

Church View Residential Home

Enter and View Report

Contact Details:

Church Street
Oswaldtwistle
Lancashire
BB5 3QA

Staff met during visit:

The Manager; Deborah Rowe and members of the care staff team.

Date and time of visit:

26th May 2016 10.30am-12.30pm

Healthwatch Lancashire Authorised Representatives:

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

V1.2

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

Church View Residential Home is privately owned by People in Care Ltd with places for thirty residents in single en-suite rooms in ground floor accommodation with seven vacancies at the time of our visit.

Information obtained from carehome.co.uk states that the home provides care for people from the ages of 55 onwards who are affected by Dementia. The home also offers convalescent and respite care.

The provider does not have a dedicated website.

Acknowledgements

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

Methodology

The Enter and View team visited Church View Residential Home on the morning of Thursday 26th May 2016.

We spoke to six 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 five staff, and one 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 the informative value of the brochure and website together with the manner of response to any telephone enquiries.

The facility does not appear to have a website or brochure but basic information can be obtained from other websites. All telephone contacts with the home were answered courteously in a timely manner by an appropriate member of staff.

The pre visit was scored as 3/5

Location

The home is situated in an urban area close to public transport routes, the town centre shops. On arrival street car parking was available and there was also a limited amount of enclosed space adjacent to the building. This area may have been used for car parking but it was not sign posted and access was restricted by gates. A disabled ramp to enter or exit the building was available from this site.

Disabled access could be gained from the front of the property for those with some mobility, with the ramp to the rear of the building for wheel chair users. However, this area was poorly maintained and presented trip hazards due to inadequate maintenance.

The home was not clearly sign posted as the small sign for the home was difficult to see when driving.

The location was scored as 3.5/5

External Environment

On arrival it was not clear where visitors should report to and we had to ask where the entrance was. The front door was secure.

The external areas to the home appeared to be in need of some routine maintenance work. Broken flags were noted at the foot of the disabled ramp with a down pipe broken and detached from the wall, which also appeared damp. In the same area external stone work was missing exposing internal breeze block to the elements. Weeds and litter in the space adjacent to the property needed some attention as did much of the back garden area especially the footpaths which had weeds growing in between them causing a potential slip and trip hazard.

Outside seating was available for residents to sit in the front and rear garden area. A resident we spoke to at the front door was sheltering under the roof space smoking in the rain as there was no dedicated smoking shelter.

The bird feeders in the back garden did not appear to be in use except for one to the front of the home. A fence panel was missing from the large enclosed garden which led to an overgrown piece of land. It was noted that the small railing fence around the side of the building leading off from the garden would not prevent residents compromised with the effects of Dementia from leaving. However, a member of staff told us that residents are never left on their own when in the garden without supervision. To the front of the home the garden was in need of weeding and a flag at the front door was loose underfoot.

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A member of staff told us that they have a gardener one day per week he also replenishes the bird feeders around the gardens.

The external environment was scored as 2.5/5

Internal Environment-First Impressions

The door was answered in a timely manner by the Manager who introduced herself and made us feel welcome. The internal environment was without discernible odour. The Managers office lead off from the corridor but there was no reception area.

Internal Environment-First Impressions scored as 4.5/5

Reception

Due to the design of the building there was no dedicated reception facility, consequently this has not been scored.

There was a visitors book in use and a notice board with useful information such as, a Complaints Procedure, Safeguarding and Mental Capacity Policy and Advocacy information. The team also noted the provision of a resident's/relatives survey book. A large notice board displayed, "What I like about the home" board displayed things each resident had said about Church View.

Key staff were not identified either by name or photograph. The Healthwatch poster was clearly displayed. Antibacterial hand gel was readily available.

The reception area was scored as 3/5

Corridors and bathrooms

Corridors and bathrooms were generally well lit and uncluttered with little discernible odour. Flooring was appropriate and clean and it was noted that some areas were newly carpeted. However, the corridors generally required some updating with some wooden handrails chipped and damaged and several radiators required reaffixing to the wall.

Artwork was evident on corridors but many picture frames were hung well above eye level and noted to be dusty. The majority of residents rooms were personalised, some with either their photograph or names on their door. There were some paintings on one of the corridors that had been done by a previous resident, according to the Manager. Fresh flowers and a mirror were noted in one corridor.

The team observed that public bathroom areas were conveniently situated to lounges and dining rooms and that these were clean and contained towels, toilet rolls and soap dispenser as necessary. Likewise, appropriate adaptations were observed in bathrooms. However public bathrooms were not fitted with contrasting colour seats and taps in a dementia friendly manner. Public rooms were generally identified by written notice and did not have additional pictorial information.

The corridors and bathroom areas were scored as 3.5/5

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Lounges, Dining and other Public Areas

The facility had three lounges each offering a differing environment. A bright and spacious main lounge close to the dining area accommodated the majority of residents and appeared to be quite homely. The seating in this area was concentrated in areas around the wall but naturally divided by the patio doors and entrance. The team noted this layout did not appear to promote social interaction. A TV was playing in the background but this did not intrude on conversation to people choosing to sit at the rear of the lounge. Fresh fruit, chocolates and juice were provided in the lounge area.

The dining area was a short distance through the corridor from the main lounge, its location down a narrow corridor which seemed to cause a queue of residents at peak times. The team considered this room to be spacious but perfunctory and bare. Tables were adequately set with capacity for 21 residents to eat in the dining room however, staff told us that this was sufficient as many residents chose to eat in their rooms. A whiteboard menu was prominently displayed in the dining area and this indicated a 2 course meal with choice of 2 meals on the day.

Elsewhere a pleasant “beauty room” had been created offering a pampering opportunity. The Hairdresser is said to visit every Wednesday.

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

Observations of Resident and Staff Interactions

From the interaction observed between residents and staff it appeared that staff at Church View were caring and knew the residents by name. Although we did not observe a lot of interaction between staff and residents what we did observe seemed respectful and pleasant.

Residents regarded staff in a positive manner and reported being taken out by staff on occasion into the town and to the local pub.

An Activity Coordinator organises activities which include, armchair exercise, entertainers and sensory activities. (See what the ‘Manager told us’.)

Two calls bells were heard during our visit and both these were attended to promptly. There appeared to be sufficient numbers of care staff on duty, being supplemented by a cleaner and a laundry person.

Resident and staff interactions were scored as 4.5/5

Overall the Enter and View Project Officers rated the environment and facilities as 3.6

Additional Information

The Manager told us that;

- The home has an Activities Coordinator who also works as a Care Assistant between the hours of 7am-1pm, and activities 1pm-4pm. On Fridays she has pamper sessions 10am-4pm. 'Appointments' are made with the Activities Coordinator for residents to have a facial, nails or foot spa.
- A singer and entertainer comes in on Mondays.
- Armchair exercises are carried out on a Tuesday.
- The Activity Coordinator takes small groups or individual residents out every Thursday.
- Today she had gone out with a resident to the local Flea Market.
- Residents have been to Blackpool followed by a fish & chip supper.
- Once a month a trip to the local pub is organised for six residents to have lunch out.
- The Hairdresser visits every Wednesday.
- There is Bible reading every Wednesday afternoon.
- Fruity Fridays where residents are offered fruit tasting and then have to name the country it comes from.
- Sensory activities "Guess what" objects, feel, smell.
- Resident & relative meetings are held monthly.

Environment

Summary of responses from six residents

- 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 but one respondent told us there was a garden where they could sit out.

Quotes from residents:

"I have a nice room, although I'm never in it. It's a sufficient size."

"Most staff knock; most people are my friends."

"My room is quite private."

"Staff knock on my door [before entering]."

"The home is nice and tidy."

"The home is nice and clean – I have no objections."

"I never go in the small lounge, but I could do if I wasn't feeling well or if I wanted to be quiet."

"We can go in the garden when it's warm."

"The patio doors are opened in nice weather so we can sit out."

"I like to sit out."

Care

Summary of responses

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

Quotes from residents:

"The staff are quite nice."

The staff are "very pleasant. I'm treated with respect. They don't have a lot of time but they are there if you need them."

"No idea if I can talk to the staff about concerns."

"Yes I can talk to the staff but I've not needed it."

"Everyone is very pleasant."

"I've never had to use my call bell."

"I don't use call bells as I can walk."

"I get up when I want."

"You can tell staff if you want to go to bed early."

Food Nutrition

Summary of responses

- All respondents were happy with the food.
- One respondents told us they had a choice of menu, other respondents were unsure.
- 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:

“I enjoy the food here.”

“I like the food I get.”

“I’m unsure if we have choice at mealtimes.”

“The cook comes around and asks each person what they would like to eat – there is no menu.”

“I can get a drink whenever I want one.”

“They bring drinks at certain times of the day.”

“I eat meals in the lounge brought in on a tray.”

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.
- One respondent told us that they were supported to pursue their own interests, other respondents were unsure.

Quotes from residents:

"The staff are all quite friendly."

"I think that friends and family are allowed to visit at any time."

"My family don't come but they could."

"I've been out to the pub and lunch occasionally. Some singers and entertainers come."

"I can't think of any activities; I could go to church."

"We had a singer but it's a long time ago."

"I sit in the garden and knit, I'm not sure about other residents."

"We go to outings at a pub in Oswaldtwistle."

"We have been to Blackpool illuminations."

"I can't remember if I have been asked about my own interests."

"I don't have hobbies."

"I don't do anything."

"I can't remember being asked what I want to do."

Relatives and Friends Views

Summary of responses

We spoke to one visitor but they were unable to complete the 'Friends and Family questionnaire' as they were not directly involved with the arrangements of the service at Church View Residential Home. They did however say that they had no concerns about the home when they visited.

Staff Views

We had an opportunity to speak to five members of care staff about their experience of working at Church View Residential Home.

Summary of responses

- All staff said there were enough staff when on duty.
- 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 Church View Residential Home.
- All staff would be happy to recommend this home to a close relative.

Quotes from staff:

"Most of the time we have enough staff."

"Most of the time we have enough staff – if someone rings in sick it can be a bit difficult, but they usually get cover."

"Yes we have enough staff for the amount of residents."

"We work together as a team to look after residents and find out their likes and dislikes."

"Our training involves; moving and handling, in house training, medication training etc."

"We have training for; dementia, NVQ in care, moving and handling."

"This is my favourite place out of all the places I have worked at because the Manager is supportive and the staff get along. I think this is good for residents as well."

Response from provider

The Registered Manager was given the opportunity to respond to the findings in this report prior to its publication. To date no response has been received.

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