

Berkeley Village and Cuerden Grange

Enter and View Report

Monday 4th September 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 service users who met members of the Enter and View team on that date.

Contact Details

Contact details

Berkeley Village and Cuerden Grange
414 Station Road
Bamber Bridge
Preston
PR5 6JN

enquiries@cuerden.com

Telephone number: [01772 628700](tel:01772628700)

<https://cuerden.com/>

Registered Manager

Samantha Dooney

Date and Time of our Visit

Monday 4th September 2023
12:00pm-2:00pm

Healthwatch Lancashire Authorised Representatives:

Emmy Walmsley (Senior Engagement Officer)

Georgia Hackett (Comms team leader)

Hilary Holton (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

"Berkeley village and Cuerden Grange is a specialist nursing home that supports people with complex mental health needs in Lancashire." (Taken from the Cuerden care website)

Acknowledgements

Healthwatch Lancashire would like to thank management, staff and service users, 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 4th September 2023 and received feedback from five service users and eleven staff members.

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

Conversations with service users were structured around four themes (Environment, Care, Food and Activities). Conversations with staff included their experiences of staffing levels, support and training.

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.



5 service users
11 staff

Summary

Healthwatch Lancashire representatives made an announced visit on Monday 4th September 2023 and spoke to five service users and eleven staff members.

Berkeley Village and Cuerden Grange home can cater for up to eighty-three service users in total over four separate units. These units care and support people with complex mental health needs and autism.

The four units within the care home are:

- **Berkeley**- This is a twenty-four-bed unit and has eleven staff members and four senior members of staff.
- **Willow**- This is a fourteen-bed unit and is used for step down care from community and hospital settings. There are four staff and one Senior Leader in this unit.
- **Cedar Lodge**- This is a twenty-four-bed unit, and this is a mixed young person unit. There are six staff members and two Team Leaders in this unit.
- **Cherry Lodge**- This is a twenty-four-bed unit but houses ten people at the present moment. This unit is fairly new and opened in October. There are five staff members and one Senior Leader in this unit.

At the time of the visit there were seventy-two service users within the home.

Healthwatch representatives were shown around the home by the manager who explained about the types of care delivered in each unit.

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

The home was secure with keycode access into all the separate units. Healthwatch representatives spoke with a variety of staff members and service users in the garden and were being observed playing a game of musical bingo.

There were a range of staff members working at the time of the visit which allowed the opportunity for service users to go out into the community at their own leisure. It was explained that this ensured enough staff were able to facilitate this and maintain staff levels in the building. The Manager explained that there are around one hundred and fifty staff from admin, support staff, nurses, senior staff, kitchen, domiciliary and occupational therapists and activity coordinator.

Enter and View observations.

Pre-Visit and Location

Prior to the visit to Berkeley village and Cuerden Grange, a pre-visit questionnaire was sent to the Management team to provide Healthwatch Representatives background information about the home. The website can be misleading as the home has now merged and the website is still split between Berkeley village and Cuerden Grange. The manager explained that Cuerden Grange home now provides mental health care and support and is no longer solely a residential home.

The home is split between three buildings and houses four separate units. The car park caters for disabled access with spaces allocated for blue badge users. There is parking to the front of all three buildings to allow for staff and visitors. There was level access available through the use of drop-down curbs near entrances.

Berkeley village and Cuerden Grange is on a bus route and close to local amenities such as shops and a pharmacy, a five minute walk away. Each area of the site was securely locked and was only accessible using a fob.

The manager provided some insight about the activities the home runs, *“Trip days out bowling, mini golf cinema, meals out. Theme days like 80 discos, pub days, king coronation Chinese food day, cinema nights, pride parties, Coffee and cake mornings, cooking sessions. We go to Bingo, Spa days, live sports days, quizzes, music bingo. Exercise days walks out, lake district, aerobics’, competitions. We have a Hairdresser, and we organise Mini holidays.”*

Each garden area had smoking shelters which allowed service users to go out at their leisure without having to leave the home.

The internal environment- First impressions

When Healthwatch representatives made their visit, it was unclear from the car park which entrance to use, they were greeted by a member of staff at one of the buildings and were taken across to the manager. There was a signing in book in each entrance to the buildings. Healthwatch representatives asked about signing in and staff assured us that they would sign us in, we were not able to confirm this.

The entrance at each area consisted of a reception desk, boards with staff members names and pictures, boards showcasing activities the service users have been taking part in and a seating area.

All doors had signage, however, they looked worn with names, numbers and stickers coming away from some bedroom doors. The signage was standardised with the service user names and identifying pictures. Dementia friendly signage was seen in some of the units to show where the lounge and dining room were, but this was not consistent throughout the four units.

There was a champion board in every unit, a member of staff is the champion for a certain topic in the building, for example mental health. The manager explained that the service users can be champion buddies to help support any new comers to the home.

The observation of corridors, public toilets and bathrooms

Each bedroom had its own toilet and sink but communal toilets and bathrooms were available in each unit, accessible to all service users. Bedrooms were decorated to service user's 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.

Communal spaces including bathrooms and toilets, were clean and free from clutter. All doors were labelled with signage so that service users were aware what was in these rooms, but these were not in a consistent style with standardised information, which could be perceived as confusing for service users.

All floors could be accessed via a lift or stairs. There were notice boards up in the corridors promoting topics like 'good health' and support helplines.

The corridors were painted a cream colour with a slightly darker hand rail around the corridors. Some of the rooms were painted a different colour which has been chosen by the service users, the manager explained to Healthwatch Lancashire representatives that they had a vote on what colour to paint the lounge and all the service users voted for their favourite.

The lounges, dining and other public areas

Each unit at the home comprised a lounge area, a dining area, a kitchen and a sensory/games room. All of the units are similar in layout with the only difference being the sensory and game rooms. During the visit there was different music playing in each of the units.

The lounge areas were spacious and had different types of seating to cater for all service users. There were also small areas of seating for service users if they wanted some privacy or some quiet time. The dining rooms had enough seating for all service users and promoted social interaction.

The menu was clearly displayed around the home in each dining room. The service users have access to their own kitchen where they can cook their own food on site. There is also the option to order food in from local shops. The activities schedule was present in all lounges across the site and in the reception areas so service users are aware of the activities they could choose to be involved

with and when they were running. The manager explained that *“they have standard activities throughout the week like walking, cooking and bingo and then a service user meeting to see what else in addition Service users would like to do. They do a big activity once a month, examples of a 90s disco where they invited a DJ which Service users chose.”*

There was garden access to all four units and a communal garden at the back of the home where all service users could interact with each other. The garden in Cedar had been recently refurbished and someone had hand painted the fences, there was some seating in the garden area.

At the time of the visit, service users from all four units were in the garden playing musical bingo under a gazebo and having ice cream.

Each unit had a games/sensory room available for people to use at their leisure. The manager told us that on the Berkley unit the service users wanted the sensory room for a cinema room so that's what they did.

Healthwatch Lancashire representatives noticed when walking around three of the four units that the decoration was a bit outdated and could benefit from some updates for example the carpets.



Observations of resident and staff interactions

At the time of the visit, Healthwatch representatives observed interactions between staff and service users. During the visit it was meal time, and they were planning an activity in the garden. The staff were attentive towards the residents and knew them by name, we observed a member of staff helping a service user take off their jumper as the weather was very hot on the day and they were concerned they would over heat if they kept the jumper on.

The activities coordinator was present, and representatives observed a musical bingo session in the garden. Healthwatch Lancashire representatives observed staff members bringing service users out to the garden. Some service users were brought out in specialist chairs and wheelchairs. The staff were asking if sun cream had been applied and ensured the service users were under the gazebo and out

of the sun. Members of staff were then seen walking around asking if they wanted ice cream or an ice lolly. Once these had been handed out staff were observed sitting with service users helping them with the bingo activity. The staff were observed singing the songs to them and helping them find the right song on the bingo card.

Some of the service users were sat on their own in the sun, during the activity, but staff members were observed checking on them and ensuring they had everything they needed. Staff members were seen during the activity to take some service users back inside as they were struggling in the sun. The activities coordinator was observed to be playing the music and walking around to ensure all service users could hear the music but also helping them with their bingo cards.

A conversation with the activities coordinator indicated that the home has a service user meeting every month in each unit to establish what activities they would like to do. They plan a month in advance, but all service users have the chance to go out in the community with staff members when they like.

During the visit, representatives observed staff members helping service users move around the home and helped them with physical aids and specialist chairs. One service user wanted to help support the domiciliary staff members in the kitchen and the staff member was seen helping support the service user during this time. There were a lot of staff present at all times for one-to-one support for all service users.

Person centred care was observed throughout the visit with the staff members knowing the names of all the service users, knowing personal things about them including their children's names and favourite colour.

At the end of the visit the manager showed Healthwatch representatives 'my journey folder' which consisted of photos of each service user doing activities and what they had been doing at the home. This showed a range of different activities and outings. Open visiting is encouraged by relatives and the manager mentioned that if there are any service users at the end of life then the relatives can come any time day and night.

During the visit staff were in their own clothes but were identifiable by their lanyards.



Service User feedback

During the visit, Healthwatch Lancashire representatives spoke to five service users. Due to the visit coinciding with different activities, there were limited opportunities to hold conversations with service users. Observations were used to gather information about service users' experiences.

Environment

Two service users mentioned that *"it is alright here"* and *"yes I love it here."*

Observations showed that the communal areas and corridors were big enough to fit wheelchairs and specialist chairs through and accommodate staff and service users walking together. There was seating available in both the lounge area and dining area for all service users. There was also a kitchen to use for cooking and storing their own food.

Activities

Out of the five service users spoken with two commented *"they do lots I used to go swimming but I've been poorly so I couldn't go for a while."* and *"I am going to Blackpool soon; I want to go to the arcades."*

During the activity, it was observed that all the service users were engaged with the musical bingo and staff members were seen walking around to different people and ensuring they could hear the music. The staff members were seen showing the service users how to find the lyrics on the bingo cards.

Care

One service user mentioned *"the staff are great, there is always someone to take me out and about and I like that."*

It was observed that there was a large number of staff on duty at the home with thirty-four staff present on the day of the visit. Representatives were told that more staff means that service users can go out into the community more and allows staffing to be maintained within the home.

Food

None of the five service users spoken with gave a response about the food.

During the musical bingo activity, the service users were commenting on how much they enjoyed their ice creams and how lovely it was on a hot day to have one. There was also a menu up in each dining room with food options for all the service users to choose from. The manager explained that some service users book food deliveries and cook their own food on site.



The staff are great, there is always someone to take me out.



Staff feedback

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

Do you feel you have enough staff when on duty?

All eleven members of staff spoken to were happy and said they felt that there were sufficient staff when on duty. *“Massively yes there are always a lot of us so we can provide person centred care.”* Another staff member described how they thought that the staffing levels were sufficient. *“A million percent, I’ve never had anything like it before.”* *“We always have enough staff on duty and we move around the units so we can get to know all the service users.”*

There was no negative feedback communicated to Healthwatch Lancashire representatives regarding staffing.

Do you feel supported to carry out person centred care?

Feedback was unanimous with comments like *“definitely very person centred, and I have the time I need with each individual service user.”* *“Yes, I feel supported from management and all the staff team to do my role.”*

One member of staff spoke about the admissions process and how they felt helps support person centred care. *“Yes, we have care plans in place so we know the person before they arrive, we know all their likes and dislikes so we can make it a smooth person-centred transition to us.”*

Fifty percent of the staff spoke about management being supportive. *“We have a very good management team, and we can go to them for anything at any time which really helps us provide the care we need to.”*

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

When speaking to staff members they talked about the amount of training they do and how it is monitored with a trainer on site at all times to help assist them. *“Yes, we do refresher training all the time and if we don’t feel confident the trainer will do one to one support with us to help us.”* *“All of our training is up to date, and we can choose extra if we want to.”*

One member of staff spoke to representatives about specific training being offered to support new service users. *“We do specific training to help us provide person centred care, we do face to face and online training, its good to do a bit of both to keep our skills up.”*

The manager of the home explained to representatives that some of the service users are on one-to-one support, but the member of staff is changed every hour to prevent staff burnout. Staff progression was clear as staff spoken to mentioned they had been there years and had started off as a support worker and worked their way up to senior roles. There is also a staff trainer on site to help support and ensure all training is up to date and provide one to one support where necessary.

Are you happy working within the nursing home?

All members of staff talked to representatives about how long they had worked for the home and how they see it as a family. *"This is a very nice place, very friendly and supportive management team." We are like a family; everyone works together, and we support each other where needed."*

Six of the eleven staff mentioned they were happy because of the service users. *"I have been here many years and I love the service users, they are my family, there are many reasons why I love it here." "I love how everything is based around the service users, we do meetings and are always asking the service users what they would like to do." "I adore the service users; we have supportive management, and we have a very strong team."*

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

100 percent of staff commented that they would recommend this home to their close relative or friend. *"Definitely I have recommended someone already." "Yes, I would, everyone has been here for years so it's a lovely atmosphere." "I definitely would, it's the best place I have ever worked in."*

No negative feedback was collected on the day from any of the staff members.

Any other comments

"This is a really lovely place, and the service users are really looked after, staff are very supportive and come together."

"The assessment process is amazing and key for us to provide person centred care."

"It would be nice to see the main garden updated, we have volunteers who come in and help but it would be nice to update it so service users can use it more."

"In some areas the decoration could do with an update, but this can be hard in some units as things are replaced and then they are broken again."

During conversations with management and staff members it was brought to our attention that the owner of the home visits every Monday and maintains a personal interest with the staff and service users.

The staff explained how the home has links with four GP practices and they have a nurse practitioner who comes in every Tuesday for a walk around to see anyone where necessary. The staff also mentioned that they provide occupational therapy onsite and rehabilitation programmes to support with housekeeping and finances.



We are like a family; everyone works together, and we support each other where needed.



Recommendations

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

1. Look into updating the main garden area. E.g., tidy up of the flower beds, ensure paths are accessible.
2. Review signage throughout the home. E.g., new signs on doors and incorporating standardised signage throughout.
3. Ensure that decoration throughout is reviewed. E.g., change of carpets in some areas and include service user input.
4. Improve signage outside of the home so it is clear visitors know where they need to report to.
5. Ensure website content is updated to ensure correct details are provided to the public.

Provider response

Recommendation	Action from provider	Timeframe	Comments
Look into updating the main garden area. E.g., tidy up of the flower beds, ensure paths are accessible.	We have new outdoor furniture arriving this week for our garden areas and this will be our project over the next year.	During the spring months we will look into new flowers for the beds and making the paths accessible.	
Review signage throughout the home. E.g., new signs on doors and incorporating standardised signage throughout.	We have the decorators in at the moment and they are working through the allocated priority list.	ongoing	
Ensure that decoration throughout is reviewed. E.g., change of carpets in some areas.	change of carpets in some areas is ongoing.	ongoing	
Improve signage outside of the home so it is clear visitors know where they need to report to.	Each unit has a sign above the front doors (the name of the unit) and we have reception areas for each unit. As cherry lodge is our new unit, we are waiting for the sign to arrive.	ongoing	
Ensure website content is updated to ensure correct details are provided to the public.	This will be looked into by our IT team and actioned accordingly.	ongoing	



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Lancashire

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

www.healthwatchlancashire.co.uk
t: 01524 239100
e: info@healthwatchlancashire.co.uk
📱 @HW_Lancashire
📘 [Facebook.com/lancshealthwatch](https://www.facebook.com/lancshealthwatch)