

Longton Nursing and Residential Home

Enter and View Report

Contact Details:

Longton Nursing and Residential Home
11 Marsh Lane
Longton
PR4 5ZJ

Staff Met During Visit:

Brenda Heaton; the Manager, plus eight members of the care staff team and two members of the housekeeping team.

Date and Time of Visit:

Thursday 25th February 2016 10.30am-12.30pm

Healthwatch Lancashire Authorised Representatives:

Linda Brown (Lead)
Michele Chapman
Julie Downs
Becky Willshaw
Ann Clarke (Volunteer)

Introduction

This was an announced Enter and View visit undertaken by authorised representatives from Healthwatch Lancashire who 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 view of those 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 authorised representatives record their observations along with feedback from residents, staff and, where possible, resident's families or friends.

The team compile a report reflecting these observations and feedback, making comment where appropriate. The 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.



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

Longton Nursing and Residential Home is privately owned by MPS Care Group. Longton Nursing and Residential Home has places for 58 residents with a waiting list at the time of our visit.

According to the carehome.co.uk website, the home accommodates the needs of the frail and elderly. Specialist categories include, dementia, old age, physical disability and younger adults.

Acknowledgements

Healthwatch Lancashire would like to thank Brenda Heaton, the Registered Manager, together with staff, residents and visitors at Longton Nursing and Residential Home, for welcoming us and taking part in the visit.

Methodology

The Enter and View team visited on Thursday 25th February 2016 at 10:30am.

We spoke to nine residents, where possible, 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 Longton Nursing and Residential Home.

In addition, we spoke to ten staff and two relatives. The team also recorded their own observations on the environment and facilities available at Longton Nursing and Residential Home.

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

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



Enter & View Observations

Pre Visit

The team evaluated several areas prior to our visit including the informative value of the brochure and website. The manner of response to any telephone enquiries was also noted.

Longton Nursing and Residential Home does not have a dedicated website but it is represented on the group website; MPS Care Group and carehomes.co.uk. The online information is very basic and has no brochure to view. A printed guide to living at Longton Nursing and Residential Home was available at the facility.

Two phone calls taken by the Manager were positive and answered in a timely manner, however, a phone contact taken by a staff nurse was rather abrupt.

The pre visit was scored as 3.5/5

Location

On arrival the team noted that the home was situated on a quiet road close to Longton's local amenities and public transport. Although there was a car park to the front of the building there was not enough parking for the size of the facility, with very limited off road parking.

There did not appear to be dedicated disabled parking space and a visitor with limited mobility was observed having to park on the pavement in order to get close enough to walk to the home. There was disabled access via a small ramp to the entrance door. The home was clearly sign posted.

The location was scored as 4/5

External Environment

On arrival the Enter and View team considered whether the external environment was pleasant, welcoming to visitors and if residents had the facilities to sit outside when appropriate.

The team found the external environment to be very pleasant with mature trees, shrubs and plants to the front and rear of the property. Tables and benches were noted on the patio over-looking the enclosed gardens for residents to enjoy in the better weather.

It was clear where visitors should report to and the home had a secure entrance. The door was answered in a timely manner.

The external environment was scored as 5/5

Internal Environment - First Impressions

The Manager introduced herself on our arrival and made herself available throughout our visit. The small open reception area was nicely decorated and an Easter Raffle display was noted. The Managers Office door was open onto the reception area. The home smelled pleasant on arrival and hand sanitiser was available to use.

The internal environment - first impressions was scored as 4.5/5

Reception

We were invited to sign into the visitor's book in use before being shown around the home. The reception area had comfortable seating, a table and some notices on display such as; the CQC report, Whistle Blowing Policy and Care Aware Helpline. Fresh flowers made the area welcoming as did a water and snack vending machine. A staff notice board was not seen in reception but was on display in the adjacent corridor on the first floor. The Healthwatch Lancashire poster was clearly on display.

The reception area was scored as 5/5

Corridors and Bathrooms

The downstairs corridor was a little dark but the rest of the facility was adequately lit. There were no discernible odours and the flooring was safe and unworn. The corridors were uncluttered with sufficient space for walking aids and wheel chairs. Communal areas were very clean and pleasant but the corridors had no identifying features to aid navigation for residents with memory problems.

All the bathrooms we saw were clean and had an adequate supply of toilet rolls, soap and hand towels. However, the home lacked dementia friendly adaptations such as colour contrasting toilet seats, taps and hand rails. Doors lacked dementia friendly signposting and as such did not promote independence where possible. We were

told that residents only accessed bathrooms and toilets if supervised so there was no need for the sign posting on doors. All rooms were en-suite. Bedroom doors also lacked personalisation for residents to identify.

The room temperatures were appropriate except for the upstairs corridor which felt quite cool due to open windows.

The corridors and bathroom areas were scored 3/5

Lounges, Dining and other Public Areas

All public areas were clean and homely with comfortable seating, tables, ornaments and soft furnishings. Seating within public areas promoted social interaction with the availability of four lounges in differing environments. The television was not on in the background as many residents were asleep. A smaller quiet lounge with a fish tank was available to residents next to the reception area. A very pleasant small lounge on the second floor benefited from a balcony where residents could sit out and had a lot of natural light from the patio windows. The hairdresser was using this room during our visit and calls twice a week to offer hairdressing services to the residents.

Dining tables, adjoining the lounges, were nicely set with crockery, table linen and fresh flowers. There appeared to be enough seating for residents who were able to use the dining tables. A chalk menu board was noticed which displayed a choice of menu for the day. The home has two chefs who ask the residents each day what they would like to eat. Alternatives are offered if a resident does not like the options. The Manager explained that 'feeds' are done prior to meals being served.

The lounges, dining and other public areas were scored 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.

The team observed that there appeared to be a

lot of staff on duty. Several call bells were heard during our visit; one went unanswered for several minutes from the same room before being attended to.

The home has a new dedicated Activity Coordinator, four and a half days per week, who previously worked at the care home. The Manager described her as "very proactive" in improving activities for residents. During our visit the Activities Coordinator was organising a 'Music and Movement' activity which appeared to be very popular with the residents who gathered in the large lounge to undertake the chair based exercises. We were told by the Manager that the Activity Coordinator, at the request of some residents, had purchased a box set of 'Mrs Brown's Boys' which was viewed in the quiet lounge on the second floor by those who had wanted to watch it together.

A small activities schedule was noticed on display with appropriate activities planned in the mornings and afternoons, however, due to the small print it would be difficult for some residents to read.

The Manager told us that there is monthly entertainment in the home, for example, a singer and two ballroom dancers recently performed for the residents. Money raised from raffles contributes to the cost of trips out; a recent visit to Lowther Gardens was arranged for residents.

A resident cat was noticed walking around the home and the Manager told us that they also have a 'pat' dog that visits as the two dogs that had resided at the home had passed away. Visitors and staff are also encouraged to bring in their dogs for residents to pet if they wish.

It was noted that residents were free to go outside to smoke as the patio doors were not locked.

Resident and staff interactions were scored 4/5

Overall the Enter and View Project Officers rated the environment and facilities as 4.3/5

Environment

Summary of Responses by nine residents:

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

Quotes from residents:

“I’m happy with my room but I only sleep there.”

“Most of the time I have privacy but sometimes the staff pass by my bed.”

“Most do have privacy.”

“I certainly think it’s pleasant and clean.”

“Yes I like it here, it is pleasant and clean.”

“I like it in this lounge (near reception).”

“The small lounge at the front can be used as a quiet lounge.”

“Nobody’s ever asked me if I want to sit in the garden.”

“I don’t always want to sit in the garden.”

“I’m not sure if there is a garden to sit in.”

Care

Summary of responses:

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

Quotes from residents:

“Excellent treatment from staff.”

“No complaints about the staff, everyone is very nice.”

“Oh yes, the staff treat you with dignity and respect, they are very good.”

“I try to talk to staff if I have a concern.”

“Yes, they always listen to you. One or two have been a bit awkward.”

“Staff treat the residents with respect.”

“I think I am able to talk to staff about concerns but I’ve never had any need.”

“It feels safe, a really good place. Very helpful, supporting me to move around after a stroke.”

“I never ring the call bell.”

“They are quite good at responding to the call bell.”

“I was desperate for the toilet in the night. I shouted and buzzed but nobody came.”

“I’ve never used a call bell.”

“They get you up and take you to bed when they can.”

Food and Nutrition

Summary of responses:

- Most respondents were happy with the food.
- Most respondents told us they had a choice of menu and a couple were unsure.
- All but one respondent said they always had drinks available to them.
- Half of the respondents told us they were able to choose where they ate their meals - in the dining room or in their own rooms and some were unsure, whilst one respondent said they weren't able to choose where they eat their meals.

Activities

Summary of responses:

- All respondents found the staff helpful and friendly.
- Most respondents told us they could have visitors at any time, however a small number were unsure.
- More than half of respondents said there were activities and outings available for them to take part in and a small number were unsure.
- Half of all respondents told us that they were supported to pursue their own interests.

Quotes from residents:

“Staff are excellent; they work very hard.”

“Very nice staff.”

“Brilliant staff.”

“I don’t know the staff yet; I’ve only been here about a week.”

“The staff are definitely helpful and friendly.”

“I’ve always thought the staff are helpful.”

“Friends and family usually try to keep to times which are suitable.”

“I’m not quite sure if there are many activities and outings. I have been on two trips.”

“I can’t see well. I meet people and talk to them.”

“I like musical movement.”

“I enjoy outings.”

“There are activities all the time but I would like more choice.”

“I don’t want to join in with activities and outings.”

“There are no trips.”

“I stay in my room quite a lot.”

“I used to like fishing but I’ve never been asked and haven’t been.”

“I like flower arranging.”

“I enjoy colouring.”

“I play a few games but I would like to play Scrabble.”

Relatives and Friends Views

Summary of responses:

Two visitors completed the 'Friends and Family' questionnaire.

- Both respondents said they feel very happy in relation to the service generally.
- Both respondents told us they were unsure if their family member had friends at the service. One resident was unable to converse.
- Both respondents thought that their relative felt safe at the service.
- Both respondents felt they are kept informed about their relative and involved in care plans.
- Both respondents knew what the arrangements were for their relative in the event of an emergency.
- 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.

Quotes from Relatives and Friends:

"I feel very confident about the care. There is a nice atmosphere. We are made to feel welcome. The staff are friendly and we can choose to eat here."

"Generally I feel really happy about the service."

"My relative settled in very quickly."

"Yes, I am included in the care plans."

"They contact me in an emergency."

"I call by every day."

"Pharmacy is brilliant and the chiropody is very good."

"I have had both my parents at this home."

"My relative came from another care home and we have been very impressed by this one."

"I visit most days and I am very happy with the care. I've got to know all the staff by name."

"It's a nice home, staff are brilliant."

Staff Views

Summary of staff responses:

We had an opportunity to speak to eight members of care staff and two members of housekeeping about their experience of working at Longton Nursing and Residential Home.

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

Quotes from staff:

“Nine out of ten shifts are okay but bank and agency staff are used sometimes.”

“Not every shift has enough staff, sickness can cause problems.”

“Absolutely, there are enough.”

“There are enough staff except when there is unexpected sickness, when bank and agency staff are used.”

“Most of the time there are enough staff.”

“Agency staff are used to cover sickness.”

“There is always training on every couple of months. The Training Coordinator updates us with notices in the staff room.”

“Lots of training readily available.”

“There is ongoing and continuous professional development. “

“I’m happy working here, I’ve been here for three years.”

“I’ve been here 22 years.”

“I love it here.”

“I love working as a team we are a good bunch.”

“I enjoy working here, I’ve been here 11 years, very good staff.”

Response from provider

Results of the Enter and View visit were fed back to the provider who provided the following response:

“We are happy for Healthwatch Lancashire to publish our report.”

Recd 7/3/16

healthwatch

Lancashire

Leyland House
Lancashire Business Park
Centurion Way
Leyland
PR26 6TY
0300 303 8811

FEEDBACK FORM FOLLOWING ENTER & VIEW BY AUTHORISED REPRESENTATIVES

Healthwatch Lancashire values any constructive comments that would help to enhance our practice of the Enter & View process. Could we therefore ask the service provider to use this form to provide feedback to help us evaluate our effectiveness? Your feedback will be included in the published report.

Organisation Address		Premises –if different
Longton Nursing Home 11 Marsh Lane Longton PR4 5ZJ		
Contact Name	Telephone Number and/or email	
Brenda Heaton	01772 616144	
Name of Healthwatch Enter & View Authorised Representatives	Michele Chapman-Senior Project Officer Linda Brown-Project Officer Julie Downs-Project Officer	
Date & Time of Enter & View	10-30am 25/2/16	
Were you happy with the Enter & View Arrangements prior to the visit? Comments-		
Yes – no problem		
Please outline any Positive aspects of the Enter & View visit.		Comments-
Very pleasant staff from enter and view		
Please outline any Negative aspects of the Enter & View visit.		Comments-

Please use this space to comment on how you think we could improve your experience of our Enter & View visit. Your views are very important to us at Healthwatch Lancashire and we appreciate, in anticipation, your time to complete this form.

Perhaps the staff from enter and view need to ask who has capacity and if they have dementia (the residents) before talking to them

Completed by	B. Heaton
Position	Manager
Date	25/2/16



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