

# Hope House Care Clayton-le-Moors Enter and View Report Wednesday 19<sup>th</sup> July 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

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## Registered Manager

Catherine Yates

## Date and Time of our Visit

Wednesday 19<sup>th</sup> July 2023  
1:30pm-3:00pm

## Healthwatch Lancashire Authorised Representatives:

Steven Walmsley (Engagement Team Leader)

Jackie Bull (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](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

"Welcome to Hope House, a purpose-built care home located in Clayton Le Moors, Accrington. Our home is specifically designed to provide exceptional care and support to our residents in a comfortable and nurturing environment.

*(Dovehaven website: Hope House Page)*

During the visit there were thirty five residents at the care home.

## Acknowledgements

Healthwatch Lancashire would like to thank residents, management, staff, 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 Wednesday 19<sup>th</sup> July and received feedback from six residents, one relative and five members of 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 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.



**6 residents**  
**1 relative**  
**7 staff**

# Summary

Healthwatch Lancashire representatives made an announced visit on Wednesday 19<sup>th</sup> July 2023 and spoke to six residents, seven staff members and one relative on the day of the visit. Interactions between residents and staff, along with activities were also observed.

Hope House provides accommodation for persons who require nursing or personal care and treatment of disease, disorder or injury. They also cater for residents with physical disabilities and residents who are under 65 years of age. The home did not have any residents living with dementia at the time of our visit, but there were some adaptations noted to make the home more dementia friendly.

The home has recently transferred from the ownership of Larchwood to the Dovehaven group. This has meant that the home is currently in the process of updating its systems and policies, with the most recent update being that the home is now using Person Centred Care (PCS) hand-held devices to make notes and observations about residents' care.

There is capacity for 38 residents with 35 in residence at the time of the visit. The premises was undergoing some cosmetic changes with rooms being updated and some external areas of the home being renovated. Healthwatch representatives were informed that the flooring in hallways was due to be updated with the carpets being replaced by wood-effect flooring.

There are three communal areas for residents to use and there is access to the local park which is situated directly across the road from the home. There are outdoor spaces to the front and rear of the home for residents to access.

At the time of the visit, residents were observed taking part in activities involving animals that had been brought in for them to interact with. There was a puppy and some chicks which the residents were enjoying holding and stroking. There were relatives paying visits to their loved ones at the time of the visit.

Access to the home was secure with keycode access to the different areas of the home. Staff were seen assisting residents with limited mobility around the home. Disabled access was catered for with level access to outdoor areas and a lift between the two floors of the home. All communal areas were clean and free from clutter. Equipment was observed to be safely stowed with any hazardous materials being kept in clearly marked and locked trolleys or cupboards.

During the visit the home was staffed by six carers, one senior carer, a full-time nurse and the management team.

## **Enter and View observations.**

### **Pre-Visit and Location**

In preparation for the visit, Healthwatch Representatives held a discussion with the care home manager, Cathy, and a pre-visit questionnaire was sent to the management team to learn about the background of the home and to find out about their perspective on the care that they provide to residents. The discussion centred on the nature of care provided by the home, the range of activities that are provided and to hear about their perspective on what they felt could be improved.

*“We offer a range of activities from trips out to Blackpool, local pubs and garden centres. We have an in house hairdresser every Wednesday, bingo, karaoke, movie days e.g.”*

The care home has a website that describes the location of the home and the facilities and some of the activities that take place at the home. There are also regular updates on social media to showcase activities that take place at the home.

Hope house is located across from Mercer Park in Accrington. There is a bus route on the adjoining road with links to Whalley and Accrington. There are local amenities nearby such as shops and a dentist.

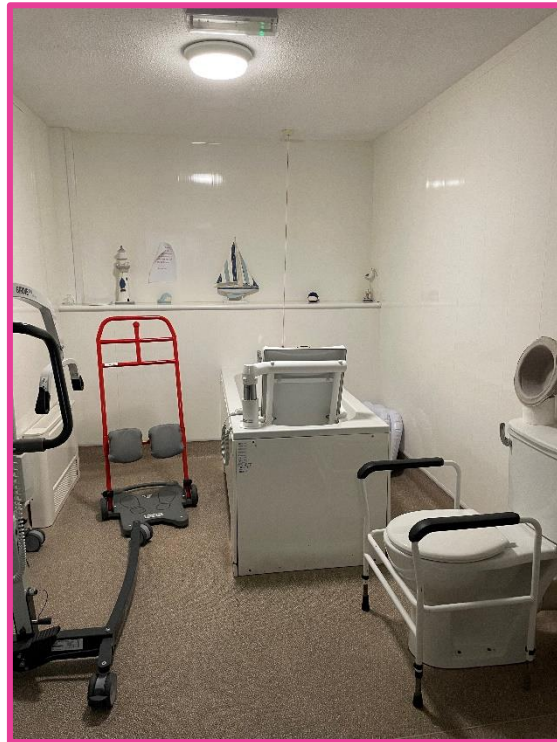
### **The internal environment- First impressions**

Upon arrival, the Healthwatch representatives were asked to sign in and were greeted by the manager. The initial impression of the home was that they were proud of the activities that they held for their residents with several noticeboards displaying the different activities and charity events that are held by the home to raise money. The entrance hall was spacious and bright with dementia-friendly matt flooring. The activities plan was on display in the entrance with a visual timetable to show residents and visitors what events and activities were planned for the week. It was noted that the date was on display in this area. A menu was also on display with the meal options for the day which was kept up to date.

## The observation of corridors, public toilets and bathrooms

The corridors of the home were noticeably kept free of equipment and clutter. There were slide sheets, sleds and medical trolleys stowed securely out of the way and were in various locations throughout the home. Healthwatch representatives were shown around the home by the manager who pointed out the different areas that were located around the home. There was a lift available for residents to gain access to the upper floor of the home.

The majority of rooms at the home had their own en-suite bathroom for residents to use at their own discretion. There were communal bathrooms and toilets that could be used. These had adaptations for users with limited mobility and could be used by staff to aid in washing and personal care. There were three rooms which were due to receive an upgrade and have an en-suite bathroom fitted.





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

The main communal area is a shared dining and lounge space with communal seating throughout. All chairs appeared to be in good condition with one resident commenting that they “really liked the new chairs.” At the time of the visit, there was an activity taking place with residents interacting with chicks and a puppy. Residents appeared to enjoy the activity and it was clear that they were keen to participate and were enthused by what was provided. A large television was also in use at the time of the visit. There was a similar communal lounge area upstairs which was also available for residents to use.

The dining area was set out ready for the evening meal and a menu was on display with the meal options shown as a picture and text to help residents make their choices. The dining area comprised a mixture of seating to encourage social interaction with some tables catering for two or four residents.

## **Observations of resident and staff interactions**

During the visit, Healthwatch Lancashire representatives took time to observe interactions between residents, relatives and staff. It was noticeable that staff knew the names of all the residents and were sensitive and attentive to the needs and wishes of the residents. Staff were observed taking the animals around the group and letting them hold them. There were photos taken to send to relatives and to display on social media. Residents made requests of the staff, during the visit, which were seen to in a respectful and prompt manner. The activities co-ordinator was overseeing the activity and talking with residents to ask what they thought of the animals that had been brought in. They were also asking about any future ideas for activities that the residents wished to do in the future which could be added to the activities calendar.

Two relatives were visiting at the time of our visit and staff were observed providing updates about their family member and answering questions. Relatives were invited to join in with the activities and were welcomed into the group.



# Resident feedback

During the visit Healthwatch Lancashire representatives spoke with six residents.

## Environment

All six residents were satisfied with the environment and said that the home was comfortable and a pleasant space. "I don't think you'd get a better place." One resident mentioned that they felt there were some aspects of the home that could be improved but these were mostly cosmetic changes. One resident was happy that there were refurbishments being carried out saying that "they're doing a lot up." One resident mentioned that they liked how they were able to personalise their accommodation.

## Activities

All six residents complimented the activities that were run by the home. They felt that the staff listened to them and designed suitable activities for them. However, they mentioned some residents did not like to join in even though they had asked for things to be catered for them. "They give us a good choice but some people don't join in."

Residents were asked about how they would like their time to be enhanced through new activities or guests coming to the home. Two residents said that they wanted the activities that were already provided. One resident said that they knew about the activities, but they chose not to join in with them.

One resident made mention of how the home helped them with their hobbies by providing materials for flower arranging that they could use in their fund-raising activities. They complimented the staff on how they helped them get what they needed to make the things that they wanted to create.

## Care

The response to questions about the care was unanimous with all six residents expressing their gratitude towards the staff saying, "They really do care, I love it.", "They do loads for us." One resident told Healthwatch Lancashire representatives that they had been a resident of the home for a long time and that they felt really supported by the staff. Another resident described how the home had put things in place to help them manage with their long-term condition, "They always try to make things better for me." They went on to describe some of the personal touches that they were able to make to their room and were happy that they had been able to personalise their living space.

## Food

Three residents left feedback about the food provided by the home. Overall feedback was positive with residents complementing the choice of food. One resident commented that they received help with their diet, "they make it personal for us." Another resident commented that they neither liked nor disliked the food. "What they have they do well with although sometimes you can tell the food is frozen but I understand they have a lot of residents to cook for." One resident liked how they were able to make choices with their food.



***Built in is the love! They really do care here, I love it.***



# Relative feedback

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

## How do you feel about the service provided?

The relative that Healthwatch Lancashire representatives spoke with was complementary about the level of care provided for their loved one. "They provide excellent care and are very engaged with the residents. They anticipate the needs of their residents before they need something. If they can help, they will." It was also explained that they had been using the service for many years and always been happy with the service.

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

"On the whole yes. Some things are not urgent but I am always informed of anything that has happened. Staff are very responsive to my queries."

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

The relative said that they understood the process and they would follow it if they needed to. "I have not had any issue that has required me to raise a complaint. I would always go to the manager if I had an issue."

## Would you recommend this service to others?

"I would recommend it to a friend they are very good at all levels. They have helped people at all points of their journey here."

## Any other comments

The only additional comments made were in relation to the cosmetic upkeep of the home. They felt that some of the corridor and external areas of the home would benefit from some attention, but they recognised that this was in the process of being carried out.



# Staff feedback

Healthwatch Lancashire spoke with seven members of staff during the visit.

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

All seven members of staff felt that they had enough staff when they were on duty. It was remarked by one member of staff that they haven't needed to use agency staff because the team are always happy to cover absences. One member of staff explained how they had been able to make sure that staff were always available. "We sometimes have people off sick but we always cover each other." One member of staff made mention of how most staff lived locally which made it easy for people to cover shifts if needed. Managers said that they were lucky to have such a flexible team with cover and staffing.

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

All members of staff were confident about their ability to provide person-centred care. One member of staff described how it felt like a family at the home and that "we know everyone here." The activities coordinator explained how the residents were given the opportunity to choose the activities that are run, and they always try to make things personal for the residents. "Activities change every two weeks or so and the residents give us lots of ideas. It is sometimes hard to get them all involved as some don't like to join in." Another member of staff talked about how they run different activities to fundraise for the home and how they involve the residents to motivate them and take part in purposeful activities. "They love to join in especially when they know that what we are doing will ultimately be of benefit to them."

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

Training was discussed with the six members of the staff team. They all felt that the training was useful and supported them to carry out their duties. One member of staff commented that "training is regular and we are always up to date on things like moving and handling and safeguarding." One member of staff mentioned that they were given time to carry out training and that some of it took place online and in-person. "I like training but I would rather have face to face training as it's better than online training."

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

Every member of staff that Healthwatch Lancashire representatives spoke with said that they were happy working at Hope House. It was commented that the staff team was like a family.

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

All six members of staff said that they would recommend the care home to a close friend or relative. One member of staff had a relative that was also a resident of the home and they had settled in very well since joining.



# Recommendations

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

1. Add signage around the home to help residents and visitors navigate around the home
2. Explore more face-to-face training courses for staff
3. Provide social media updates about how feedback has been acted upon using the “You said, we did”
4. Display activities schedule and food menus in communal areas to encourage resident input and promote choice
5. Provide updates to residents and relatives about the progress of improvements that are being made to the home

# Provider response

Recommendation	Action from provider	Timeframe	Comments
1. Add signage around the home to help residents and visitors navigate around the home	Signage ordered, awaiting delivery then will be displayed.	24/08/23	
2. Explore more face to face training courses for staff	Rapid induction training is ongoing, this training is face to face.	13/07/23 ongoing	
3. Provide social media updates about how feedback has been acted upon	We have updated our social media with the "You said we did" there were a number of accounts that we had whilst we changed provider which have now been shut down.	Ongoing	
4. Display activities schedule and food menu in communal areas to encourage resident input and choice	The menu is actually in the room and displayed on tables. We have a four week program that we follow and residents are given the chance to choose any of their meals.	Ongoing	
5. Provide updates to residents and relatives about the progress of improvements that are being made to the home	Monthly residents meeting are ongoing held by activities coordinator and home manager to discuss relevant topics within the home. A copy of the minutes is given to all residents who attend, a copy is also in the entrance hall for all other residents to read.	21/08/23	



## **Any other comments**

We are extremely pleased with the comments from both Residents and staff and will continually strive to maintain excellent level of care at Hope House. We welcomed the visit from Health watch and take all comments on board, ideas for improvements to the service are always welcomed.



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Lancashire

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