

# Glen Tanar Rest Home



## Enter and View

**16<sup>th</sup> January 2024**

**10am - 12.00pm**

**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

65 Cavendish Road  
Blackpool  
Lancashire,  
FY2 9NJ  
01253 352726  
**Person In Charge**  
Helen Powell

### Healthwatch Blackpool Authorised Representatives:

Alex Lever  
Amy Butler

### Acknowledgements

Healthwatch Blackpool would like to thank Helen, Pamela, the residents and staff at Glen Tanar Rest Home for making us feel welcome during our visit.

## General Information

- The home is run by Fylde Care 2004 Ltd.
- The accommodation comprises of 21 single bedrooms, one of which has en-suite facilities. There are additional shared bathroom facilities on each floor.
- 20 residents occupied Glen Tanar Rest Home at the time of our visit. Residents have varying needs, including dementia, alzheimers and mental health issues.
- The latest CQC inspection and review rated this home as **Good**.
- There is a top up fee of £25.

**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

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## Resident Feedback

Healthwatch Blackpool engaged with 9 residents at the time of our visit. It is worth noting that some residents have dementia and mental health issues, therefore have fluctuating capacity.

### Daily Life

Helen informed Healthwatch that the residents have freedom to do what they want, when they want, providing it is safe to do so. They can make their own brews if they are able to and meals if it is in their care plans, as well as being able to go out whenever they wish. If a resident has specific times they want to get up and go to bed, Helen stated this is detailed in their care plan. Some residents offered their opinions on daily life at Glen Tanar, most notably their friendships with other residents:

"It feels like home."

"No complaints, to be quite honest I have nothing to improve."

"Quite happy is not the word, I'm very happy."

"I feel very fortunate."

"I have friends here."

"My family come and visit and I get to go and visit them."

"I have wonderful friendships."

"The era I was brought up in is very different to the other residents, I don't have common ground with anyone and I get frustrated."

"We feed the birds every morning."

"We play games, watch TV and have a lot of naps."

### Rooms

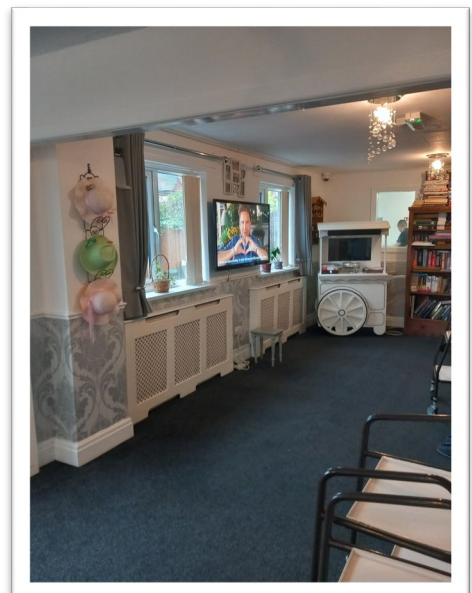
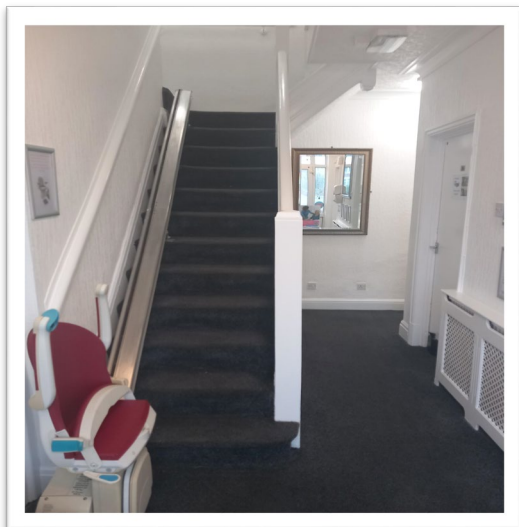
Helen stated the activities coordinator or a key worker will include discussions about their bedroom in regular conversations with residents. As a result, if any maintenance or decoration is highlighted, this will be carried out as per the resident's wishes. Representatives observed personalised bedrooms, with residents own belongings and personal items decorating the room. Comments from residents were:

"Fabulous, I've got a lovely view and the toilets are on the same level as my bedroom."

"I have a nice room, credit where it's due, and it's quiet as well. I've been able to put a personal stamp on it and that's been important to me."

"I got to decorate my own."

"My bedroom is a bit small but it's nice."





## Resident Feedback continued

### Involvement of service users and carers

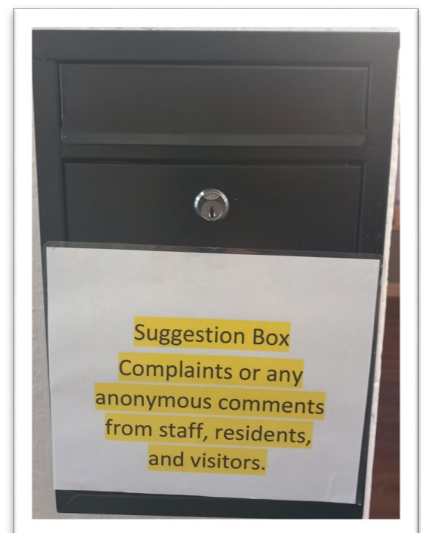
Helen shared an initiative they have implemented in Glen Tanar called 'Resident of the day'. Each day of the month, a different individual is resident of the day, which involves a one to one conversation to gather any feedback, update their care plan and discuss any changes to their likes and dislikes. This is typically done with their allocated key worker, the activities coordinator or the manager. Key workers are internal members of staff who have a good rapport with that particular resident. Residents are able to choose their key worker and change if necessary. This key worker then utilises the information gathered in these conversations to ensure the residents feedback is implemented when making decisions in the home. They also arrange birthday and Christmas presents for the resident. Alongside this, Helen stated Glen Tanar has an active Facebook page open to all relatives and staff, and relatives are not removed from the group if their family member passes away. A newsletter is also circulated quarterly. Residents shared some comments on their involvement and opportunities for feedback:

"We have residents meetings."

"I don't have chances to provide feedback, I don't get offered a listening ear."

"We don't have a lot of meetings."

"They listen to you if you have a complaint and that's the main thing."



Our policy is one of continuous improvement, to enable us to maintain our high standard of service we would be grateful if you could spare a few moments of your time to complete this questionnaire and return it to the person in charge. Thank you for completing this questionnaire

Question	Comments			Comments
	Disagree	Agree	Strongly Agree	
I am happy with the quality of care I receive.	☹️	😊	😄	
The staff are very friendly.			✓	Very good service.
The home is very clean.			✓	Very happy with the staff
I am happy with the decoration in the home.			✓	Very clean
My bedroom is very comfortable.			✓	Very happy I could be in a better place if it is indeed.
My laundry is done to a high standard.			✓	
The food is of a high standard.			✓	Yes very satisfied with the food.
I have lots of choice of meals and snacks.			✓	Very high end of care meal
I am listened to and what I suggest is acted upon.			✓	I enjoy everything I have
I have enough activities planned during my day.			✓	Im satisfied.
				I would like to go out a bit more.



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## Visit summary and observations

### Pre visit

The visit to Glen Tanar Rest Home was prearranged as per the Healthwatch Blackpool work plan. The home was notified via letter ten working days before the 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

Glen Tanar Rest Home is situated in the North Shore area of Blackpool, with good transport links to the centre of Blackpool and many local amenities in Bispham centre nearby. The external environment at the front of the home was well presented, with clear signage visible from the street. There is ample parking on the street, with no restrictions. The home is accessible via a pathway, passing an external summer house that appears to be used for storage at present. Upon arriving at the home, there is a secure door before gaining entrance to the property, where the Healthwatch poster was clearly displayed. Healthwatch representatives were asked to sign into the visitors book for safety in the hallway, and were then guided into the property by the manager, Helen.

Helen stated that Glen Tanar is registered for 21 people, with 20 residents occupying the home at the time of our visit. 1 resident currently receives one to one support. The home comprises of 21 rooms, with one being a shared room between a husband and wife. The home predominantly specialises in caring for adults over 65 years old. The home also provide care to residents with dementia and physical disabilities. The home can also accommodate adults under 65 years old where they need assistance with personal care related tasks. Helen shared that the home does not specialise in mental health, although they do receive some training for this. Healthwatch representatives observed the training matrix via a platform called YourHippo. Helen stated the staff are really good at completing mandatory training in a timely manner, and some ask for additional training to enhance their skills. All staff have competency assessments and complete some face to face practical assessments alongside the online theory training. Helen informed Healthwatch that she may add training to a staff member's matrix if she feels it is required.

Helen informed Healthwatch that a cook, cleaner, manager, senior carer, 2 carers and an activity coordinator are usually on shift during the day time. In an evening, 4 staff are present and 2 work overnight, with 1 senior member of staff on call. Each resident has an internal key worker that they have a good relationship with and any issues are typically dealt with through this avenue. Healthwatch representatives observed the cook working tirelessly and Helen stated that the cook asks residents what they would like for breakfast each day.

Further opportunities to provide feedback include an anonymous option via [carehome.co.uk](http://carehome.co.uk) and feedback forms that are accessible through facial expression ratings. There are also resident meetings every 3-6 months that Helen reported as being well attended. For those who don't attend, staff members then go and talk through the agenda with the resident in their room so they are included. Relatives are also welcome at this feedback meeting, and a visitors questionnaire is also provided. Visitors can come to Glen Tanar whenever they wish, as well as taking residents out, and there are no set visiting times.

## First impressions continued

The home is laid out over two floors, accessible by a fully working lift and stair lift, with bedrooms and bathrooms on each floor. Helen stated the lift is regularly checked every 6 months. Glen Tanar has various communal areas, which residents are able to access any time of the day. Some residents were observed in the seated communal area and others were in the dining area, enjoying some toast and chatting with other residents or staff. Residents appeared comfortable and relaxed in each other's company. It was clear from resident feedback that the decking area is a joy in warmer weather conditions, situated at the front of the home overlooking the gardens and road up to the promenade. Dementia-friendly signs were observed around the home, including on the toilets.

Personal belongings were visible in residents rooms, with many photographs and meaningful items on display. Helen voiced that personalisation of bedrooms is encouraged in resident of the day conversations and the home will accommodate decorating wherever possible. The home has visits from a hairdresser and chiropodist every 6 weeks.

Overall, the communal rooms appeared warm, comfortable and cleaned to a good standard.

## Observations of residents and staff interaction

Healthwatch representatives observed staff supporting residents in communal areas, enjoying toast and conversations. The staff were observed treating residents with care and dignity. The residents appeared well-dressed and many were engaging in conversation. Some residents preferred to be in their room for quieter time and to watch their own television programmes. Staff were also engaged with Healthwatch representatives and were accommodating of the planned visit.

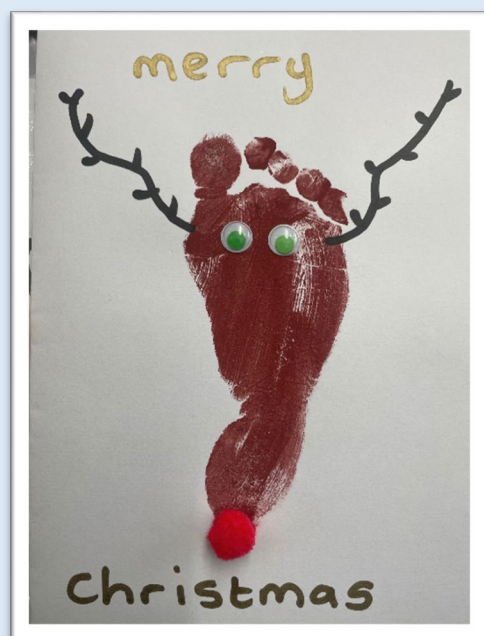
PROFESSIONALS AND VISITOR QUESTIONNAIRE

All part of our continuing commitment to providing the best possible quality of care the people we support we are constantly looking at ways in which we could improve our service. As a visitor/professional visiting to our service your impressions and any comments you may have will be most welcome. We would therefore be grateful for a few moments of your time to complete this questionnaire. Please feel free to remain anonymous if you so wish.

Thank you for your help.

ELEMENT	SCORE					COMMENTS
	1	2	3	4	5	
SCORE RATING: 1 = Very Poor 2 = Poor 3 = Satisfactory 4 = Good 5 = Very Good						
The appearance of the service from the outside. Is it welcoming?						
The welcome you receive when visiting the service?						
The friendliness of the staff?						
The overall cleanliness of the service, including odours / smells?						
The decor and furnishings of the service?						
The gardens and grounds of the service?						
The general mood and ambience within the service?						
Our response to your phone calls?						
Our response to any complaints or comments you have made?						
What are your overall impressions of the service?						
What features / services of the service do you feel require improvement and in what way?						
Any other comments you feel would be of value to us?						

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_



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## Overall visit summary

Healthwatch Blackpool's visit to Glen Tanar Care Home was extremely positive, and the staff were welcoming to Healthwatch representatives. Feedback from residents and observations suggested that on the whole, those staying at Glen Tanar are satisfied with their care. The communal areas appeared clean and tidy, with residents enjoying watching the television and chatting to one another.

Healthwatch Blackpool would like to thank the staff and residents for accommodating our visit and for being so open and honest with representatives. We received lots of excellent feedback and this was great to hear.

There were a couple of suggestions made by residents for improvement, and this is put forward in the recommendations section, alongside a provider response.

## Managers Overall Feedback

It was a delight to have Amy and Alex from Blackpool Healthwatch come and visit our home.

We continuously take on board any feedback we have received to ensure that our residents wishes and preferences are listened to and acted upon.

With the introduction of resident of the day these are things that we are hoping to capture on their 1-1 time with our carers.

Recommendation	Care home/management response	Action to be undertaken By when/whom?
<p>In order to cater to everyone's interests, it is suggested that 1 hour a day is allocated as protected time to play the piano. This will require the volume on the television to be turned down for the hour in order to be successful.</p>	<p>We will ensure that for those that wish to play the piano allocated protected time will be put aside for them to play without any disturbances.</p>	<p>Immediately by the senior in charge on the day</p>
<p>One resident suggested that they would enjoy more trips out – in particular a trip to the Tower ballroom. It would be great if the team could accommodate this request in the future.</p>	<p>We will be having another residents meeting in the coming weeks; we will see if our residents would like to go to the Tower ballroom for a dance and afternoon tea. whilst also capturing others' views on what entertainment/trips out they would like.</p>	<p>Activity co-ordinator Manager Dilip/Helen</p>



## Enter and View Feedback Form

**Organisation Address**

Glen Tanar Rest Home

**Contact Name**

Helen Powell

**Names of Healthwatch Representatives**

Alex Lever and Amy Butler

**Date of Enter and View Visit**

16/01/24

**Time of Enter and View visit**

10:00am-12:00pm

**Were you happy with the Enter and View arrangements prior to the visit?**

Yes we was able to change the date with ease due to other commitments and the call was actioned upon immediately. Communicated was clear and all documentation that was needed prior the visit was sent straight away.

**Please use this space to outline any positives aspects of the visit?**  
 It is always nice to hear feedback from the people we look after from other professionals. I sometimes feel that because we are here day in day out they may be things that they will not mention to us but will to others so that is a positive. I also think it is good to be able to tell others of the day to day life of living at Glen Tanar

**Do you have any comments on staff conduct?**

Amy and Alex are both a joy, they took the time to listen to peoples feedback and had a good rapport with everyone they spoke to.

**Please use this space to outline any negative aspects of the visit?**

N/A

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N/A

**Is there any way in which Healthwatch Blackpool can improve?  
Any feedback is greatly appreciated**

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As a manager this is my first inspection with Blackpool Healthwatch. From this experience I cannot think of any way to improve your service at this time as I have no complaints from the service of the staff that attended our home.

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