

Belvedere Care Home

Enter and View Report

Contact Details:

Wellington Street
Accrington
BB5 2NN

Staff met during visit:

Francesca Windsor (Manager)

Date and time of visit:

Thursday 25th August 2016
10.30am – 13.15pm

**Healthwatch Lancashire Authorised
Representatives:**

Linda Brown
Michele Chapman
Becky Willshaw
Gill Green and Lawrence Houston (Volunteers)

V1.3

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

Belvedere Care Home is privately owned by Unlimited Care Ltd with places for 38 residents. There were seven vacancies at the time of our visit. The Registered Manager is Francesca Windsor.

Information obtained from the Unlimited Care website states that the home provides care for people from the age of 65 and over with expertise in dementia care and specialist nursing.

Belvedere Care Home is in Accrington. The home is a purpose built residential home to provide accommodation for older people who need assistance with personal care. The home is on three levels situated within its own grounds. The upper level is allocated to male residents, the middle level to female residents and the ground level to dependant residents. The accommodation is served by a lift.

Acknowledgements

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

Methodology

The Enter and View team visited on Thursday 25th August 2016 between 10.30am and 13.15pm.

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 the home.

In addition, we spoke to three staff, and two relatives. 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.

The website is informative; however, it is in need of updating to remove nursing from the list of care categories. Telephone contact prior to our visit was prompt positive and helpful. A brochure is available on request.

The pre-visit was scored as 4/5

Location

On evaluation of the convenience and access of the location it was found that Belvedere Care Home is situated on a side road. The home is not signposted from the main road and was very difficult to find. Once at the home the name boards were clearly visible. There are public transport routes on the main roads and the facility is within a 5-minute walk from the local amenities and shops. There is a car park with limited parking spaces and parking on the side road.

The location was scored as 4.5/5

External Environment

The external environment was not maintained to a high standard, builder's debris such as bricks and pallets were left stacked in areas presumed to be within the boundaries of the home. The debris seemed to have been there for some time as established weeds were growing through it. There was graffiti on one wall at the back of the care home. Weeds were noted in the gardens and items of litter on the floor. There were garden areas to sit out with some basic outdoor furniture but the gardens were all largely uncultivated. The Enter and View team observed residents sitting on a bench outside smoking in the rain as there appeared to be no dedicated smoking shelter.

Once at the home it was clear where visitors should report to and access to the home was secure with a keypad. The door was answered in a timely manner

The external environment was scored as 3/5

Internal Environment - First Impressions

The registered manager introduced herself and made her-self available throughout the visit. We were made to feel very welcome by the manager and staff throughout our visit.

The reception area was generally welcoming and without discernible odour.

Internal Environment-First Impressions scored as 5/5

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Reception area

The entrance area opened into a room which was pleasant and homely, with comfortable seating. The team observed that there was no book for visitors to sign in and out and no hand gel was seen throughout the home. The manager told us that the signing in book had previously been removed by a resident. The Healthwatch Lancashire poster was on display along with a poster for advocacy and the latest CQC report but the home lacked an informative notice board and names of key staff.

The manager's office was very accessible to visitors and residents.

The reception area was scored as 2.5/5

Corridors and Bathrooms

Ground floor corridors were not generally well lit, and one corridor in particular had been used to store items. However, other corridors displayed artwork and items of interest such as old furniture and fairy lights. Flooring was adequate in these areas and handrails were provided.

There were sufficient bathrooms in the public areas and these were; largely clean but in need of updating. One bathroom was dirty, the bin was overflowing and soiled sanitary items were evidenced on the floor. Public bathrooms were well supplied with toilet rolls, soap, and hand towels with handrails and other appropriate adaptations provided.

In terms of dementia friendly provision this was not consistent with some pictorial signage being permanent, and others being temporary pieces of paper. Representatives did not see dementia friendly coloured toilet seats or taps in the bathrooms visited.

Some residents had chosen to personalise their doors with artwork and their names, one lady had hung beads and artwork on her door.

The corridors and bathroom areas were scored as 4/5

Lounges, Dining and other Public Areas

These areas were clean and well presented with a homely atmosphere. Comfortable seating was available in the main lounge and within a small quiet room off the dining room. Residents were able to sit in several areas of the dining room on arm chairs or at the tables. Visitors were sat at one table with their relative and other residents were taking part in a game of dominoes with a care staff member. The dining area was open to the kitchen where the chef was preparing for lunch. A board was on display with the menu for the day.

The manager was able to show us several very attractive rooms which had been designated for particular activities such as a "movie room" a snooker room and "pub" and a small library. Upstairs on the middle and upper floors further dining areas had been provided one with an additional coffee area. Another room was designated as a dining area where residents, friends and families could hold celebrations in private. Unfortunately, as the visit was at lunch time none of these areas were in use at the time of our visit and ease of accessibility was unclear as some doors were locked.

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

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Observations of Resident and Staff Interactions

Representatives felt It was difficult to identify staff on duty as they did not wear a uniform.

We were told that there were three staff to attend to residents throughout the building should they need assistance. Staff appeared to be very rushed with multiple tasks particularly around lunch time. However, staff interacted with the residents in a friendly manner, knowing each one well.

The Enter and View team observed staff being attentive to the residents when required. One resident was observed enjoying a manicure provided by a member of staff.

Residents did not have a call bell available to them in the main lounge which meant they were obliged to call out for assistance.

There was some concern that resident confidentiality was not prioritised when unsolicited information concerning one resident was disclosed. The Enter and View representative pointed this out to the manager at the time.

Resident and staff interactions were scored as 3/5

Overall the Enter and View
Project Officers rated the
environment and facilities as
4/5

Additional Information

The manager told us

- The facility held regular barbeques and that these were very popular.
- Residents are able to order their own newspapers and magazines.
- Staff do not wear uniform or name badges as this does not contribute to a homely environment.
- Relatives are actively encouraged to join mealtimes.
- All the food at the facility was homemade including baking and residents had choices of meals.
- Residents are encouraged to personalise rooms.
- The manger took pride in the facility being homely.

Environment

Summary of responses from eight residents

- All respondents said they were happy with their rooms.
- Six out of the eight people who responded felt they had privacy in their own rooms, one person did not and one person was unable to reply.
- Five respondents thought the home was pleasant and clean, three people did not respond to this question.
- Over half of respondents told us there was a quiet lounge available for them to use.
- Seven respondents told us there was a garden where they could sit out but not everyone wanted to because the furniture was not comfortable.

Quotes from residents:

"My room is not so bad."

"I've never really thought about it but my room is okay."

"My room is ideal. My daughter checked it out first."

"I'm not really a private person."

"They don't knock before entering. Last week I asked staff not to come in. Some staff are okay. Everyone knows my business. I hate that. I told something in confidence and they open my letters."

"The home is better than it was as it's been decorated."

"I wouldn't be here if it wasn't clean."

"I clean my own bedroom."

"I bring CDs and sit in the quiet lounge, it can be noisy in the main lounge."

"I can use my room to be quiet."

"I have to go to my room if I want quiet time."

"I've never been out in the garden because I don't want to go out."

"Staff will take me outside in a wheelchair."

"I wouldn't like it outside much. The chairs you sit on aren't good for my arthritis."

"I go outside a lot."

Care

Summary of responses from eight residents

- Five respondents felt they are treated with dignity and respect, three respondents were unable to answer or gave no feedback.
- All respondents said they could talk to a member of staff if they had any concerns.
- All respondents told us they felt safe.
- Less than half of the respondents told us that call bells and requests for help were answered in a timely manner.
- Most respondents told us they have a choice about when they get up and go to bed.

Quotes from residents:

“My daughter and I were told that I would get physio in here but nothing has happened.”

“I mainly keep things to myself but I could talk to the staff if I wanted to.”

“After a while they do come when you ring your call bell. Staff are run off their feet.”

“I never need a call bell.”

“There is no call bell in the lounge and I have to call for assistance. It can take time for staff to respond. I have one in my bedroom.”

“There is no call bell I have to shout if I need the toilet.”

“They come in with laundry at 6.30am.”

Food Nutrition

Summary of responses from eight residents

- All but one respondents were happy with the food.
- Some respondents told us they had a choice of menu.
- Some respondents said they always had drinks available to them.
- Most respondents told us they were not able to choose where they ate their meals.

Quotes from residents:

"They give us cheap meals. The cook is a nice lady. There is usually no choice of your meals."

"Home cooked food."

"Sometimes we have choice, it depends."

"Not usually got a choice at meal times."

"I eat anything."

"Sometimes there is a choice, it depends on the day."

"Whatever I've had I've wanted. I've not had anything bad."

"Yes, we get drinks, when she asks me if I want one. I'm not usually allowed in the kitchen."

"I only get drinks when the trolley comes around."

"There are set times for drinks."

"We only eat in the main dining room; you're not allowed to eat in your bedrooms."

"I eat in the dining room; we cannot eat in lounge or bedrooms."

"You have to eat and drink in the dining room."

Activities

Summary of responses from eight residents

- All respondents found the staff helpful and friendly.
- All respondents told us they could have visitors at any time.
- Some respondents said there were activities and/or outings available for them to take part in.
- None of the respondents told us that they were supported to pursue their own interests.

Quotes from residents:

"Staff change a lot but you can have a laugh with them."

"The staff are okay."

"The manager has a heart of gold."

"Visitors can come any time."

"I only go out with my family."

"A singer comes in occasionally, nothing else happens."

"I am not sure if there are any activities, I like to go to the pub."

"A singer comes in but I am not interested."

"There are no outings and I'm not asked what I would like to do."

"There are activities but I don't try to do them. I didn't have any hobbies before."

"We play bingo and there was a singer last week."

"We do sing-a-longs but I don't really like outings."

"I do colouring and I would like the library to visit but we don't have access."

"Activities are advertised but nothing happens. TV is always on and there is nothing in the library."

"I would like to go out on trips."

"I can go to the pub on my own."

Relatives and Friends Views

Summary of responses

One visitor completed the 'Friends and Family' questionnaire.

- The respondent said that they feel positive in relation to the service generally.
- The respondent told us that their relative had not made friends at the home.
- The respondent thought that their relative felt safe at the service.
- The respondent felt that they are kept informed about their relative and involved in care planning.
- The respondent knew what the arrangements were for their relative in the event of an emergency.
- The respondent is satisfied with the level of support their relative receives from other local health services such as GPs, dentists, pharmacies.
- The respondent said they are encouraged to get involved in activities and events at the service.
- The respondent would recommend this service to others.

Comments from the respondent:

Would recommend this home and felt the service is "amazing".

"He looks so well now; his clothes are always clean. He is much happier. The family are always asked if they want meals and always get a drink. He joins in with dominoes and games. We and other family members are always here; we are very happy with the care provided. The staff here have given the family a lot of training about dementia and how to handle the diagnosis."

Staff Views

We had an opportunity to speak to three members of care staff about their experience of working at Belvedere Care Home.

Summary of responses

- All staff said there were enough staff when on duty, and that a lot of residents are self-caring.
- All 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 Belvedere Care Home.
- All staff would be happy to recommend this home to a close relative.

Quotes from staff:

"The manager is so caring and supports the relatives. The care doesn't just stop when someone dies. We support the relatives when they come back and we go to the funeral."

"By not wearing a uniform it makes it more like a family. Name badges get pulled off by residents and we all know each other anyway."

"I would recommend this place because it is so homely and that is more important to me."

"A lot of residents are self-caring."

"I enjoy working here, all the staff get on well together."

"I came in before I got my DBS to get to know everyone."

"I have done online training and I am now doing my NVQ."

"All people on the other two floors are self-caring. There are three members of staff for three floors. It is hectic at meal times."

"I could tell you everyone's likes and dislikes based on their care plans and by working with them."

Response from provider

Brochures are available on request at the home, but not on line.

Signposts are situated on either side of the gardens and on the building.

The grounds and garages to the left of the home's entrance are the property of LCC which is leased to an external company and the issue of debris and graffiti has been raised on a number of occasions with the council. It has proved very problematic in getting the company to maintain this area. To try and provide a more positive external approach, the home, at its own cost has had to clean this area and remove graffiti.

The home is serviced by an external gardener who attends regularly. It should be noted also that the home is situated on the bottom of a slope and therefore attracts litter blown from the main road. The garden is lawned only without flowers due to future plans to extend the home with a large conservatory with a memory facility.

Garden furniture that is serviceable is provided to ensure infection control can be maintained.

Residents and staff do like to use the area outside the front door to smoke, however, the home provides a covered area at one of the exits, however, this does not have a dedicated sign.

A small staff chart is displayed in reception, it should be noted that there is very little space available to display materials in this area. Also, not having a display of staff photos has never posed us with any problems.

Regarding the lighting, residents are happy with the soft lighting, it should be noted that one of our residents reaching a significant birthday wished to have her photograph taken with her family member under the fairy lights. This has happened on a number of occasions.

The bathrooms are functional, safe and fit for purpose. The toilet facilities observed are for resident use only and therefore it should be expected that on occasions these facilities will become soiled due to the constant use. Visitors have access to their own toilet. It was felt that the team did not observe a level of dignity in accessing the toilet directly after the resident had used the facility, therefore not allowing staff to clean the area.

Adaptations for assistance such as toilet seats are available on request from residents, occupational therapists and physiotherapists.

The only facility that was locked was the cinema room and this is locked when not in supervised use for reasons of safety.

There is a cordless cord system, however it often is misplaced by residents, this is a shared issue with the TV remote.

Whilst I admit that sensitive information about a resident was shared with the team, this was minimal and was shared in good faith to ensure that the team were informed of the complexities that some of our residents present and that this should be taken into consideration when speaking with this particular

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resident. I offered that the team speak directly with the resident family and social worker to substantiate my reason for sharing information.

In response to comments raised by residents:

- Belvedere Care Home does not provide direct physiotherapy services this would be obtained via their GP or the hospital
- Our day staff who commence their shift at 8am deliver the laundry to resident's rooms.
- We encourage all residents to eat in the lounge, however, should a resident have a visitor they have the facility of another dining room to dine with their visitors.
- All meals served are made of quality fresh and frozen ingredients and all home cooked.
- We do not have a drinks trolley and are offered drinks throughout the day.
- Food is not permitted in the bedroom due to hygiene reasons, unless the bedroom has a fridge in situ

In response to comments from staff:

- Staff undertake induction training before they receive their DBS clearance

It would have been good at the end of the visit to have a brief catch up for the team to share their initial findings with the home, so that any corrections to the report could have been dealt with on the day.

Actions and activity since the visit:

A hand gel dispenser has been ordered and will be erected in the vestibule alongside the visitor's book. We are currently awaiting our maintenance contractor to install this.

Our website is currently being updated to include additional information relating to our services – this will incorporate the following information:

- that we care for people under 65 who have dementia and associated illness
- that the home no longer undertakes nursing care
- informative directions to the care home

Comment from Healthwatch Lancashire

At up a follow up visit to Belvedere on the 1st December 2016 Healthwatch Lancashire observed:

- A signing book that was in active use situated on a table in the vestibule entrance

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