

# Stocks Hall Residential Home

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## Enter and View Report

**Contact Details:** Stocks Hall Residential Home  
76a Nursery Avenue  
Ormskirk  
L39 2DZ

**Staff Met During Visit:** Nicola Ikin plus four members of the staff team

**Date and Time of Visit:** Tuesday 12th January 2016 1.30 – 4.00 pm

**Healthwatch Lancashire Authorised Representatives:**

Julie Downs (Lead)  
Michele Chapman  
Linda Brown

## Introduction

This was an announced Enter and View visit undertaken by authorised representatives from Healthwatch Lancashire. Enter and View representatives have the authority to enter health and social care premises, announced or unannounced, to observe and assess the nature and quality of services and obtain the views of people using the services. This visit was arranged as part of Healthwatch Lancashire's winter schedule. The aim is to observe services, consider how services may be improved and disseminate good practice. The team of trained Enter and View representatives record their observations along with feedback from residents, staff and, where possible, residents' families or friends. The team compile a report reflecting these observations and feedback, making comment where appropriate. Their report is sent to the manager of the facility for validation of the facts. Any response from the manager is included with the final version of the report which is published on the Healthwatch Lancashire website at [www.healthwatchlancashire.co.uk](http://www.healthwatchlancashire.co.uk)



### 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.**

## General Information

Stocks Hall Residential Home is a purpose built residential care home privately owned by Stocks Hall Care Homes Ltd.. The home has places for 45 residents with one vacancy at the time of our visit. The facility includes 10 bedrooms providing rehabilitation care to enable residents to return to their own homes when they are feeling well enough. The maximum stay on this unit is six weeks, although some residents do go on to become permanent residents in the main part of the home. There is also a unit providing specialist care for residents with dementia. According to the [carehome.co.uk](http://carehome.co.uk) website the home accommodates the needs of people over 65 requiring residential care including people affected by dementia or physical disability. Specialist categories include Alzheimers, Epilepsy, hearing impairment & deafness, Parkinson's Disease, speech impairment, Stroke and visual impairment.

## Acknowledgements

Healthwatch Lancashire would like to thank Nicola Ikin, (the Acting Manager covering the Registered Manager's maternity leave), together with staff, residents and visitors at Stocks Hall Residential Home for being so welcoming to us and for taking part in the visit.

## Methodology

The Enter and View team visited Stocks Hall Residential Home on the afternoon of Tuesday 12th January. We spoke to 5 residents, structuring our conversations around a questionnaire covering four themes (Environment, Care, Nutrition and Activities) designed to gather information concerning residents' overall experience of living at the home. In addition, we spoke to staff, and where possible, friends and family. The team also recorded their own observations on the environment and facilities available at Stocks Hall Residential Home.



These observations were scored on a scale of 1 to 5 where:

1 = Poor, 2 = Below Average, 3 = Average, 4 = Good, 5 = Very Good.

## Enter & View Observations

### Pre Visit

The team evaluated several areas prior to the visit, including the informative value of the brochure and website together with the manner of response to any telephone enquiries. Stocks Hall Nursing and Care Group has an informative website which has a dedicated web page for Stocks Hall Residential Home in Ormskirk. Although there is no brochure for the home, an electronic newsletter and a Facebook page keep interested parties informed of news and events. Telephone contact with the care home prior to our visit was pleasant, helpful and timely.

**The pre visit was scored as 4/5**

### Location

Stocks Hall Residential Home is situated in a quiet residential area on the outskirts of Ormskirk, some distance from public transport routes and local facilities. The care home has adequate parking facilities, good disabled access and is clearly signposted from the road.

**The location was scored as 3/5**

### External Environment

On arrival, the team considered whether the external environment was pleasant, welcoming to visitors and if residents had the facilities to sit outside, when appropriate. Borders planted with mature shrubs surround the parking area at the front of the building. There is a mature tree in the centre of the parking area, decorated with colourful gnomes. Patio doors from one of the residents' lounges opens onto this area and there is a garden bench which residents can use to sit out. There are small garden areas to the rear of the property including a covered patio area on the ground floor, with an enclosed patio area on top, used by residents on the first floor dementia unit. A small greenhouse had been donated by a resident's family but at the time of this visit this needed re-glazing due to storm damage. On arrival at Stocks Hall, it was clear where visitors should report to and access to the home was secure.

**The external environment was scored as 5/5**

### Internal Environment - First Impressions

The door was answered in a timely manner and we were welcomed to the facility by Nicola Ikin, the Acting Manager. Although Nicola was unaware of our visit, she made us very welcome and made herself available to us throughout. There was a small porch, with a hand gel dispenser, prior to entering the home's reception area. The reception area looked generally welcoming.

**The internal environment - first impressions was scored as 5/5**

### Reception

Once inside Stocks Hall Residential Home, is a reception area with two offices leading off it, allowing access to staff by residents and relatives. There were a number of notice boards including one for activities and outings and a 'Dignity Champions' board. There was a range of information leaflets in the reception area and the Healthwatch Lancashire 'Enter and View' poster was clearly displayed. There was a board showing photographs of key staff on duty but this was incomplete and out-of-date. A visitors' signing in book was in use but at the time of our visit needed more sheets before we could sign in. There was one seat in the reception area.

**The reception area was scored as 4.5/5**

### Corridors and Bathrooms

Stocks Hall Residential Home is situated over two floors with the upper floor accessed by a staircase and a lift. Corridors and bathrooms were well lit and maintained at an appropriate temperature. Corridors and bathrooms were uncluttered with sufficient space for wheelchairs and walking aids. Bathrooms and toilets signs were clearly displayed but there were no pictorial signs on the toilet and bathroom facilities on the dementia unit. There were no 'dementia friendly' coloured toilet seats in this unit but we were informed by a member of staff that these are currently being priced up. The flooring was generally safe and unworn although it was noted that the floor at the entrance to one

of the upstairs lounges was at an angle and could present problems for residents with balance issues.

There were appropriate adaptations such as handrails in bathrooms and corridors and an ample supply of protective gloves and aprons situated at regular intervals along the corridors. On the residential unit doors to residents' rooms are numbered and also have a photograph of the occupant, together with their name. Communal toilets were situated close to lounges and dining rooms, equipped with adequate supplies of soap and paper towels. No cleaning rota / checklist was observed in the toilets and although the bathrooms and toilets on the upper floor were generally clean, those on the ground floor were less clean and one toilet seat was observed to be soiled.

A corridor wall on the dementia unit is decorated with themed 'memory boxes' made by the residents. In this unit the doors to residents' rooms are numbered and painted to look like external doors.

**The corridors and bathroom areas were scored 4/5**

### **Lounges, Dining and other Public Areas**

Stocks Hall Residential Home has a number of small lounges, comfortably furnished with a 'homely' feel and conducive to social interaction between residents. There are some quiet seating areas where residents can receive visitors. In one lounge it was observed that a resident who needed assistance to mobilise was unable to access the call bell to summon help when she needed to be taken to the toilet.

The dining rooms are furnished with small tables seating up to four residents at each. The dining areas are light and airy and have laminate flooring, making them easy to keep clean. Stocks Hall Residential Home is undergoing a rolling program of improvements which includes re-decoration and replacement of floor coverings. The downstairs corridor carpets have not yet been replaced and although safe and unworn, the

carpet is stained in the 'heavy traffic' area between the kitchen and dining room.

The rehabilitation unit has a conservatory which leads off the dining room and allow residents a view over the garden at the rear of the home. This unit has a dedicated rehabilitation room for use by physiotherapists and occupational therapists and a domestic styled kitchen which residents on the rehabilitation unit are encouraged to use to make drinks, toast etc. This is also used to assess residents' ability to return to living independently at home.

The residential unit dining room opens onto a covered patio area with seating. In this area two vending machines, one dispensing snacks and one dispensing cold drinks, are provided for use by residents and visitors.

Facilities also included a hairdressing room with two hairdressers each providing a service on a weekly basis.

**The lounges, dining and other public areas were scored 4.5/5**

### **Observations of Resident and Staff Interactions**

The Enter and View team observed the interaction between staff and residents, staff numbers, response times and the quality of person centred care offered at Stocks Hall Residential Home.

At the time of the visit there appeared to be sufficient staff on duty and staff were observed interacting with residents, speaking to them respectfully, addressing them by name and attending to their needs. We observed requests for assistance and call bells being responded to in a timely manner, although one resident we spoke to reported waiting an hour for assistance to use the toilet. One member of the care staff team was observed styling a resident's hair in her room, chatting with her as she worked.

Stocks Hall Residential Home employ three part-time activity co-ordinators, who are also supported by a volunteer, providing approximately fourteen hours a week to the

home. The home has access to a minibus and provides two trips a week to residents. On the week of our visit there had been an all day trip to Robin Park, Wigan and a morning trip to Southport was scheduled to take place the day after our visit. During our visit, one of the activities co-ordinators had been undertaking reminiscence activities with two of the residents in the dementia unit lounge.

It was noted that staff do not wear uniforms and we were informed that this is to avoid the home appearing institutional. The team observed that Stocks Hall had a homely atmosphere which was enhanced by staff wearing their own clothes. Disposable gloves and aprons were available for staff providing personal care to residents and care staff going into the kitchen were observed putting on a white coat prior to entering and removing this on leaving the area.

Staff are issued with name badges on lanyards but at the time of our visit very few staff were wearing these, which made it difficult to identify who were members of staff and who were visitors to the home.

A notice board gave details of activities and outings taking place between January and March. As well as twice weekly trips and 'Moving to Music' activities included baking, games and reminiscence.

**Resident and staff interactions were scored 4.5/5**

**Overall the Enter & View Project  
Officers rated the environment and  
facilities as 4.3 out of 5**

## Additional Information

The manager and other staff told us that:

- All staff (including housekeepers and kitchen staff) receive training in essential skills such as moving and handling so that they can step in to help with residents when necessary.
- Stocks Hall Care Group employ their own bank staff to cover for staff sickness etc.
- Stocks Hall Residential Home employ a trained chef to provide meals for the residents and as a result the home has no issues with weight loss.
- Clothes are manually tagged with a numbered button that collates to the residents room number for easy identification.

## Environment

### Summary of responses:

- All but one of the respondents were happy with their rooms.
- All but one of the respondents felt they had privacy in their own rooms.
- All but one of the respondents thought the home was pleasant and clean.
- Some respondents told us there was a quiet lounge available for them to use.
- Most respondents told us there was a garden where they could sit out.

### Quotes from residents:

**“I’ve got all that I want in my room.”**

**“My room is a little small.”**

**“I love watching people going out and coming in.”**

**“I like to stay in my own room.” (In relation to receiving visitors.)**

**“There is a garden but I don’t really use it.”**

**“I enjoy sitting out in the summer.”**

## Care

### Summary of responses:

- All but one of the respondents told us they are treated with dignity and respect.
- All but one of the respondents said they could talk to a member of staff if they had any concerns.
- All but one of the respondents told us they felt safe at Stocks Hall Residential Home.
- Most respondents told us that call bells and requests for help were answered in a timely manner.
- All respondents told us they have a choice about when they get up and go to bed.

### Quotes from residents:

**“Very nice girls and look after us very well.”**

**“Lovely, couldn’t be better.” (In relation to staff.)**

**“Oh yes, very pleasant.” (In relation to being able to talk to staff about any concerns.)**

**“Very safe.” “Oh yes.” “Couldn’t be in a better place.” (In relation to feeling safe.)**

**“90% of the time the staff are very quick at answering the call bell.”**

**(The staff) “have plenty of things to do, they come as quickly as they can.”**

**“Depends on how busy they are.” (In relation to answering call bells.)**

**“Most of the time.” (In relation to choosing when to get up in the morning / go to bed at night).**

**“If I’m not ready for bed I won’t go.”**

**“I get breakfast in bed.”**

**“It’s a very good organisation.”**

## Food and Nutrition

### Summary of responses:

- All but one of the respondents were happy with the food.
- All but one of the respondents told us they had a choice of menu.
- All respondents said they always had drinks available to them.
- All respondents told us they were able to choose where they ate their meals - in the dining room or in their own rooms.

### Quotes from residents:

**“The food and menu are very good but sometimes the food is cold by the time I get it.”**

**“I like the bacon and eggs.”**

**(The meals are) “very good.”**

**“Staff remember I don’t like certain foods and offer me an alternative.”**

## Activities and social life

### Summary of responses:

- All respondents found the staff helpful and friendly.
- All respondents told us they could have visitors at any time.
- All but one of the respondents said there were activities and outings available for them to take part in.
- All respondents told us they join in with the activities.

### Quotes from residents:

**“There are very good trips and outings, I like to go on them all.”**

**“I like to sit and watch now.” (In relation to activities.)**

**“I like reading the daily paper.”**

**“I would like the vicar to visit. I used to enjoy going to church.”**

**“I like listening to music, scrabble, music & movement, baking.”**

**(I enjoyed) “The trip to Southport.”**

## Relatives and Friends Views

### Summary of responses:

Two visitors to residents in the rehabilitation unit completed the 'Friends and Family' questionnaire. Due to the small number of responses it was difficult to give a balanced view of the responses. Relatives were given a leaflet about Healthwatch Lancashire which included contact details for the organisation.

- Both respondents said that they were happy in relation to the service generally.
- Both respondents told us that their relatives had made friends at the service.
- Both respondents thought that their relative felt safe at the service.
- Both respondents were satisfied with the level of support their relative receives from other local health services such as GPs, dentists, pharmacies.
- Both respondents would recommend this service to others.
- One respondent also told us that they found the car park too small.

### Quotes from relatives and friends:

**“(Name) is doing very well. Rapid progression since leaving hospital.”**

**“Impressed - very good.” (In relation to how they feel generally about the service.)**

**“ Well looked after - local relatives visit regularly.”**

**“ Yes - without hesitation.” (In relation to recommending the service to others.)**

## Staff Views

We had an opportunity to speak to 4 members of care staff about their experience of working at Stocks Hall Residential Home

### Staff responses:

- All staff respondents said there were enough staff when on duty.
- All staff respondents felt supported to carry out person centred care.
- All staff respondents thought they had enough training to enable them to carry out their duties well.
- All staff respondents reported being happy working at Stocks Hall Residential Home.
- All staff respondents would be happy to recommend Stocks Hall Residential Home to a close relative.

### Quotes from staff:

**“We eat with the residents - ask them about how they’ve enjoyed their meal.”**

**“Definitely - more than happy for any of my relatives to come here.”**

**“Can ask for extra training if wanting to progress.”**

## Response from provider

Results of the Enter and View visit were fed back to the Stocks Hall Residential Care Home Registered Manager, Nicola Ikin who provided the response below.

"I would like to thank the Healthwatch Lancashire team (3 lovely ladies) for their honest and constructive feedback to the home here at Stocks Hall Ormskirk.

Both myself and the staff value opinions of what we do here, looking forward to seeing the report being published."



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