

Fairhaven Care Home Fleetwood

Enter and View Report

Tuesday 15th August 1.30pm-3.30pm



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.

Contact Details:**43/44 Laidleys Walk****Fleetwood****FY77JL****Staff met during our visit:****Natasha Whalley (Manager)****Emma Beardward****Date and time of our visit:****Tuesday 15th August 2017 1.30pm-3.30pm****Healthwatch Lancashire Authorised****Representatives:****Michele Chapman (Project officer) Lead****Linda Brown (Senior Project Officer)****Kim Rushton (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. The representatives observe and speak to residents in communal areas only.

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

Acknowledgements

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

General Information

Fairhaven Care home is privately owned by North Fylde Care Ltd with places for twenty-two residents. There was one vacancy at the time of our visit. The person in charge is Natasha Whalley.

Information obtained from carehome.co.uk states that the home provides care for people from the ages of sixty-five plus who are affected by Old Age, Cancer, Parkinson's MS, MND, Stroke etc.

Methodology

The Enter and View representatives made an announced visit on Tuesday 15th August 2017.

We spoke to eight residents, four staff and one relative, where possible within the constraints of the home routine, people's willingness and ability to engage and access to people in public areas. Discussion was structured around four themes (Environment, Care, Nutrition and Activities) designed to gather information concerning residents overall experience of living at the home.

The team also recorded their own observations on the environment and facilities.

As some residents were receiving visits, choosing to stay in their rooms or being nursed, we spoke with eight of the twenty-one residents.

Our role at Healthwatch Lancashire is to gather the views of service users, especially those that are hard to reach and seldom heard, to give them the opportunity to express how they feel about a service regardless of their perceived ability to be able to do so. It is not our role to censor feedback from respondents.

Observations were rated on Red, Amber, Green scale as follows;

Green = We would choose this home for a loved one.

Amber = We may choose this home if some improvements were made

Red = We would not choose this home for a loved one unless significant improvements were made.

Summary:

Situated in a prominent position overlooking the marina in Fleetwood, Fairhaven Care Home is able to take advantage of its position close to public entertainment and leisure facilities. This was supported by residents reporting enjoying visits to tea dances and entertainment at nearby Marine Hall.

Residents and staff generally spoke well of the home and representatives evidenced positive and caring relationships between them. Likewise, we considered the home to be clean and homely with a variety of seating and communal areas for residents to use, and residents encouraged to exercise independence.

Although none of the respondents we spoke to highlighted this as an issue, representatives considered that environmentally the home could be improved by both internal and external update and redecoration.

Based on the criteria, the Enter and View Representatives gave the home an overall score of:

Green/Amber

Enter and View Observations

Pre-visit and location

Fairhaven Care Home is a Victorian building pleasantly situated overlooking the marina on Fleetwood sea front. Due to its former life as a hotel the local area is well served by leisure, entertainment and other facilities.

Public transport is available from the road in front of the home and staff told us that local shops and were “just around the corner”.

Prior to our visit we were able to access a dedicated website, however the home had no brochure available at the time of our visit.

Parking on the road opposite the facility was available but limited. Likewise, the home itself had limited parking which enabled emergency vehicles and transport direct access to the front of the building and associated disabled ramp.

The home was clearly signposted from the front.

Green

The external environment

Externally the building is surrounded by gated hardstanding to the front side and rear. The front aspect is furnished with flowering tubs and baskets (planted by one of the residents) tables and seating looking across the marina. This area was evidently well used as we observed a resident sat outside enjoying the sunshine.

The rear of the property was not in use as a public area needing some maintenance and removal of redundant furniture.

The manager told us that Fairhaven is primarily a residential home and none of the residents are subject to a deprivation of liberty. Therefore an “open door” policy is maintained and we observed residents and relatives going out and about independently.

The reception area was clearly identifiable and staff came to the door to greet us in a timely manner.

Green/ Amber

The internal environment/reception -first impressions

The reception of the home was situated within a small and quiet vestibule area incorporating several easy chairs. This area overlooked the marina and we observed three elderly gentlemen choosing to sit here together.

Staff made representatives feel very welcome and the manager made herself available throughout our visit. Representatives used a visitor's book to sign in and observed that antibacterial gel was placed in this area.

We also saw a large photographic notice board detailing key staff and noted a comprehensive "Upcoming Events" noticeboard detailing entertainment at the nearby Marine Hall and Little Theatre.

First impressions were of a homely environment which maximised its position by the seafront, but may have benefitted from redecoration and refurbishment throughout.

Green

The observation of corridors public toilets and bathrooms

Corridors were generally bright and uncluttered except for an area at the foot of a stairwell. We observed handrails of contrasting colour and noted that doors to public areas were indicated with pictorial, colour coded and written signage. The corridor outside the office was home to a comprehensive general noticeboard advising local services such as Advocacy the Lancashire Wellbeing Service and internal activities, advice and the Complaints Procedure.

Representatives noted that the resident survey in respect of Food and Refreshments had just been published and that monthly resident's meetings were arranged. Similarly, we noted a poster displaying a visit by Advocacy Services on 16th August 2017.

The corridor also displayed artwork undertaken by residents and housed a public telephone.

The manager told us that none of the rooms at the Fairhaven provided en-suite facilities and bathroom requirements were generally met by separate bathrooms and toilets. Representatives considered that there were sufficient public toilet facilities for the number of residents and that all these were clean, well-stocked and provided with raised seats and grab rails as necessary.

However, representatives considered that both bathroom and toilet facilities would benefit from an update.

In terms of bathrooms, we were advised that there were three, all containing bathing facilities and appropriate disability equipment. Only one of these bathrooms also contained a shower and unfortunately this bathroom had been placed out of commission due to storage of other items.

This had resulted in the home having no showering facilities readily available.

Amber

The lounges, dining and other public areas

The majority of residents populated the two lounge areas to the front of the building, the first of these being a quiet area with the TV on low with subtitles. Residents in this area were reading or sleeping and one lady was using her iPad. Chairs were varied and comfortable and we observed that cushions and blankets had been provided. One resident told us that this was a nice place to talk to her family.

The larger lounge was busy with staff, residents and relatives and this too was homely with lots of interaction, chat, laughter and chairs arranged to facilitate social interaction. Indeed, representatives considered that public areas generally were clean and well-appointed but may have needed a refresh in terms of decoration.

The dining area led off from the main lounge and we evidenced sufficient seating for the number of residents with staff telling us that most residents preferred to eat in the dining room. We observed dining tables nicely set with cutlery, crockery and table centrepieces and the adjoining kitchen busy providing afternoon tea and biscuits for residents and visiting relatives. Whilst no menu was displayed, staff and residents told us that mealtimes offered a choice of two or more choices that were chosen on the day.

Green

Observations of resident and staff interactions

Staff were easily identifiable by uniform and there appeared to be sufficient staff on duty at the time of our visit.

Staff, residents and relatives sat in the main lounge enjoying easy conversation and “banter”. We observed that staff knew residents by name and we saw one staff member stroking a resident’s hand as she spoke to her.

Residents spoke well of the home and told us about the activities they enjoyed.

As an “open” residential facility we observed residents being encouraged to leave the home independently and with family to participate in social activity. Likewise, we saw that residents enjoyed full access to the seating area to the front of the home overlooking the marina.

Representatives heard two calls bells during the time of our visit and these were both responded to in reasonable time.

Green

Feedback from residents

Environment

“The home is comfortable but plain.”

“The environment is clean and ‘spot on.’”

“I like the sitting room and the company is good.”

“I like it here it’s comfortable.”

“The home was very welcoming from day one. My life is a lot better since I came here, I feel looked after.”

“It’s’ very homely and friendly.”

“I am so much happier here.”

Activities

“I take part in bingo.”

“We went to the Marine Hall tea dance.”

“I can get out and about on my own.”

“We have hairdressing, bingo and chair based exercises.”

“I like the bingo and going out.”

“There are daily activities and outings.”

“We get to go out onto the sea front. It’s also nice to be able to sit outside overlooking the sea.”

“We went to see Elvis at Marine hall, it was lovely.”

“I can come and go as I please.”

“We have Tombola stalls outside manned by residents who want to raise money.”

“I have learned to crochet and knit whilst living here.”

“The activities are boring, there is nothing of interest to me. I’m not keen on bingo.”

“I would like to get involved in some gardening.”

Care

“The staff are efficient.”

“Staff do listen and if you have any complaints they are dealt with.”

“All very nice.”

“The care is good, I am listened to and treated with respect.”

“We have a laugh a minute (with staff).”

“The staff are very nice they help you when you need it.”

“My key worker is very good.”

“Things are better now under the new manager.”

“We have such a lot of fun with staff, everybody is really lovely.”

“The staff make the home without a doubt. Nothing is too much trouble for them.”

“We are well looked after.”

“The staff are very friendly.”

“I have to get up too early, (6am) I would prefer to get up later, around 8am.”

“It is difficult to get staff assistance when sat in the lounge. You have to depend on other residents to call them.”

“The hoist needs looking at, it keeps cutting out and its very uncomfortable waiting for it to be sorted.”

Food

“There is a choice of food within reason.”

“There are two choices in the morning for breakfast, staff ask resident what their preference is.”

“The food is good you can ask staff for alternatives.”

“The food is good and you can have a hot or cold drink whenever you want them.”

“The food is really good, there is always a choice.”

“The food is very plain.”

“The tea brand could be better.”

Other

“We have resident’s meetings every month and we tell the manager our views. The dining room has been changed through this feedback.”

Relatives and Friends Views

How do you feel generally about the service?

“I think that there should be more one to one activity.”

“They could do with more staff only two are on at night.”

Do you think that you are kept informed about your relative e.g. Health and future care plans?

“Yes.”

Do you know how to make a complaint if you need to?

“If there is a concern staff deal with it and we get feedback, and are satisfied with the outcome.”

Are you aware of the social activities at the service and do you feel welcomed to join in?

“We visit three times a week and take our relative out. Also for 4 hours on a Sunday.”

Staff Views

Do you have enough staff when on duty?

“Yes.”

“We are well organized.”

“Extra staff are needed at weekends.”

Do you feel supported to carry out person centred care?

“Yes.”

Do you feel you have enough training to carry out your duties well?

“We have lots of training, we are all doing our NVQ Care at the moment.”

Are you happy working here?

“I love it.”

“I am more than happy working here.”

“I prefer this to community work.”

“I like the idea of residents knowing you and you knowing them, and their likes and dislikes.”

“We get lots of smiles from residents.”

“I have been here thirteen years.”

Would you be happy to recommend this care home to a close relative?

“My Mum lives here.”

“Yes, I would like my family to come here.”

Response from provider

Provider Response:

Many thanks for your report and for giving us the opportunity to respond.

We are very pleased with all the positive comments referred to throughout the report, and we are extremely satisfied with the green ratings awarded as we feel these fully reflect our loving and supportive Care team, Ancillary staff and Management who all work together to offer a safe and comfortable home. This is evidenced by the positive comments raised by our residents. However, some findings within in this report refer to those areas that are not used or accessible by the residents, and these parts of the Home do not compromise service delivery or have any bearing on our ability to maintain a homely care setting.

Those observations that we would like to respond to are:

The report suggests that the area under the stairs is cluttered. This area is not a thoroughfare and is, and always has been used to store mobility aids, such as wheelchairs and frames. This storage enables us to keep all other areas of the Home free from clutter and potential trip hazards, which supports our health & safety policies as well as being fully compliant with fire safety standards.

We have 3 large and fully equipped bathrooms in the Home, but only one is required for the care team to support our residents to bathe safely with full hoist access. The other rooms have been permanently decommissioned for change of use. We have just produced a renovation plan to update and refresh all communal areas over the next 6-8 months.

The rear of the property is not a communal space and is not accessed by the residents or their relatives. However, our lovely area at the front allows everyone to take full advantage of the amazing views of a Promenade location.

One comment supplied during the review advised that there are just 2 choices available for breakfast, when in fact we have a choice of 3 cereals, porridge, full English breakfast, eggs cooked to order, toast and various jams.

With regards to staffing levels, we are always compliant and our ratio of staff to residents enables us to maintain first class standards of care.

Many thanks

Mandy Moss

Registered Provider

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