetables.



First impressions continued

Rebecca explained that the menus have been revamped, with food now sourced by herself and prepared and cooked at Sylvester Care Centre by the cook, who regular consults with the residents before compiling the new seasonal menu. Residents awake at their preferred time and so breakfast is staggered to accommodate this, with a cooked breakfast being offered as an option (except Sundays). Lunch consists of a main course and dessert, with tea usually being a smaller meal and dessert, and supper is served in the evening. A tea trolley also operates during the day, with biscuits and fruit offered.

The home was fairly relaxed on the day of our visit, with many residents spending time in the communal lounge watching TV together. There were residents coming and going and many accessing the garden area for recreation or smoking. Many residents were confirmed to go out into the community independently, or supported by staff to do so when staff numbers allow. Rebecca informed us that some residents come and go as they please, sometimes returning for mealtimes only, and that other residents prefer to relax by watching TV during the day. Many photos were observed around the home, of residents in different settings, giving a personal feel.

Rebecca stated that the home recently held a BBQ garden party, which required improvisation due to the weather that day, and that this was a real success, with many of the residents taking part and enjoying it. Upcoming planned events include Halloween and Christmas parties. Rebecca informed us that the home are working to get an ice-cream van to visit the home regularly, giving everyone the chance to buy their own ice-creams, as this has been a success through summer. They also hope to add the addition of a vending machine to the home, to promote independence and give all residents the opportunity to buy their own snacks and drinks, especially those who are unable to get out to the shops or people with Dementia.

Personal Care Plans were stated to be written from the resident's perspective and reviewed monthly, with all the paperwork currently in the process of going digital. We were informed that residents have regular visits from the GP, chiropodist and hairdresser/barber, and that this works well for the residents. Rebecca voiced that the home have good relations with the Care Home Support Team and the local District Nurse, to ensure residents get the right care and treatment.

Rebecca informed representatives that, although ongoing improvement are being made to the home, she's conscious that this should be a timely process, to help the residents with adjusting to any changes and minimise the disruption caused. After speaking with residents, they appeared to be happy with this approach and indeed the changes due to be implemented in the near future.

Observations of residents and staff interaction

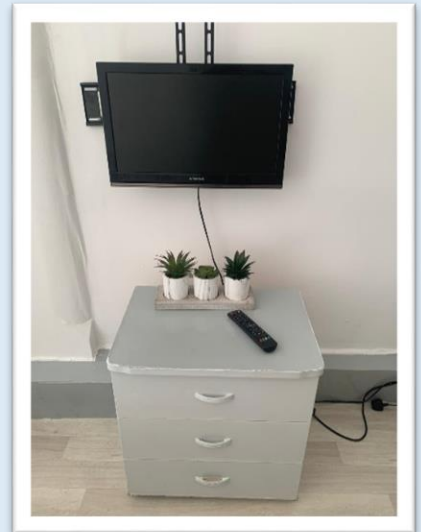
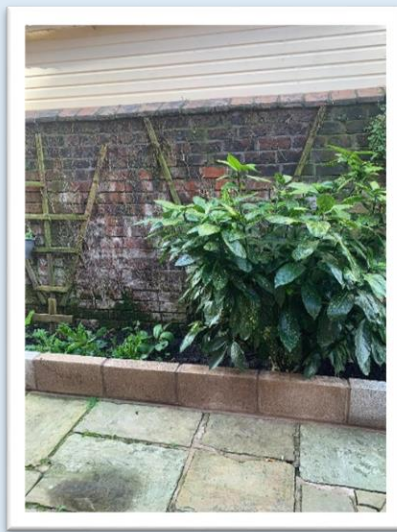
Healthwatch representatives observed care staff engaging in conversations with residents and answering any questions put to them. The staff were observed as treating the residents with kindness, respect and dignity, and allowed them the privacy to have discussions with Healthwatch representatives. One resident approached Rebecca on several occasions during the visit and appeared to have a positive and trusting relationship with her, discussing various issues and being satisfied with the responses.

Staff engaged with Healthwatch representatives and were accommodating of the planned visit, with no issues experienced. Feedback received from residents at Sylvester Care Centre suggested that the staff are friendly and approachable, and that they feel able to put any concerns or issues to staff when needed.

Relative feedback

There were no relatives present at the time of our visit, and we were informed by Rebecca that very few of the current residents have visits from relatives or friends. Therefore, we were unable to gather feedback from relatives during our visit.

Visit Images



Overall visit summary

Healthwatch Blackpool enjoyed a relaxed and welcoming experience at Sylvester Care Centre, and the representatives were shown patience and understanding from both staff and residents. We observed the staff as respectful and friendly towards the residents and taking the time to listen to and understand their needs. Overall, the feedback gained from residents was positive and suggested that residents are happy at Sylvester, although it was clear that there are some areas requiring improvement, as acknowledged by Rebecca, who has identified this and has ongoing plans in place to make improvements.

Residents appeared to be happy with the support they receive from the staff team, the home and outside area and with the food on the whole. However, there was some constructive feedback received around the availability of activities and some options which would be preferred on the menu. Rebecca's clear passion for improving the lives of the residents was apparent and her positive interaction and relationships with the residents clear. The future plans, if completed, would certainly give the Sylvester a more homely, welcoming touch, and provide a more engaging environment for residents who like to join in with entertainment and activities.

Thank you to all of the staff and residents for being so accommodating during our visit.

Managers Overall Feedback

I would like to thank Healthwatch for their visit, and their professionalism throughout. It was a very relaxed chat, and they made myself and our residents feel very comfortable. They spoke to our residents where they were which gave it a more relaxed feeling.

I thoroughly enjoyed the visit and liked the idea of our residents letting other know what they like about Sylvester and also hearing ways we can improve their lives here. Being a family-owned group of homes, we strive on making our homes feel like home and will do what we can to improve the service in which we provide.

Recommendation	Care home/management response	Action to be undertaken By when/whom?
<p>Activities</p> <ul style="list-style-type: none"> • More activities to be offered to residents in the day/evening. 	<ul style="list-style-type: none"> • This is an area in which we have planned for improvements. Our new activities co-ordinator began his role yesterday (21/09/2023). After speaking to our residents we have purchased lots of new activities which went down a treat yesterday. • We have plans to purchase a minibus to help widen our outings for the residents. 	<ul style="list-style-type: none"> • Commenced 20/09/2023 and currently ongoing. • Mini bus, we are looking to purchase by the end of 2024.
<p>Environment</p> <ul style="list-style-type: none"> • Refurbishment of dated decoration, including where leak has damaged resident's ceiling. • Bedrooms (where applicable) to be made warmer during winter. • Rear garden to be made more accessible and inviting. 	<ul style="list-style-type: none"> • We have begun with refurbishing bedrooms, and completed one full bedroom renovation along with 5 bedrooms that have had a spruce up. • As the winter months now approach I will observe the bedroom temperatures and seek advice from our gas man where needed to ensure of home is a comfortable temperature for all residents. • We have had some work done in our back garden, including a vegetable patch built for our residents to look after, although this is not yet up and running. We also plan to have an area of astro turf to have our new seating area. 	<ul style="list-style-type: none"> • To have all of our home decorated to the standard in which we want will take time, and will be done where time and cost will allow. We will have our vegetable patch up and running over the next few week, ready for the residents to plant the things they like. • We plan to have our garden fully completed by the start of summer 2024.
<p>Food</p> <ul style="list-style-type: none"> • Resident feedback suggested new meals could be added to the menu, including cumberland sausage, macaroni cheese and spaghetti bolognese. 	<ul style="list-style-type: none"> • Following a chat with our residents the 'Swirly Cumberland Sausage' is a real favourite, and I am in the process of getting this onto our menu. • We have also increased days we have the favourites of macaroni cheese and spaghetti bolognese. 	<ul style="list-style-type: none"> • Cumberland sausage on the menu will come into place when our winter menu goes live on 01/10/2023. • Our macaroni cheese and spaghetti bolognese have already been increased onto the menu and will continue through the winter menu.

This page is intentionally left blank