

Abbey Wood Lodge Ormskirk

Enter and View Report

Monday 22nd May 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

Abbey Wood Lodge
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Telephone number: 01695 767778

Registered Manager

Laura Cowen

Date and Time of our Visit

Monday 22nd May 2023
10:00am-12:00pm

Healthwatch Lancashire Authorised Representatives:

Emmy Walmsley (Senior Engagement Officer)

John Moore (Healthwatch Volunteer)

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.

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

"Abbey Wood Lodge is a modern, purpose-built home that offers an array of exceptional facilities ensuring exemplary care and support is delivered."

(Taken from Abbey Wood Lodge website)

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

The Enter and View representatives made an announced visit on Monday 22nd May 2023 and received feedback from nine residents, one relative and seven 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.

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 feel 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.



9 residents
1 relative
7 staff

Summary

Healthwatch Lancashire representatives made an announced visit on Monday 22nd May 2023 and spoke to nine residents, seven staff members and one relative on the day of the visit.

Abbey Wood Lodge Care home provides residential and dementia care. The care home can cater for up to fifty-eight residents and at the time of the visit there were fifty-six residents in the home.

The home is split into three floors and each floor caters for different needs.

- **Coronation**- this is the ground floor and cares for eighteen residents who are in residential care. This floor has two carers and one senior member of staff.
- **Forest**- this is the first floor and cares for residents who have progressive dementia. This floor has four carers and one senior member of staff.
- **Blossom**- this is the top floor of the home and cares for residents with early onset dementia. This floor has two carers and one senior member of staff.

Healthwatch representatives were shown around the home by the deputy manager and discussed what happens on each floor.

Each area of the home has a communal lounge and a dining area which was set up. Food is prepared on site in the kitchen on the first floor and is then delivered to the floors ready for meal time. The residents are able to choose from different choices on the menu every day.

The home was secure with keycode access into the main area and using the stairs and lifts within the home. All areas of the home were appeared clean and tidy, and staff were observed to be cleaning and ensuring the home was suitable throughout the visit.

Healthwatch representatives spoke with a variety of staff members and residents on all floors and had chance to observe some of the care and activities that were taking place within the home.

The care home offer chance for relatives to come in and join in celebrations with their family and can also join them for meals and for events within the home. The home holds an open day for the community to come in and answer questions they may have about the home.

Enter and View observations.

Pre-Visit and Location

Prior to the visit to Abbey Wood Lodge care home, a pre-visit questionnaire was sent to the Management team to provide Healthwatch Representatives background information about the home. Abbey Wood Lodge care home has an informative website with details about the care home, the managers pictures of the care home and reviews from residents and relatives.

The care home has a Facebook page which is regularly updated with recent activities and events that are happening within the home.

The home is set over three floors and has level access to the front of the home. The car park caters for disabled access with spaces allocated for blue badge users.

Abbey Wood Lodge is on a bus route and is close to local amenities. Access to the home is secure with a coded pad on the front door.

The manager provided some insight into some of the activities that take place within the home, *"We have trips out in the community we also have a cheese and wine night every month which is popular with residents and family's as well as a bingo evening once a month. Activities are daily in the home choir; hairdresser attends twice a week. We also have nurse attended once a week which is a big hit and also coffee mornings inviting the community along."*

The internal environment- First impressions

When Healthwatch representatives made their visit, they were greeted by a member of staff on reception who asked us to sign in. The manager then came to greet us with the deputy manager to discuss the visit and show us around the home.

It was clear as soon as we entered where reception was and where we needed to sign in. The entrance was a large and welcoming space with notice boards containing information about upcoming events and activities, it was great to see that the menu was up to date and clearly displayed.

There is a side lounge off the main door that can hold residents and relatives which consists of tables, chairs and a sofa.

Throughout the home were pictures on the walls that residents could look at and look at a journey through time. Each bedroom had its own memory box where the relatives can fill them with things that are meaningful to that relative.

Bedrooms were decorated to residents individual tastes, we were informed that some residents had brought items from home to make their rooms more personal to them. Details like this allow residents to feel more at home which is important when moving into a new space. Each bedroom has ensuite facilities.

The observation of corridors, public toilets and bathrooms

As we walked around the home, we could see that all communal spaces including bathrooms and toilets, were clean and free from clutter. There were dementia friendly signs up which consisted of pictures and words so that residents could understand clearly where they were going. All toilets and bathrooms were clean and clutter free, with clear signage.

There was lift access as well as stair access to meet all needs and make it accessible to all floors.

The corridors were painted white with green and brown handles so the residents could clearly see where they are going and is accessible for all the residents. There is also a sign up outside the nurse's station to identify key members of staff.

The lounges, dining and other public areas

Each floor of the home consisted of a lounge area, a dining area, a kitchen, a nurse's station and bedrooms, following a similar layout on each floor. The lounge areas were spacious and had communal seating for the residents and their relatives. The dining rooms had seating to hold all the residents and promoted social interaction between the residents.

The menu was clearly displayed around the home, the staff members go around in the morning and ask the residents what they would like for dinner and tea that day, this can be changed if the resident would like something different.

Lounge areas had comfortable seating for residents and seats were arranged to promote socialisation between residents. A feature of all of the lounge areas was that they over looked nearby grassland and trees which gave a relaxing atmosphere.

Residents do have access to the outdoor area which is situated at the back of the home. The residents can join in with gardening including potting plants and can sit in the outside area.

Observations of resident and staff interactions

At the time of the visit Healthwatch representatives observed interactions between staff, residents and relatives. The staff were attentive towards the residents and knew them by name, we observed quick responses to requests that had been made for example, The call bell was seen to be answered very quickly and effectively and there seemed enough staff on duty to care for the residents.

The activities coordinator was present, and representatives observed an exercise session that was being run by the coordinator. One relative was present at the time of the visit and a staff member offered the relative a drink so they could have one with their relative whilst visiting.

There were activities schedule up across the home and could be seen in different areas across the home. There were staff present at all times in the communal areas attending to the residents needs and playing games with them including jigsaws. The home holds a bingo night on Saturdays and also cheese and wine nights for the residents and relatives to come in and take part in. The care home also has an on-site hair and beauty salon where the residents can go and have their hair done or have some treatments done.

Resident feedback

During the visit Healthwatch Lancashire representatives spoke to nine residents. Due to the care home caring for a lot of dementia residents opportunity for full conversation about all aspects of the home was limited.

Environment

All the residents spoken to were happy with their bedrooms, *"I have my own room decorated."* And *"I like that I can have pictures all over my room, it feels like home."* *"The care is good, and the staff are friendly."*

One resident commented on the amount of cleaning the staff do and how they maintain the home. *"It's very good here."* *"The rooms are cleaned every day and deep cleaned once a month, moving the furniture and deep cleaning properly."*

Activities

Seven of the residents were happy with the activities that were taking place *"I'm happy with the activities that are on, I don't join in with all, but we get a choice."*

The residents spoken to were very complimentary about the staff that run the activities commenting, *"The girl who organises the activities is very good at what she does."*

Care

All residents were complimentary about the care that they receive from the staff. *"The staff are lovely here, its very nice here."* Some of the residents shared how they liked the lounge area, *"its lovely there, we can sit and look out on the gardens, and we enjoy doing activities in there as well."*

All the residents were praising staff members with comments including, *"The staff are very good."* *"The staff make you feel better about yourself."* *"The staff are happy to give you a hug when you ask them for one."* *"Everybody tries hard."*

Food

Healthwatch Lancashire representatives were told by all residents that the food was lovely, and they had no concerns. *"The food is very good; I like the options."*

They were happy with the options they were provided with and mention the quality is good. *"The quality of the food is very good."* *"It's excellent, no problems at all."*



Staff are very pleasant and nice to me here. The staff make you feel better about yourself.



Relative feedback

During the visit Healthwatch Lancashire representatives spoke to one relative about their views on the care at the home.

How do you feel about the service provided?

The relative spoke to was complimentary of the service and commented on the care that the relative had received. *"They are lovely here; we bring personal things in to make it more homely for them."*

Would you recommend this service to others?

"Yes, I would recommend this care home to others."

Observations

During the visit the relative was offered a drink so they could sit with their relative and socialise with them. When the resident needed some private time the staff members ensured that the relative was comfortable taking them to the lounge area and ensuring they had what they needed.



Staff feedback

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

Do you feel you have enough staff when on duty?

All members of staff spoken with said they were well staffed and had enough cover for the floors. *“Yes, we have enough staff on duty, it can be busy at times if a lot of bells go off at once. “All staff members said they were happy with how many staff are on duty and sometimes it can be busy, and the workload could be stretched.”*

Do you feel supported to carry out person centred care?

All members of staff said that they felt that they received appropriate support to provide person centred care for the residents. One recommendation that came from talking to the staff members was *“We could do with some more standing aids, that would help us provide better person-centred care for all our residents.”*

Staff members mentioned that there was a wide range of activities for the residents to join in with and they could freely go down to the salon and have their hair or a treatment done. *“We have a lot of activities going on for the residents including exercises, games, bingo and a cheese and wine night where relatives can come and join in.”*

Staff members were complimentary of the management team. *“I feel supported by the management team, they are happy to help with any concerns we have.” “If we need something we just ask Laura, and she will sort it for us.”*

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

All staff felt that they received enough training on a regular basis to help them with their work. *“I feel we get enough training, and we are always kept up to date with new training opportunities.” “I understand all the jobs I’m asked to do and if I don’t understand there is always someone to help me.”*

One member of staff commented that training could be offered earlier in the job role for new starters, and this would help support the team. *“I feel we have a great team, but I think training for new starters would be good a bit earlier into their role, so they are up to date in the beginning.”*

Are you happy working within the nursing home?

All members of the staff team that Healthwatch spoke with were happy with their jobs. Staff commented on how well the team work together and how they are a well-established team with low staff turnover. *"I like that we have a core set of staff and residents who have been here a long time."* All of the staff members talked about the management team commenting, *"the whole support network is brilliant from the team to the management team."*

Most of the staff mentioned that they enjoyed their jobs because of the residents. *"Yes, I love it here, the residents have been here a long time now and I enjoy caring for them."* Some members of staff commented on how the activities coordinator had changed the dynamic in the home. *"The activities coordinator is so good and gets all the residents together in the home to do activities and helps them communicate with each other."*

"The management team are very supportive and are lovely, we can go to them for anything and nothing is too much."

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

All seven staff members were complementary about the care on offer at Abbey Wood Lodge care home and all answered that they would be happy to recommend the care home. *"I would definitely recommend this care home and I have done."*

Any other comments

One member of staff explained how the home caters for personal tastes using a food passport. *"We have these in the kitchen so that we know any allergies or intolerances on each floor, its nice to know their likes and dislikes so we can cater to their individual needs."*



Recommendations

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

1. Consider implementing dementia friendly clocks within the care home.
2. Consider looking into more stand aids to help support the staff and residents within the home.
3. Look at altering the training schedule for new members of staff to improve their skills and confidence.

Provider response

Recommendation	Action from provider	Timeframe	Comments
1. Consider implementing dementia friendly clocks within the care home.	This was a great recommendation we took on board and dementia clocks arrive today	09/-6/23	
2. Consider looking into more stand aids to help support the staff and residents within the home.	We have 3 stand aids 1 for each floor, one is currently awaiting a part and has been chased	07/06/23	
3. Look at altering the training schedule for new members of staff to improve their skills and confidence.	So at Abbey wood lodge we have a 3 day induction for all new starters and moving and handling training in them 3 days. once we have a chat and feel the staff member is happy etc that's when training will be sent to them on the 2 nd week via eLearning with a timeframe to complete mandatory training first . we like to feel the staff member isn't overloaded as its a lot to learn on the 3 days induction		



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Lancashire

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