

Springfield Manor Gardens Preston

Monday 22nd July 2024

11am – 1pm



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 patients who met members of the Enter and View team on that date.

Contact Details

Address

Springfield Manor Gardens

228 Garstang Road

Preston

PR 9QB

Website:

<https://springfieldmanorgardens.co.uk/>

Care Home Contact:

Rahul Raveendra (Manager)

Date and Time of our visit:

22nd July 2024

Healthwatch Lancashire Authorised Representatives:

Steven Walmsley (Engagement Team Leader)

Lewis Darwen (Research and Data Team Leader)

Lynn Yates (Healthwatch Lancashire Volunteer)

Introduction

Healthwatch Lancashire is the independent public voice for health and social care in Lancashire and exists to make services work for the people who use them. We believe that the best way to do this is by providing the people of Lancashire with opportunities to share their views and experiences.

Healthwatch Lancashire has statutory powers to listen, act, challenge and gather feedback to improve local services and promote excellence throughout the NHS and social care services.

To help achieve this Healthwatch have a statutory power to 'Enter and View' health and social care services that are publicly funded. The purpose of an Enter and View is to listen to people who access those services and observe service delivery.

Following the Enter and View visit a report is compiled identifying aspects of good practice within the service visited along with any recommendations for any possible areas of improvement.

As we are an independent organisation, 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 service provider providing an opportunity to respond to any recommendations and comments before being published on the Healthwatch Lancashire website at:

www.healthwatchlancashire.co.uk

The report is available to members of the public along with the Care Quality Commission (CQC), Healthwatch England and any other relevant organisations. Where appropriate Healthwatch Lancashire may arrange a revisit to monitor the progress of improvements and celebrate any further successes.

General Information

Springfield Manor Gardens is a care home with nursing, set in its own grounds in the heart of Fulwood. We specialise in providing person centred support, tailored to your exacting needs.

Taken from website (see appendix 1)

Acknowledgements

Healthwatch Lancashire would like to thank residents, relatives, staff and management, for making us feel welcome and for taking the time to speak to us during the visit.

What did we do?

Healthwatch Lancashire Enter and View Representatives made an announced visit to Springfield Manor Gardens on 25th July 2024 and received feedback from:



Pre-visit survey

Healthwatch Lancashire emailed a pre-visit questionnaire to the care home manager. The aim of this questionnaire is to gather information about the staff structure, resident population, services offered and activities that are planned for residents to take part in. Some information from this questionnaire is included in the summary below.

Introductory meeting with manager

At the beginning of the enter and view visit, Healthwatch Lancashire met with the manager to discuss the care home and to view the facilities. This involved discussing some of the activities and aspects of the daily routine, and to hear the manager's perspective on what is currently working well at the care home.

One to one discussions with residents and their relatives

Residents were asked about their experiences in the care home, including their opinions on the facilities, daily activities, food, and the care they received. They were also asked about how they were involved in the day-to-day life of the home, and whether they were included in planning activities.

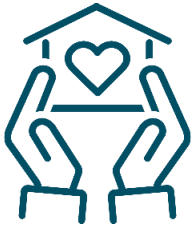
Discussions with members of staff

Staff were asked about their experience working at the care home and what they thought was working well, and anything they thought could be changed to improve the experience for themselves and the residents.

Observations

Observations were made throughout the visit. We focused on resident and staff interactions, how accessible the care home was for residents, and the condition and cleanliness of the facilities.

Summary



Healthwatch Lancashire representatives made an announced visit to Springfield Manor Gardens on the 22nd July 2024 and spoke with 4 residents, 2 relatives and 5 staff members.

Throughout the visit observations were made of staff interactions with residents. Residents who shared feedback were happy with the care they received, and believed care staff to be friendly, approachable, and attentive to their individual needs. The relatives we spoke to were also happy with the general level of care their loved ones received in the home.

Residents were happy with the menu offered each day and spoke highly of the quality of the food. Most residents appeared content with the range of daily activities available to them, although some mentioned that they would appreciate greater variety.

Discussions with staff showed that they were satisfied with their roles. They believed staffing levels were appropriate and allowed them to provide an excellent level of care. Staff also felt that they were well trained, and that management were approachable if they had any concerns.

Observations were made of the facilities and it was noticed that the décor and condition of some areas were in need of some updating and maintenance, which were addressed by the manager who explained that plans are in place to update develop areas of the home. Some of the communal rooms regularly frequented by residents lacked a 'homely' feel but were due to receive an update.

The manager explained that some refurbishment and renovation plans were in place. A cinema had recently been built, and there were plans to improve accessibility to green outdoor spaces. Planning permission was being sought to add a fence to the area at the rear of the home in order to make it useable as a safe outdoor activity space for residents.

Service Overview

Location and public access



Springfield Manor Gardens is located on Garstang Road in Preston, near the Fatima Medical Centre. The care home and medical centre share a car park. There is a taxi drop-off point adjacent to the entrance of the care home and access to local bus services from two stops on Garstang road, which leads to the city centre.

Background of the home

Springfield Manor Gardens is located in a large Victorian building which has served as a care home since the 1890s. In 2017, the care home was run by a local charity the Little Sisters of the Poor. The care home is now run by a private provider.

The home has a total capacity of fifty-eight beds across three floors.

The ground floor houses eleven residential residents and is managed by two care staff and one senior carer.

The middle floor has capacity for twenty-one residents with dementia. It was explained that most residents on this floor are showing the early signs of dementia. They are cared for by five care staff and one senior carer.

The nursing unit, located on the top floor, cares for residents who are in need of more involved nursing care. It is staffed by five care workers, a senior carer, a nurse, and a lead senior member of staff.

Services available

The home provides a range of other services to residents, including a tuck shop, cinema, and a hair dressing service that is available every two weeks. Faith services are provided on a regular basis, which are supported by Kingdom Life Church and are included as part of the activities timetable.

Recreational activities take place throughout the week. These activities include games of various kinds, music and pamper days (see the 'Activities Timetable' in the Appendices at the end of this report). The manager of the home explained that residents are regularly asked for their input on which activities are included in the timetable. Resident are encouraged to participate.

Enter and View observations

External Environment

The outdoor area of Springfield Manor Gardens has been adapted to cater for accessibility, with drop-kerbs and ramps provided for people with mobility aids.

The car park has six designated spaces for disabled drivers and a dedicated ambulance bay to transfer residents to hospital or other healthcare services.

There is a large space in front of the care home which has benches and a gazebo, where residents can sit and get fresh air (see picture below). This was the only outdoor area available to residents at the time of our visit. The area is not fenced off and borders the car park, so cannot be used safely by residents with complex needs.

The care home has relatively little green space, but the manager informed us that there are plans to adapt a piece of green land at the rear of the home into a safe recreational space for all residents.



Internal Environment – first impressions

Upon entry to the care home is a reception area with a front desk and seating space. The reception area has a digital signing in system for staff. This system is replicated around the home to allow staff to sign in and out of shifts. There is keypad access to the middle and upper floors of the home to ensure the safety of the residents.



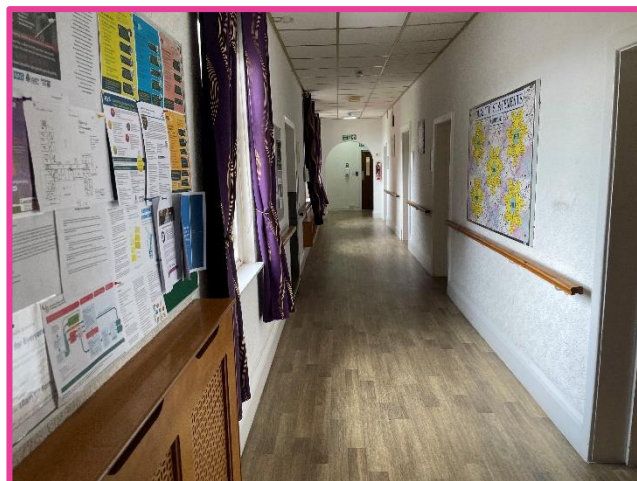
The communal "bar room", which is also used as the main activities room, has been fitted to resemble a traditional pub. However, while the room is well suited as a meeting space for residents and for entertainment purposes, it looks tired and could do with redecorating (see the left and above images). This is the case for many of the communal areas (see recommendation 2).



Observation of corridors, public toilets and bathrooms

Each of the floors had a similar layout, with long corridors punctuated by rooms and stairways (see right image). Signage was, however, quite limited. Adding clearer signage to the various levels would aid residents and visitors navigating the home (see recommendation 5). While signage was present to identify where the public toilets were located, it was not clear at the end of the corridor on the middle floor exactly where the public toilets were situated.

The corridors are wide enough to allow access to residents and people using wheelchairs. Noticeboards along each corridor contain information about services available at the home, staff information, and other area specific information about policies and procedures. There were some examples of decoration around the corridors which created a more 'homely' atmosphere. (recommendation 2). Flooring throughout the home was observed to be dementia friendly, with a matte finish, and handrails with contrasting colours are present in all corridor areas for residents with limited mobility.



Lounges, dining and other public areas



Dining and communal areas are present on each of the three floors, and share a similar footprint and layout. Most of the residents use the same dining room on the lower floor of the home, which facilitates a social atmosphere at mealtimes. We were informed that some residents eat in their own rooms, depending on their personal preferences and care requirements.

The home has a Tuck shop which residents can make use of, which appeared to be open throughout the duration of our visit. It was not clear if residents could use the tuck shop at their leisure or only at certain times. Additional signage would make this clearer (see recommendation 3). A sign was displayed on the front door of the shop alerting staff members to issues relating to misuse of the facility, which could be seen as a deterrent to residents using the shop. It was felt that, while it was important to remind staff of the need to use

the facility appropriately, this could be communicated in staff meetings rather than in a prominent sign (see recommendation 6).

Each communal area is large and appropriately furnished. While the décor requires some updating, as noted previously, these areas are clean and otherwise well maintained. During our visit we observed residents and relatives spending time together as they were able to use any of the communal areas throughout the day.

The food menu for the day was displayed around the home. It was neatly set out, clearly written, and showed an image of the choices available.

Other communal facilities include a cinema and chapel for residents to use. These areas are available to be used at residents' leisure. We were informed that these areas also host events run by external organisations, who often visit the home and provide activities and run worship sessions for residents.



Staff and resident Interactions



Throughout the visit, Healthwatch Lancashire representatives observed several interactions between staff, residents and their relatives.

The reception staff were welcoming, helpful, and ensured that visitors followed the sign in process before entering the main residential areas of the home.

Members of staff were observed attending to residents throughout the visit. We found them to be caring and attentive to the individual needs of the residents, and understood their care plans.

In one of the communal areas, multiple staff were observed assisting residents into chairs, working collaboratively with each other in order to assist with safe transfers. Other residents were observed to be asking for their assistance and requesting help, and were reassured that they would be assisted soon. There were instances where residents needed this to be repeated, owing to the nature of their conditions, which staff handled professionally and courteously.

At one point during the visit, Healthwatch Lancashire representatives observed a resident attempting to carry a warm drink and a full jug of warm water from a communal area to their room. The resident appeared to struggle in this task, and spilled some liquid on the floor outside the communal area. The staff in the communal room were in the process of attending to other residents, and there was no one available to provide assistance in the immediate vicinity. Healthwatch Lancashire representatives walked with the resident to their room to ensure they were safe. We raised this with the manager, who told us that the resident in question had capacity and was therefore given more autonomy than some of the other residents who required closer care. The manager, however, said they would inquire into the matter (see recommendation 4).



Resident feedback

Healthwatch Representatives spoke with **four** residents during the visit.

Tell us what you think about the home

Three residents spoken with were satisfied with the facilities available at the home. They mentioned that they felt there was enough space for them in their rooms and in the communal areas.



“It’s not so bad. I think it’s alright here.”

One resident, however, explained that while their own room was ideal for them, other areas of the home were less appealing. They mentioned that they only use the communal rooms when activities are on, as they are not very homely due to requiring refreshment (see recommendation 2).

“I have a nice bedroom but I don’t really use other areas of the home, we only use them for activities. They need a bit of TLC and clean.”

What activities are on offer and do you join in?

Two residents felt that while there was generally a good choice of activities throughout the week, they would have liked a wider range of different activities from time to time. They told us that a similar set of activities tend to feature each week, and become repetitive. Residents told us that the cinema was a great addition, but could be used more frequently and would benefit from a wider selection of films. Two residents were unaware of the tuck shop on the lower floor of the home (see recommendation 3).

“There’s bingo but I don’t do that. I like singing about once a week and I have won a prize before which was good.”

Residents spoke highly of the faith services available to them, which they felt met their needs. One resident mentioned that they were kept informed about what was available to participate in which was helpful.

“They come round and tell you what’s on and you can do it.”

How do you find the care you receive?

All residents spoken to by Healthwatch Lancashire were complimentary about the care they received.

“The staff are very friendly and I feel looked after so far.”

They told us that staff knew them well and were able to meet their needs, especially when it came to care. One resident commented that they felt like the staff were professional and approachable when they needed something.

“They care and they make friends with you.”

How do you find the food provided?

All four residents we spoke to were satisfied with the choices available to them at mealtimes. All four also complimented the quality of the food. They commented that it was consistently good (see recommendation 1).

“I have a hot lunch and sandwiches or pie for tea. It is varied a bit.”

“The food is very good indeed.”

One resident felt that were not always able to support them during meal times as they mentioned that.

“The staff chat amongst themselves too much during meal times.”



Relative feedback

Healthwatch representatives spoke with **two** relatives during the visit.

At your relative's care home, how do you feel generally about the service?

One relative complimented the level of care and praised the responsiveness of care staff to a fall related incident.

“I'm happy with the level of care here, [my relative] had a fall but the staff were good.”

They explained how staff at the home had followed the proper procedures and investigated what had happened. They mentioned that there were other occasions where staff involved the appropriate services to ensure the safety and wellbeing of their loved one. They had also been informed of any changes to their relatives' individual care plan.

Another person we spoke to, who was a friend of a resident, praised the care and attention that staff provide, and liked that they were usually able to visit whenever they needed to. They explained that the home had set up a process which allowed them to be an additional point of contact, to help with communication between the resident and their family.

The relatives we spoke to told us that they were unsure about how to raise any concerns with the home. One noted that they felt something had not been done in line with a care plan, but they were unsure who to talk to about it. (see recommendation 6).

“I would go to the main nurse or manager, but I don't know who they are.”

Staff feedback



Healthwatch received feedback from **five** staff members during the visit.

Do you have enough staff when on duty?

All five staff members we talked to told us that they felt there were enough staff at the home, including during busier periods.

“ We make sure that staffing ratios are properly covered, and any extra people are brought in when needed.”

One member of staff explained that the staffing in the home was dictated by the needs of the residents, and that they made sure the right staff were in place.

One member of staff commented that they felt most of the busier periods in the day were handled well, but that they would benefit from more consistent staff when they use people from agencies.

Do you feel supported to carry out a person-centred experience?

One member of staff felt that the support from the management team was effective in helping them deliver care to residents as they needed it.

“We can talk to management if we have an issue working with a resident to make sure we can help them.”

They gave an example of where they had been supported to help residents whose condition had changed. They explained that the home used the feedback from residents and relatives to inform their care.



Staff members told us that handover was carried out effectively, with good communication between colleagues.

“We do 7:30am to 8:30 pm with an hour break in the middle and that allows us to have a good handover before the night shift takes over.”

They felt that this benefited residents because it ensured there was a dedicated time to do a handover, allowing the incoming team to be fully informed about the needs of residents.

One process that staff members felt was working well was the link they had with the local GP surgery, Fatima Health Centre, which meant they could contact doctors and nurses through a dedicated phone line to provide assistance in the event of a resident falling ill.

“Having them next door really helps us out if we need to take them for an appointment.”

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

All five staff members praised the regular mandatory training processes that were in place to help them develop and improve the care they delivered. We were told that processes were in place to ensure that any training needs were addressed, and that time was allowed for staff to complete their training.

“We do lots of e-learning and some face to face training. They helped me get my proper accreditation to support people with medication.”

What is your experience of working here?

All members of staff we spoke to complimented the support that they received from the management team.

Recommendations

During our enter and view visit we spoke to staff, residents and relatives, and observed the care environment and facilities. Based on our observations, we have made the following recommendations:

1. Celebrate successes and positive comments with residents, relatives and staff through the newsletter and updates at staff meetings.
2. Consult with residents, relatives and staff in order to update the décor in communal areas.
3. Ensure residents in all areas of the home are aware of the tuck shop. This might be achieved by adding it to the activities timetable or newsletter.
4. Ensure staff are aware of steps in place to promote resident safety and security in care plans and procedures to minimise the risk of accidents and spillages.
5. Add clear signage to the corridor areas of the home to aid resident, relative and visitor navigation.
6. Display information about complaints, compliments and comments forms in a prominent position throughout the home and reception area.

Provider response

Recommendation	Action from provider	Timeframe	Comments
Create a weekly newsletter to distribute to residents and staff. The newsletter should celebrate successes, inform residents of upcoming events, and update residents and staff on any changes or developments in the home.	We hold regular staff meetings to share updates and information and are already sharing positive feedback. We'll make sure to be even more proactive in celebrating successes and positive comments with residents, relatives, and staff through our newsletter and meeting updates.	As soon as possible.	
Work with residents, relatives and staff to update the décor in communal areas. Communal areas should be prioritised for redecoration.	We will gather feedback from residents, families, and staff to enhance the décor in communal areas, ensuring they are welcoming and visually appealing for everyone.	1 month	
Make residents in all areas of the home aware of the tuck shop. This might be achieved by adding it to the activities timetable or newsletter.	We'll ensure all residents are informed about the tuck shop and available activities by including this information in our newsletter. Additionally, we have an induction pack in each resident's room, which we'll update to reflect these activities and amenities.	1 week	
Ensure staff are attentive at mealtimes to residents carrying liquid or food from	We ensure that staff are well-informed about the measures in place to promote resident safety and	As soon as possible.	

the communal areas to their rooms. This will minimise the risks of accidents and spillages.	security, as outlined in care plans and procedures to reduce the risk of accidents and spillages. Staff are educated on the support required during feeding assistance, and we consistently ensure residents are closely monitored and assisted during meals.		
Add clear dementia friendly signage to the corridor areas of the home to aid in resident, relative and visitor navigation.	We will add more signage in the corridor areas to assist residents, relatives, and visitors with navigation throughout the home.	1 week	
Display complaints, compliments and comments forms in a prominent position throughout the home and reception area.	We have prominently displayed information about the complaints process, along with contact details for the home manager, deputy manager, safeguarding team, and CQC, in all corridor and reception areas. This ensures that complaints, compliments, and comments forms are easily accessible for everyone.		

Questions

Is the report factually accurate?

Did you learn anything new about residents' views and experiences, or anything else, as a result of the Enter and View undertaken by Healthwatch Lancashire?

Yes

Any other comments?

Appendices








1. Springfield Manor Gardens website:
<https://springfieldmanorgardens.co.uk/>

2. Activities timetable



This Week Activities



Monday 22 nd July	Tuesday 23 rd July	Wednesday 24 th July	Thursday 25 th July	Friday 26 th July	Saturday 27 th July	Sunday 28 th July
AM		AM	AM	AM	AM	AM
One to one 	Hoop Game [†] 	80 th Birthday!! 	One to one 	Games 	Communion Bluebell 	Hoop Game 
PM	PM	PM	PM	PM	PM	PM
Music with Vicky  Saxophone	Bingo 	Pamper Day 	Kingdom Life Church  Coming today 2pm	Pub Quiz 	Games Afternoon 	Kingdom Life Church  Coming today 2pm



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