



Addison Court

Enter and View Report

Contact Details:

Addison Street
Accrington
BB5 6AG

Staff met during visit:

Helen Sellars; The Manager and members of the staff team.

Date and time of visit:

Thursday 27th October 2016
10.30am – 12.30pm

Healthwatch Lancashire Authorised Representatives:

Michele Chapman
Linda Brown (Lead)
Amanda Higgins
Gill Green (Volunteer)

V1.1

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 Enter and View 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

Addison Court is privately owned by Amore Care with places for 48 residents. There were no vacancies at the time of our visit. The person in charge is Helen Sellars.

The home is set over three floors, each floor having a dedicated lounge area and kitchen. The kitchen on the ground floor is where much of the food preparation takes place. Staff told us that most of the bedrooms in the home were en-suite.

Information obtained from carehome.co.uk website states that the home provides care for people from the ages of 65+ who are affected by dementia and old age.

Acknowledgements

Healthwatch Lancashire would like to thank Helen, together with staff, residents and visitors, for making us feel welcome and taking part in the visit.

Methodology

The Enter and View team visited Addison Court on the morning of Thursday 27th October 2016.

We spoke to 6 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 the home.

In addition, we spoke to 5 staff, and 1 relative. The team also recorded their own observations on the environment and facilities.

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

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

Enter and View Observations

Pre- Visit

The team evaluated several areas prior to our visit including whether there was a brochure and website that provided information about the home and its facilities; together with the manner of response to any telephone enquiries.

Representatives noted that the facility had a dedicated website and a comprehensive generic brochure in respect of the Amore group.

When Healthwatch Lancashire telephoned to arrange the visit, staff answered the telephone in a professional friendly manner and were fully cooperative.

The pre- visit was scored as 5/5

Location

The facility is set in a built- up area close to transport, shops and main roads in the town of Accrington. We noted two ample parking areas at both the front and the side of the facility. Disabled access was provided from the side entrance.

The home was clearly signposted from the main road and at the entrance to the facility itself.

The location was scored as 5/5

External Environment

Representatives considered that although the grounds were relatively compact they were adequately maintained. The AstroTurf and seating area in the sunken garden close to the home entrance was particularly attractive and reminiscent of a domestic garden.

Likewise, the building was adequately maintained, it was clear where visitors should report to, and access was via a secure keypad system.

Smoking was strictly limited to a designated smoking area at the rear of the building.

The external environment was scored as 5/5

Internal Environment-First Impressions

Addison Court has a pleasant reception area and a member of staff welcomed us promptly. The area was well lit and without discernible odour. Representatives had to wait a short time for the manager Helen, however, she was very gracious and helpful even though she was clearly busy.

Internal Environment-First Impressions scored as 4/5

Reception

The pleasant reception area was provided with a visitor's book and antibacterial hand gel. A couple of easy chairs and a lamp table were evidenced together with a decorated scrapbook and a "Leave me a beautiful message book". A general noticeboard was evidenced in this area. The Healthwatch Lancashire poster was displayed in the main lounge area.

Representatives did not evidence a noticeboard with names and photographs of key staff

The reception area was scored as 4/5

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Corridors and bathrooms

Communal areas were uncluttered, well-lit and uniformly provided with wood effect hard flooring. Handrails were observed, but these were only of contrasting colour (in keeping with dementia friendly adaptations) on the third floor. Representatives noted that public rooms and bathrooms were indicated by dementia friendly signage which was pictorial, written and colour contrasted. There was an adequate number of public bathrooms and these were conveniently located. Bathrooms were fresh and clean and adequately stocked with soap, towels and toilet rolls, however, toilet seats and taps were not of contrasting colour. In most corridors representatives noted that memory boxes had been placed outside resident's doors and it was nice to see attractive pictures and prints on the walls. The manager told us that they were in the process of introducing "themed" corridors to aid reminiscence. The third floor was in the process of refurbishment and dusty in places as may be expected. However, representatives also noticed a discarded incontinence pad on the floor of the corridor in this area and a missing carpet threshold from the corridor into the dining room, causing a potential trip hazard. Representatives also evidenced staff focused notice boards in corridors such as "Dignity in Care".

The corridors and bathroom areas were scored as 3/5

Lounges, Dining and other Public Areas

Lounges and eating areas were observed on each floor of the facility with the ground floor effectively being the "hub". Staff told us that residents were encouraged to use this area for social interaction. This area was homely with soft furnishings, ornaments, books, a CD player and daily newspapers. Seating had been arranged in small groups with various types of comfortable chairs of differing heights and types. Representatives noted small occasional tables nearby with a ready supply of hot and cold drinks. An annexe of the downstairs space had a TV area but this was no means intrusive and did not deter from the overall pleasant environment. Table lamps and a settee and chairs overlooking the sunken front garden added to the domestic feel of the facility as did various soft toys and games. A table at one end of the lounge area was populated by the activity coordinator and residents singing along to Roy Orbison. Residents were also able to orientate the day, time and date at various points in the room. One illustrated notice upstairs declaring "Its October"! Likewise, we saw a seasonal display of pumpkins and squirrels in one corner of the room.

Dining areas were available on each floor of the facility and provision was adequate for the number of residents. The main kitchen was placed on the ground floor and had been given a café atmosphere with printed table menus, tablecloths and a large size menu option on the wall. The manager told us that the company were in the process of purchasing contrasting dementia friendly table cloths plates and cutlery. The manager was also able to show us a small dedicated hairdressing room which doubled as a sensory room. Similarly, an activity store room was comprehensively stocked with various ribbons, material, paints, crockery and paper, evidence of handicrafts being observed around the facility.

Representatives considered the environment of the ground and second floor facility to be cheerful, homely and pleasant. The dementia unit on the upper floor was currently undergoing some redecoration with the walls, doors and handrails painted in soft pastel colours. The corridor walls were bare. The manager told us that consideration was being made as to what should be chosen to contribute to a dementia friendly environment. The dining room in the dementia room did not look like it was in use although there were a few chairs at a dining table and the area was being used to promote reminiscence with the presence of an iron and ironing board.

The lounges, dining and other public areas were scored as 4/5

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Observations of Resident and Staff Interactions

Interaction between staff and residents was warm and positive with staff being aware of residents likes and dislikes. A lady on the top floor of the facility was clearly delighted to help with the cleaning and was provided with an apron and a feather duster. It was nice to see doll therapy being used effectively and residents appeared to be offered autonomy as was reasonably possible. Representatives also observed residents offered flexibility around the café environment, as one gentlemen who had risen late could choose tea and toast after the breakfast period. Likewise, we noted residents engaged in craft activity with the activity coordinator.

It was difficult to assess the provision in terms of staff numbers as most of the staff were placed on the ground floor to reflect the number of residents there. On the top floor dementia unit, it was difficult for a representative to locate a member of staff when trying to get support for a resident, but when we first went into the unit staff were available.

The manager told us that the call bell system was on a loop so call bells rang on all three floors simultaneously. However, representatives noticed that, on three different occasions, individual call bells went unanswered one, for a period more than 8 minutes, and that call bells generally were not addressed immediately.

Resident and staff interactions were scored as 4/5

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

Additional Information

The Manager told us

The facility had its own bus which was used on day trips out.

The facility had two part time activity coordinators equating to one full time post.

The facility was serviced by a gardener, handyman and cleaners.

A hairdresser visited each Tuesday.

The facility was serviced by one full time chef and one kitchen assistant.

A chiropodist visited every six weeks.

District nurses and GPs regularly attended the facility.

The facility was in the process of improvement and redecoration.

Environment

Summary of responses from six residents.

- 5 respondents were happy with their rooms. 1 resident was not happy.
- 4 respondents felt they had privacy in their own rooms.
- 4 respondents thought the home was pleasant and clean.
- 4 respondents told us there was a quiet lounge available for them to use.
- 3 respondents told us there was a garden where they could sit out.

Quotes from residents:

"No I'm not happy with it, it's dropping to bits."

"They're doing some work in the rooms. Mine is being worked on."

"It would be better if I had the same people to help me get up to go to the toilet in the night, but people work different shifts."

"To some extent (privacy in your own room) but there is not total privacy. Nurses and carers come in and out throughout the night to check up on other residents and I keep my door open."

"Sometimes other residents come into my room."

"They come in a couple of times a night. I once woke up and she had her head to my mouth, when I asked what she was doing she said just checking you're still breathing."

"It's just been redecorated."

"In comparison to other care homes and from what I have heard, it is good."

"The bedrooms and generally throughout the home is not clean at all."

"I go to my room to use the bathroom."

"There's a bathroom on each floor but I don't use them."

"I have never been in the garden."

"I would like a little walk outside sometimes even just to go out in the wheel chair and get some fresh air."

"We have to be supervised because of the slopes. We had a barbeque outside recently."

Care

Summary of responses

- All respondents felt they are treated with dignity and respect.
- 4 respondents said they could talk to a member of staff if they had any concerns. One person said that staff were too busy to talk to them.
- 4 respondents told us they felt safe. 2 respondents did not give a response to this question.
- Only 1 respondent told us that call bells and requests for help were answered in a timely manner.
- 3 respondents told us they have a choice about when they get up and go to bed. Some said they had a choice in the evening but not in the morning.

Quotes from residents:

"The staff are very respectful and pleasant."

"They are very busy so they get a bit stressed. I think it's the difference between thinking of it as a job or a profession."

"In the main they are. Some are nice and some aren't."

"It's not easy to talk to staff as they are so busy."

"Oh yes I feel safe here."

"I can't reach the call bell so I have to shout but staff do not always hear me."

"Staff come as quickly as they can. In the morning, you have to wait a bit longer."

"You have a choice more or less when you get up and go to bed."

"In the morning staff will tell me when it's time to get up but I can choose when I go to bed."

"If you want to come down for breakfast you'd have to get up early I think."

Food 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.
- Most respondents told us they could choose where they ate their meals – in the dining room or in their own rooms.

Quotes from residents:

“The food is too much the same, but I like the breakfast.”

“They have a new cook and the food is improving rapidly.”

“We weren’t happy with the food but we are now. We’ve got a new chef.”

“If there’s something we don’t like they go out of their way to accommodate.”

“Within reason you have a choice of food. You can change parts of the meal if you don’t like it.”

“There are a choice of two meals.”

“Sometimes you have to shout to get a drink and someone must be available in the kitchen to get you one. Some days it does not work as well.”

“I used to enjoy eating in the dining room here but other residents were no longer well enough to go and I don’t want to go downstairs so I remain in my chair.”

“We can eat where we want. But we tend to sit here. It’s good for wheelchairs.”

Activities

Summary of responses

- Most respondents found the staff helpful and friendly.
- Most respondents told us they could have visitors at any time.
- 4 respondents said there were activities and/or outings available for them to take part in. One person said there was not and another respondent was unsure.
- 3 respondents told us that they were supported to pursue their own interests and 2 did not feel they were supported.

Quotes from residents:

"You'd be bored to tears if you weren't able to socialise with other residents."

"We get a lot of singers that come into the home (to entertain residents)."

"They went to the lights recently in Blackpool but I was too unwell to go."

"We would like to get out more."

"One day a week we get an artist in, staff do our nails and we play bingo. They try to do activities every afternoon."

"They have movie nights but it gets very crowded. You either can't hear or see and the TV is too small for the number of people to be able to watch it."

"I just like talking."

"I would like to do exercises as an activity, I do them myself."

"I would like to visit local places."

"It would be nice if a drama group or plays could be arranged in the home."

"I wanted my hair colouring so they did that which was nice."

"They do exercises in your wheelchair activities which I really like. Sometimes things come up and it doesn't always happen, but we just do it ourselves."

"I'd like to be able to go for walks more but there are no nice walks in close by."

"I'd like to do some baking."

Relatives and Friends Views

Summary of responses

One visitor completed the 'Friends and Family' questionnaire.

- The respondent had concerns about the level of staffing which impacts on the service generally.
- The respondent told us that their relative had not made friends at the home.
- The respondent was unsure if their relative felt safe at the service. The relative did not feel that they were safeguarded due to the lack of supervision for residents.
- The respondent said they knew how to make a complaint about the service if they had to.
- The respondent felt that they are not kept informed about their relative and involved in care plans.
- The respondent knew what the arrangements were for their relative in the event of an emergency.
- The respondent was satisfied with the level of support their relative receives from other local health services such as GPs, dentists, pharmacies.
- The respondent said they are not encouraged to get involved in activities and events at the service.
- The respondent would not recommend this service to others.

Quotes from relatives and friends:

"I don't like it very much (the home). (Name) has fallen a few times since being here and they didn't before. Sometimes (name) hasn't been washed properly ...when I've visited. The staff are great though and work very hard, there's just not enough of them."

"I think she's safe to a certain extent but she's not safeguarded."

"There aren't many activities. There was one trip out recently, but I went more as a carer to help the staff."

"Our GP has been great."

Comments

The relative told us that when significant concerns had been raised they were addressed by the home.

Staff Views

We had an opportunity to speak to six members of care staff about their experience of working at Addison Court.

Summary of responses

- 5 staff said there were enough staff when on duty.
- 3 staff felt supported to carry out person centred care.
- 3 staff thought they had enough training to enable them to carry out their duties well.
- 5 staff reported being happy working at Addison Court.
- 5 staff would be happy to recommend this home to a close relative.

Quotes from staff:

“I’d like to take residents out more.”

Response from provider

The Registered Manager was given the opportunity to respond to the findings in this report prior to its publication.

The manager wanted to add that the themed corridors and upstairs refurbishment has now been completed and they are happy with the report.

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