

Lady Elsie Finney House, Home for Older People

Enter and View Report

Contact Details:

Lady Elsie Finney House, Home for Older People
Cottam Avenue,
Preston,
PR2 3XH

Staff Met During Visit:

Hazel Jackson (Temporary Manager), Alison Hepburn (Area Manager) and eight members of the staff team.

Date and Time of Visit:

Thursday 3rd March 2016 10:30am - 12:30pm

Healthwatch Lancashire Authorised Representatives:

Julie Downs (Lead)
Linda Brown
Michele Chapman
Becky Willshaw
Anne 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, residents' 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

Lady Elsie Finney House Home for Older People is owned by the Local Authority and managed by Care Services. Lady Elsie Finney House has places for 46 residents in single en suited rooms with two vacancies at the time of our visit.

According to the Lancashire County Council website the home accommodates the varying needs of old age, specialising in dementia, and in particular, Alzheimer's. The home also provides respite services to give carers a break. The home is a two story building with the upper floor serviced by a lift. The home is divided into three separate units, all of which care for the needs of those with dementia.

Acknowledgements

Healthwatch Lancashire would like to thank Alison Hepburn (Area Manager) and Hazel Jackson (Temporary Manager), together with staff, residents and visitors at Lady Elsie Finney House for being so welcoming to us and for taking part in the visit.

Methodology

The Enter and View team visited Lady Elsie Finney House on Thursday 3rd March 2016.

We spoke to eight 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 Lady Elsie Finney House.

In addition, we spoke to eight members of staff, and three friends and family. The team also recorded their own observations on the environment and facilities available at Lady Elsie Finney House.

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 together with the manner of response to any telephone enquiries.

The brochure, which was available to print from the Lancashire County Council website, was very informative and user friendly. All telephone contact was receptive and answered in a timely manner.

The pre visit was scored as 5/5

Location

The home is in a residential area of Preston and close to local shops and amenities. The main health centre and shopping area are about a ten-minute walk away. The home is on the main bus route into Preston city centre. The home was clearly sign posted and had level access to the home and dedicated disabled parking. There was limited parking on the car park.

The location was scored as 4.5/5

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.

The team found the external environment to be pleasant and well maintained. The home was purpose built eight years ago and has beautiful enclosed gardens that are safe for residents to sit out and enjoy the sensory garden or engage in potting activities in the green house. There was seating outside the entrance to the home, protected from the elements by a canopy.

The home also benefits from balconies on each floor, overlooking the gardens. Last year the home won the 'Best Hanging Basket' competition, in addition there is a competition in the home for the 'Best Balcony'.

It was noted by the team that it was clear where

visitors should report to and the entrance was secure with reception being accessed with a key fob. Families are issued with a key fob or can ring the doorbell. The door was answered in a timely manner.

The external environment was scored as 5/5

Internal Environment - First Impressions

The Manager welcomed us and introduced herself as soon as we arrived. The reception area was bright and airy with a pleasant odour and was decorated with attractive displays. The team were invited into a spacious lounge, where the Manager gave us information about the home and introduced us to the Area Manager.

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

Reception

There was a visitor's book in use, which the Enter and View team signed once we had finished being introduced to the home. There was seating available in the corridor and a range of notice boards providing useful and up to date information on a range of topics. The names and photographs of night staff were on display next to the lifts but we did not see a similar display regarding the day staff. The Healthwatch Lancashire poster was on display.

The reception area was scored as 4.5/5

Corridors and Bathrooms

All communal areas were well lit with a pleasant odour and appropriate room temperatures throughout. The flooring was clean and safe and the corridors were clutter free with plenty of room for walking aids and wheel chairs. Handrails were in a contrasting colour to the walls.

The team noted the use of the corridor walls to inform friends and family of what 'Person Centred Care' actually means and giving information about

the effects of dementia on the individual. These were done in a user friendly way using poems, pictures and models to display information that was interesting, catchy and easy to understand. These included a 'Forget-me-not' and 'Me and My Dementia' display.

There was a display to show links to the community and an example of 'One page profiles'. A nutritional display showed the 'Nutrition Officer' and a sample menu in written and photograph form plus a display of how the table should be set to be dementia friendly. Further displays showed 'How to work in a person centred way', 'Friends of Lady Elsie Finney House', a Diversity notice board and 'A complaint is not a negative' pictorial poster. It was also noted that on one of the notice boards there was a request for a mechanic to help residents clean up a racing car engine. Even the lift was used to inform about the Mental Capacity Act.

All rooms were noted to have appropriate signposting and were dementia friendly with the use of large picture signage, personalisation and memory boxes to bedroom doors. There were appropriate identifiable landmarks to aid navigation for residents such as an attractive display of black and white photos of film stars from the 1940s. We were told that this display changes periodically to engage interest for residents.

The corridors had a number of seating areas, some with coffee tables, and a couple of coat hooks with hats, scarves and bags for residents to pick up and use.

All bathrooms had appropriate adaptations and were dementia friendly but not all had contrasting toilet seats, hand rails and taps, but were mainly the bathroom and shower rooms where residents are always assisted. There were accessible toilets close to dining rooms and lounges that did have the colour contrasting. All the bathrooms viewed were clean with an adequate supply of soap, paper towels, and toilet rolls. It was noted that all store rooms and nursing stations were keypad protected as were exit doors.

The corridors and bathroom areas were scored 5/5

Lounges, Dining and other Public Areas

The home consists of three units of fifteen bedrooms; one on the ground floor and two on the first floor. Each unit is named, Amber, Saffron, and Willow and are colour signposted to aid identification. There is one bookable respite bed which we were informed is always occupied therefore relatives have to book well in advance to secure it.

Throughout the home the public areas were very clean, pleasant and homely, with comfortable and adequate seating in lounges and dining rooms that promoted social interaction. There were TV's in the lounges but none were on during our visit. There was ample space and seating for residents throughout the home. One 'quiet lounge' had a tea room theme whilst on another unit a quiet seating area, outside the main lounge, looked like a café with Glen Miller music playing in the background. One of the small lounges had a pool table, football table, key board and a large 'Connect Four' game. There was also a weatherboard giving today's weather conditions in the dining area of one of the main lounges.

There was a large quiet lounge adjacent to the reception area, which is mainly used for social activities, such as parties and performances, as well as being a space where residents can meet quietly with their visitors. This was a very pleasant area with plenty of comfortable sofas, pot plants and a toy corner for the "Mother and Toddler" group that meets at the home monthly. Residents can join the mothers and toddlers and are said to enjoy the interaction. There is a faith corner in this room for relatives experiencing loss and someone comes in weekly from the local church to administer Holy Communion.

The home has dedicated catering staff managed by Lancashire County Commercial Group's Specialist Catering Services. The meals are prepared on site in the home's main kitchen and a choice of menu is offered at every meal. Residents are encouraged to eat in the open-plan dining rooms where the tables are set with flowers, contrasting crockery, table clothes, and napkins. The residents that require assistance with meals are served first at 12 o'clock with the remaining residents being served at 12.30 pm. Residents are

shown the food choices and asked what they would like to eat from the menu.

A very pleasant hairdressing room was available for residents to enjoy in addition to visits from the chiropodist and a dentist who specialises in dental care for those affected by dementia.

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.

There appeared to be a good number of staff on duty who were observed talking to residents with kindness and respect and assisting them to carry out daily living needs. They obviously knew the residents well and by name. It was noted by the team that residents appeared calm and relaxed. Call bells were answered in a timely manner and staff were responsive to residents.

The Manager informed us that there are 3 care assistants on each of the 3 areas of the home at the core and busiest times of the day i.e. 9am until 9pm. This is 9 care assistants in total. At the quieter time of the day when people are sleeping from 8am until 9am or 9pm until 10pm there are two care assistants on each of the three areas of the home. That equates to 6 care assistants. Early mornings and evenings have additional Senior Care Assistants on duty. From 10pm until 8am there is a dedicated night team on duty and an officer providing emergency support based in the home.

We were told by a member of staff that only two staff were on duty between 8am and 9am, before being joined by a staff member working from 9am to 2pm and were very rushed getting residents up and ready for breakfast by 9am when the breakfast trolley arrives.

In one of the upstairs units we observed two care staff engaged with five residents who were

painting and decorating eggs for Easter. Staff then escorted residents to wash their hands before lunch. On another unit a member of staff was engaging residents in Easter card making on a one to one basis. A large pictorial activity notice board showed that activities took place every afternoon at 2pm including 1 to 1 activities or a film afternoon complete with popcorn.

The facility appeared to adopt a person centred approach to care, using 'doll therapy' for one resident, who was observed contentedly stroking and calmly interacting with her doll. Another resident, who had pushed chairs around the corridors, had been provided with a pushchair with a doll and was now more content as she was able to use this instead. The Manager interacted well with the residents and obviously knew a lot about their lives and backgrounds.

The Manager told us that there are themed events every three months called 'A Residents Day' when there are activities such as, circle dancing, music and movement, songs, and a special lunch. We were informed about a large range of social and community activities that residents are able to engage in which was supported by the display of photographs and notices.
(See Additional Information for Managers comments).

Resident and staff interactions were scored 5/5

Overall the Enter and View Project Officers rated the environment and facilities as 4.9/5

Additional Information

The Manager and Area Manager told us that:

- They are “very mindful of the person centred approach”. Each resident and member of staff has a ‘one-page profile” so that everyone can get to know each other. Staff do Stirling Dementia training for six months. Some staff are ‘Dementia Care Mappers’ and map partner homes that they don’t work in to ensure objectivity.
- The Manager, told us that she brings her dog into the home two to three times a week and relatives are also encouraged to bring in their dogs because residents like to engage with them.
- Staff and relatives have fundraising events which help to pay for trips and entertainment.
- There is a Summer show and Winter pantomime held in the home every year.
- There is also a day centre attached to the home where, for one day a month, residents can attend and join in the activities.
- The home does not currently have a dedicated activities coordinator but staff are given extra hours in the afternoon to allow activities to take place. A member of staff is due to take on this role within the next few months when the apprentice will have completed his training and becomes a member of the care staff team.
- Groups of two to three residents are taken out in a taxi to a supermarket followed by a walk around the docks or a visit to a community café.
- Residents have been on a trip to Blackpool illuminations.
- Staff take residents out to the local shops for a walk or to buy a paper or magazine.

Environment

Summary of responses:

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

Quotes from residents:

“My daughter decorated my room and it’s lovely. Everyone wanted to have a look at it. It’s like a show home.”

“I get privacy in my room. I have a lock on the inside.”

“It can be a bit noisy sometimes so when I have visitors we sit in my room.”

“We can sit in the garden at the front or the back, there is a choice.”

Care

Summary of responses:

- All respondents felt they are treated with dignity and respect.
- All respondents said they could talk to a member of staff if they had any concerns.
- All respondents told us they felt safe at Lady Elsie Finney House.
- Most respondents told us that call bells and requests for help were answered in a timely manner, two were unsure due to not having used one.
- Most respondents told us they have a choice about when they get up and go to bed.

Quotes from residents:

“I talk to the manager and staff; they are always there.”

“The staff are really kind to me.”

“Yes the staff treat me well, I love it here.”

“There are plenty of nice staff members and people.”

“I think I feel safe here.”

“Feeling safe here is one of the main things I like about it.”

“I get up when staff call me.”

“They come and see you to check if you want to get up in the morning.”

Food and Nutrition

Summary of responses:

- Most respondents were happy with the food.
- All 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’s alright, I would tell them if it wasn’t.”

“The food’s just alright.”

“The food is nice.”

“The food is good.”

“Yes there’s a good choice at mealtimes but I’ve never disliked anything.”

“More or less always have drinks available.”

“Yes we always have drinks available, they look after you.”

“We all sit together to eat our meals, it’s lovely.”

Activities

Summary of responses:

- All respondents found the staff helpful and friendly.
- All respondents told us they could have visitors at any time.
- Most respondents said there were activities and outings available for them to take part in.
- Over half respondents told us that they were supported to pursue their own interests.

Quotes from residents:

“Friends and family can come anytime they want.”

“There is arts and crafts to take part in.”

“We do have get-togethers.”

“You can take part in the activities but I don’t.”

“I haven’t got any interests; I can’t knit now.”

“I like housework. I miss chatting.”

“I get a lot of visitors. I like drawing.”

“They are very good at asking what you would like to do and if you wanted to do something you could always ask.”

Relatives and Friends Views

Summary of responses:

Three visitors completed the 'Friends and Family' questionnaire.

- All respondents said they were happy in relation to the service generally.
- Most respondents told us they were unsure in relation to their friends having friends at the service.
- All respondents thought that their friend felt safe at the service.
- Respondents were not next of kin so could not comment when asked if they are kept involved in care plans.
- Respondents were not next of kin so could not comment when asked if they knew what the arrangements were for their relative in the event of an emergency.
- Respondents were not next of kin so could not comment when asked if they were satisfied with the level of support their relative receives from other local health services such as GPs, dentists, pharmacies.
- Most respondents would recommend this service to others, one respondent was unsure as their friend had only been at Lady Elsie Finney House for a very short time.

Quotes from relatives and friends:

"I enjoyed looking at the artwork and things of interest in reception."

"I have a positive impression of the home. It is light, bright and cheerful."

"It's welcoming and friendly."

"Visitors are made to feel welcome and get invited to lunch."

"My friend feels safe here, which gives peace of mind for her husband."

"The staff are friendly and the residents are treated as individuals."

Staff Views

Summary of staff responses:

We had an opportunity to speak to eight members of staff about their experience of working at Lady Elsie Finney House.

- 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.
- Most staff reported being happy working at Lady Elsie Finney House.
- All staff would be happy to recommend Lady Elsie Finney House to a close relative.

Quotes from staff:

"I love working here."

"I would most definitely recommend this care home."

"I have already recommended this care home to others."

"It's brilliant working here."

"It's a nice home."

"It helps that we work on the same unit as we get to know the residents really well even down to their body language."

"It's very challenging but very rewarding at the same time."

"We have to get residents up and dressed for breakfast between eight and nine am. The breakfast trolley is ready at nine. A couple of residents have breakfast in their rooms. There are fifteen residents who all require help with dressing. Some residents go to bed in the afternoon and then afternoon staff get them up for the evening meal."

"I feel that I can't give the care I'd like as a lot of residents require a high level of assistance." "We use agency staff a lot."

"When we have time we can carry out person centred care. Agency staff can't do medications which puts pressure on permanent staff."

Response from provider

Results of the Enter and View visit were fed back to Hazel Jackson the temporary Manager and Alison Walker the Registered Manager, who provided the response below.

Hazel Jackson, temporary Manager at the time, would like to say that the visit from Healthwatch was a positive experience and all those who were involved conducted themselves in a professional manner and made all staff and residents feel very much at ease.

Amendments to the report

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Observations of Resident and Staff Interactions.

Paragraph 3

The quote from the manager has been misunderstood and is inaccurate with regards to the number of staff on duty throughout the course of the day. The report states that there are 3 members of staff on duty from 8am until 10pm. This is inaccurate.

There are 3 care assistants on each of the 3 areas of the home at the core and busiest times of the day i.e. 9am until 9pm. This are 9 care assistants in total. At the quieter time of the day when people are sleeping from 8am until 9am or 9pm until 10pm there are two care assistants on each of the three areas of the home. That equates to 6 care assistants. Early mornings and evenings have additional Senior Care Assistants on duty. From 10pm until 8am there is a dedicated night team on duty and an officer providing emergency support based in the home.

In order to maintain adequate staffing levels in the establishment we use the Barthel Activities of Daily Living Assessment and staff hour's calculation procedure. The tool is based on the Residential care forum staffing calculations. The tool identifies the dependency levels of each resident and calculates the number of staff required to provide care and support on a daily basis in a safe caring effective manner.

In paragraph 3 the report states that you were told that the 2 staff on duty from 8am rush to get the residents up and ready for breakfast by 9am when the breakfast trolley arrives. This is inaccurate.

All residents have choice and control in all aspects of their daily living routines. The time of day each person favours to get up in the morning is recorded in their support plan and staff adhere to their wishes in relation to the daily living activity.

If a resident chooses to get up before 8am the night staff will support each resident to wash and dress and serve them their breakfast, which will consist of have a warm drink and a cereal of their choice.

From 8am -9am 2 members of staff support those residents who have decided to get up between the hours of 8am and 9am. Breakfast is served to each resident as and when they are assisted to get up in the morning.

The third member of staff at 9am will bring the hot trolley from the kitchen to serve the choice of a hot breakfast. The 3 members of staff work together to support the residents to get up at their leisure. Breakfast is served on a staggered basis as each resident enters into the dining room area.

There are 3 members of staff on duty from 9am until 9pm.

Response from provider

Page 14.

Quotes from staff:

Quote no 8. "We have to get residents up and dressed for breakfast between eight and nine am" is inaccurate.

Residents are supported to get up at their leisure, as detailed in the above paragraph. Residents are asked when they would like to be supported with all aspects of personal care and grooming. Our method of working promotes person-centred care and allows each person to have choice and control in relation to daily living activities. Breakfast is served as each resident enters the dining room.

Quote 9 & 10: "We use agency staff a lot."

In order to maintain statutory staffing levels as regulated by the regulatory body, Care Quality Commission, the Registered Care Manager has a duty of care to make sure that the home has adequate staffing levels throughout a 24-hour period in order to promote a safe caring environment for those who have chosen to live at Lady Elsie Finney House.

In order to maintain adequate staffing levels within the home which can be for a number of different reasons e.g. annual leave, staff absence, training, and in the event of recruiting new staff, the Registered Care Manager will ask existing part time staff and casual staff to cover additional hours in the first instance. Only after these areas have been exhausted do we utilise agency staff. This Whilst an agency worker is not as accustomed with the daily working routines at Lady Elsie Finney House as a regular member of staff, they are fully trained in their role as care assistants and take guidance from working with a permanent member of staff. Agency staff are at a disadvantage to regular staff as they are not familiar with the residents on their initial visit to Lady Elsie Finney House. In order to support agency staff our policy recommends that agency staff are not permitted to work on their own whilst on shift at Lady Elsie Finney House.

Agency staff are not trained to administer medication at Lady Elsie Finney House. Therefore, when agency staff are employed to work at the home, regular staff are responsible for administering all prescribed medications to each resident, in order to ensure that medication is administered in a safe competent manner. This task will take a while longer than normal, but in the presence of an agency worker on shift, it is unavoidable.

Regular staff are able to seek support from a member of the management team throughout the day, if they feel pressured at any point when they are working with an agency worker.

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
Lady Elsie Finney House Cottam Ave Engel Preston PR2 3XH		
Contact Name	Telephone Number and/or email	
Hazel Jackson	01772 72072 hazel.jackson@lancashire.gov.uk	
Name of Healthwatch Enter & View Authorised Representatives	Linda Brown-Senior Project Officer	
Linda Brown →	Michele Chapman -Project Officer	
	Julie Downs-Project Officer	
	Becky Willshaw – Project Officer	
Date & Time of Enter & View	3-3-16 10am-12.30	
Were you happy with the Enter & View Arrangements prior to the visit? Comments-		
yes. contact was made via letter and then followed up by a telephone call		
Please outline any Positive aspects of the Enter & View visit.		Comments-
It was a positive experience for all involved Residents, visitors and staff all enjoyed the visit and we hope health watch team enjoyed meeting every one.		
The Health watch Team were a pleasure to meet and talk with		
Please outline any Negative aspects of the Enter & View visit.		Comments-
None		

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.

Completed by

Position

Date



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