



Greenroyd Residential Care Home

Enter and View Report

Contact Details:

27 Hest Bank Lane
Hest Bank
Lancaster
LA2 6DG

Staff met during visit:

Christine Parker; Managing Director

Date and time of visit:

Thursday 10th November 2016
10.30 am – 12.30pm

Healthwatch Lancashire Authorised Representatives:

Michele Chapman (Lead)
Linda Brown
Ilyas Patel
Lynn Yates (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

Greenroyd Residential Home is privately owned by Greenroyd Homes Limited with places for 23 residents. There was 1 vacancy at the time of our visit. All rooms have en-suite provision. The person in charge is Christine Parker. Christine told us that there is a waiting list of 14 people.

Information obtained from carehome.co.uk states that the home provides care for people from the ages of 65 plus who are affected by Dementia, Detention Under Mental Health Act Mental Health Condition, Old Age. Physical Disability and Sensory Impairment.

Acknowledgements

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

Methodology

The Enter and View team visited the Greenroyd Residential Home on the morning of Thursday 10th November 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.

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.

In addition, we spoke to four 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 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 facility does not appear to have a dedicated website or a brochure. However, information about the facility can be accessed via other websites such as carehome.co.uk

When Healthwatch Lancashire contacted the facility, we were greeted in a timely and helpful manner by staff who were very positive about the proposed visit.

The pre visit was scored as 3/5

Location

Greenroyd Residential Home is set in a pleasant residential area of Hest Bank outside Lancaster. A bus stop is located directly outside the home and staff told us that shops and a pharmacy are located "5 minutes away."

The home has a small dedicated parking area to the rear and side and is adequately signposted from the main road.

Representatives observed disabled access at the front of the property.

The location was scored as 5/5

External Environment

The team observed the facility to be a traditionally constructed detached home over 3 floors. The grounds were pleasant, well maintained and cultivated, with a small seating area to the front through a half height gate. It was clear where visitors should report to and access to the home is secure. We were welcomed immediately we arrived at the facility.

The external environment was scored as 5/5

Internal Environment-First Impressions

Christine and her staff were very welcoming and she took the time to show us to her office and offer us a drink. Staff were very positive about our visit and extremely helpful showing us around the facility and answering any questions we had. Representatives felt there was a faint discernable odour throughout the building.

Internal Environment-First Impressions scored as 4/5

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Reception

The team observed the reception to be equipped with a visitor's book and sanitizing hand gel. The Healthwatch Lancashire poster was prominently displayed and it was nice to see a book in memoriam to former residents and a record of relative's meetings and notes.

We did not observe a general notice board or information in respect of key staff names and photographs however, we were advised that this was in the process of being compiled.

The reception was well furnished and well lit seating being available close by in the manager's office.

The reception area was scored as 3/5

Corridors and bathrooms

Corridors were wide, uncluttered and well lit. In keeping with the rest of the facility they were nicely decorated and clean. The carpet throughout was safe and unworn and access to stairwells and the lift was clearly indicated.

Handrails were consistently sited throughout the facility and contrasted with the wallpaper to aid navigation.

Bedroom doors were indicated by pictorial and written permanently fixed information plates in contrasting colour. Bathroom doors were likewise indicated. However, representatives did not see personalised information or memory boxes on resident's doors.

There were adequate public bathrooms and shower rooms on each of the 3 floors of the facility and these were uniformly clean and provided with soap towels and toilet rolls. We saw that handrails and adaptations were in situ but these were not of contrasting colour. Decoration was generally of a pleasing standard however, two of the ground floor bathrooms may have benefitted from a refresh.

Representatives found temperatures throughout the facility to be appropriate.

The corridors and bathroom areas were scored as 4.5/5

Lounges, Dining and other Public Areas

The facility provides two airy lounges for residents to choose from each being comfortably decorated with homely touches such as lamps, books and fresh flowers. Seating was plentiful and of individual design to suit all requirements including a sofa for residents to sit together. Representatives noted that TVs were prominent but not intrusive however, the seating did not promote social interaction being placed around the perimeter of each lounge. We noted that hot and cold drinks were placed next to residents and saw that cakes were offered with morning tea. Residents told us that if the set menu was not to their liking they would be offered an alternative.

Call bells were evidenced in each room and staff wore pagers to be contacted as necessary. We observed that dining rooms were large enough to accommodate all residents and that these too were well decorated, clean and homely with tables set with tablecloths. We noted that the corner of one dining room contained a small pool table. Staff showed us a former porch which had been made into an attractive private area with chairs and sofa. We were advised that residents could see visitors such as their GP or family in this area.

The lounges, dining and other public areas were scored as 4.5/5

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Observations of Resident and Staff Interactions

The home generally had a pleasant and calm atmosphere and staff were clearly identifiable but lacked individual name badges. We also witnessed staff talking to residents patiently, respectfully and calling them by name.

It was clear that more active residents were encouraged to move about the home freely.

We saw that residents could order and read a daily newspaper and staff told us that the library service regularly visited the home. We were advised that one of the smaller downstairs bathrooms was used by the hairdresser and that a chiropodist also attended regularly.

We did not see residents engaged in any activities however a green felt board displayed the activities for the next two weeks in pictorial and written form. On the day, we visited it was indicated that the afternoon was scheduled as a film afternoon.

We were also told that the home engaged with local services in the request and provision of “reminiscence boxes” made up in appropriate themes such as ‘The 1960s’ or “football”. Likewise, staff described a recent “cruise week” when each evening was themed in the style of visiting a different country i.e. Caribbean evening or Italian evening supplemented by appropriate foods.

We are unable to comment on staff response to call bells as we did not hear any in the duration of our visit.

Resident and staff interactions were scored as 4/5

Overall the Enter and View Project Officers rated the environment and facilities as 4.2/5

Additional Information

The Manager told us

A hairdresser visited weekly.

A chiropodist visited every eight weeks.

The facility employed a full-time maintenance person.

The facility employed a cleaner for 25 hours a week.

The activity coordinator was a shared post alongside caring duties.

That two chefs serviced the facility equivalent to full time.

Residents had data access to the internet in their own rooms.

Each room had a telephone extension of the switchboard enabling residents to take calls privately.

Stationery is provided for residents who may enjoy doing clerical tasks with the manager in her office.

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

Quotes from residents:

"I love my bedroom, its peaceful".

"There is a little porch to sit in".

"It's hard to get in the garden but it is nice when we have access to it".

"I sit out when it's nice and warm".

Care

Summary of responses

- All but one respondent 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.
- Three respondents told us that call bells and requests for help were answered in a timely manner. Three were unsure.
- Five respondents told us they have a choice about when they get up and go to bed. One respondent was unsure.

Quotes from residents:

"I don't have any concerns."

"I go to bed early but it's my choice."

"I don't have a call bell."

"There seems to be plenty of staff."

"Most of them but not all of them." (do staff treat you with dignity and respect?)

"Definitely." (do staff treat you with dignity and respect?)

Food Nutrition

Summary of responses

- All respondents were happy with the food.
- All but one respondent told us they had a choice of menu.
- All but two respondents said they always had drinks available to them.
- All respondents told us they could choose where they ate their meals – in the dining room or in their own rooms.

Quotes from residents:

“Not lots, but enough”. (Do you always have drinks available?)

“The tea trolley comes around.”

“Drinks are not provided at mealtimes.”

“It’s a bit plain but good.”

“I usually sit with someone I’m used to.”

Activities

Summary of responses

- All respondents found the staff helpful and friendly.
- All but one respondent told us they could socialise with other residents.
- Three respondents said there were activities and/or outings available for them to take part in. Three residents did not think there were activities/or outings available for them to take part in.
- Four respondents told us that they were supported to pursue their own interests. Two respondents did not feel supported to pursue their own interests.

Quotes from residents:

"I like going for walks with staff."

"I can go shopping, reading and watch TV (to an extent)"

"I'm not usually asked what I want to do."

"There are plenty of books here."

Relatives and Friends Views

Summary of responses

One visitor/relative completed the 'Friends and Family' questionnaire. One relative contributed later by email on the 13th November 2016 and a further family and friends questionnaire was received by email on the 4th December 2016.

- One respondent said that they felt positive in relation to the service generally. One respondent did not.
- One respondent told us that their relative had made friends at the home. One said their relative had not.
- The respondent thought that their relative felt safe at the service. The second respondent said that their relative did not always feel safe and had found that they had locked themselves in their room telling them that they didn't trust people. Although the respondent could not be more specific and did not know whether this was staff or residents and whether their condition contributed to this feeling.
- The respondent said they did not know how to make a complaint about the service if they had to.
- Both respondent felt that they are "mostly" kept informed about their relative and but only one was involved in care plans.
- One respondent knew what the arrangements were for their relative in the event of an emergency.
- Both respondent were mostly satisfied with the level of support their relative receives from other local health services such as GPs, dentists, pharmacies.
- One respondent said they were not encouraged to get involved in activities and events at the service whilst the other respondent did receive invitations to the main events taking place at the home.
- One respondent would recommend this service to others and one respondent would not.

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Quotes from relatives and friends:

"I would like to be more involved but there doesn't appear to be many activities going on."

"The relative meetings are good because people have their say."

"I am happy overall. It's comfortable and clean. There is always a nice atmosphere and its peaceful."

"I find some staff more approachable than others."

"General Housekeeping/cleaning could be improved, including regular cleaning of tables and furniture."

"Residents who need help at meal times are not always supported by staff. This can be due to a lack of supervision, especially at tea time when there is a staff handover. Lack of supervision is often worse at weekends. Drinks are sometimes left in front of residents who cannot drink without support or residents are not sat close enough to their food for them to be able to get it themselves."

"The lighter evening tea option does not appear to be very nutritious such as, spaghetti or cheese on toast."

The relative who contributed by email on 13th November 2016 raised concerns in respect of activities, entertainment and lack of varied stimulation for instance, CD player, puzzles, artwork and opportunities to grow things in the greenhouse.

"I know at least four residents who would love to go out in the fresh air."

Likewise, the relative reported the external environment to be "underused" due to being insecure.

"Some outside entertainment is happening though trips off-site haven't been organised for some time now ... residents spend too much time in one place."

"There was talk about having DVDs showing wildlife programmes, musicals etc... though I haven't seen any of this yet."

However, the relative regarded Greenroyd as "a good place" and remarked "The staff are always willing to listen and are pleasant with the residents and know them well."

Staff Views

We had an opportunity to speak to four members of care staff about their experience of working at Greenroyd.

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 Greenroyd.
- All staff would be happy to recommend this home to a close relative.

Quotes from staff:

"We have enough staff if everyone comes in."

"I had in house training about abuse recently."

"We have manager's meetings and staff meetings."

"It is clean and tidy, they get looked after, it is family owned."

Response from provider

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

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