

Holme Manor Care Home

Enter and View Report



DISCLAIMER

This report relates only to the service viewed at the time of the visit, and is representative of the views of the staff, visitors and residents who met members of the Enter and View team on that date.

Contact Details:

Holme Lane

Rossendale

BB4 6JB

Staff met during visit:

Joanne Thomson (Housekeeper)

Date and time of visit:

Tuesday April 2017 1.30pm to 3.30pm

Healthwatch Lancashire Authorised Representatives:

Michele Chapman (Lead) Project Officer

Ilyas Patel (Project Officer)

Katie Taylor (Senior Project Officer)

Carolyn Stuart (Volunteer)

Barbara Everett (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

General Information

Holme Manor is privately owned by Mr and Mrs Ryan Godwin with places for 34 residents. There was 1 vacancy at the time of our visit. The person in charge is Suzanne Harrison.

Information obtained from carehome.co.uk-states that the home provides care for people from the ages of 65 who are affected by old age, dementia, physical disability and other conditions.

Acknowledgements

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

Methodology

The Enter and View representatives made an announced visit on Tuesday April 25th 2017.

We spoke to 5 residents, 5 staff and 1 relative, where possible within the constraints of the homes 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 of the environment and facilities.

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:

Based on the criteria, including the positive feedback from residents, staff and relative, the Enter and View Representatives gave the home an overall score of:

Green **Amber** **Red**



Enter and View Observations

Pre-Visit and Location

Holme Manor has a comprehensive dedicated website featuring key staff “snapshots” to aid familiarisation. Likewise, the website provides a “virtual tour” of the facility and helpful information in respect of accommodation and activities. All telephone contact with the facility prior to our visit was timely positive and helpful.

Holme Manor is situated in a formerly rural location on the edge of Rawtenstall access being down an unlit and ascending lane approximately 10 minutes’ walk from the nearest main road and shops. Representatives considered that the location may be problematic for those wishing to visit on foot or by public transport. It could also be a problem for residents with low mobility wanting to access local facilities.

Parking facilities were restricted and without designated disabled parking places. On arrival, some of the team were obliged to park a distance away. Likewise, although the facility was signposted from the main road additional signposting further along the lane may have been beneficial.

Green **Amber** **Red**



External Environment

Holme Manor is a very attractive older stone built facility set over two levels surrounded by sloping grounds. The building retaining a rural feel with a summerhouse, pleasant grassed areas with pots and troughs stocked with spring bulbs and flowers to the front aspect. The Housekeeper told us that the summerhouse was used by residents during the warmer months and we observed ample and secure garden bench seating in various locations.

On arrival, it was clear where representatives should report to and the keypad secured door was answered by available staff in a timely manner.

The Healthwatch Lancashire poster was prominently sited on the front door.

Green **Amber** **Red**



Internal Environment/reception -First Impressions

The entrance to Holme Manor is characterised by an open plan lounge/reception area the “Manor Lounge” with an airy conservatory feel. Reception being defined by a vintage dresser and mirror complemented by fresh flowers and displaying the visitors book. The facility generally had an air of homeliness and warmth and it was clear from various artworks, displays and notice boards that there was a strong person-centred ethic to the home. Likewise, representatives felt that the homely feel was further enhanced by the presence of domestic animals (a cat and a dog).

Representatives also observed a display of staff names and photographs and participation in the “Playlist for life” (music and dementia initiative) scheme. Similarly, a resident “selfie” noticeboard was under construction.

A quieter seated area was situated close to the kitchen directly opposite the comprehensive notice board and we noticed the provision of a rummage box feather boas and hats.

On arrival at the facility we could see an information postcard and other relevant publications such as those from the Alzheimer’s society. Representatives noted the provision of a suggestion box and information in respect of the Complaints procedure.

Hand gel was also sited at reception.

The office area was sited in an area overlooking the lounge.

Green **Amber** **Red**



Observation of Corridors Public Toilets and Bathrooms

Corridors benefitted from ‘Road Name’ style signage as an identifiable marker. These were local roads that would be well known to the local community however, these were placed above head height and could be difficult to distinguish from the white wall. The corridors also benefitted from large pictures of nostalgic figures such as Marilyn Monroe and Humphry Bogart which were well placed to act as landmarks.

Most corridors and public spaces were uncluttered however, one corridor did have mobility equipment (walking frame and hoist) which would be obstructive if trying to pass in a wheelchair. All areas appeared well lit.

There were few dementia friendly adaptations, carpets (including new carpets) were heavily patterned, there was a lack of grab rails along corridors and several different floorings met with metal or plastic door strips. However, all chairs had arms to help support residents to sit in the chair and stand up.

Representatives also considered that resident's bedroom doors were easily identifiable by name, number and attractive individual artwork such as shirts and ties.

There were sufficient public bathrooms which were clean and well stocked with soap, toilet rolls and towels. However, the arrangement of two of these meant that they shared one hand basin which may have been inconvenient.

Green **Amber** **Red**



Lounges, Dining and other Public Areas

Generally public areas appeared clean, pleasant, comfortable and homely. Representatives did not note any unpleasant odours and there were plenty of personal touches. However, it was noted that some areas would have benefitted from a refresh including the rear staircase carpet which was considerably worn.

Although ample and comfortable seating was provided in each of the three lounge areas, this was mainly situated around the perimeter of the room which representatives considered could inhibit social interaction.

Dining took place in two areas, a designated dining room with space for 15 residents, and two large tables with space for 12 residents. As there were 31 residents currently at Holme Manor this meant that not all residents could dine in these areas at the same time.

The dining tables were clean uncluttered and had plastic coated blue checked table cloths giving it a 'café' feel. We noticed a "hearty" menu displayed in each of the dining rooms that included two choices. It was clear that the food was prepared on site with the kitchen displaying a notice advising the name of the staff member cooking that day.

One of the residents required a halal menu and she told us that this was adequately catered for.

Of the lounges, the conservatory living room the "Manor Lounge" had pleasant music playing from a CD player, the "Astoria Lounge" had a TV on and activities taking place and the "Pavilion Room" had a TV on with very low volume.

The Astoria Lounge was the clearly the hub of social activity at the time of our visit and the activity coordinator was in the process of engaging residents and day visitors in themed artwork. The activity provision at the home appeared to be of high quality and quantity, whilst also engaging residents in conversation and laughter.

Green **Amber** **Red**



Observations of Resident and Staff Interactions

During our visit Healthwatch representatives noted that there appeared to be sufficient staff on duty, who seemed to know the residents by name and could share personal history such as previous professions. All staff appeared to be respectful and friendly towards the residents. We observed staff delivering personal care (a manicure) to a resident in an empathetic and gentle manner.

During our visit, no call bells were heard. The housekeeper explained that the majority of residents were in the lounge areas with staff on hand rather than in bedrooms.

However, Healthwatch representatives found it difficult to locate the call bells in public spaces, although they were very clear in the public bathrooms.

The schedule of activities demonstrated an emphasis on a programme of arts and crafts, memory boxes, photography, baking and ‘Summer Olympics’

The overall environment of the facility gave the impression of a focus on person centred care.

Green **Amber** **Red**



Feedback from residents was positive with no negative comments received.

Environment

Positive

"Very nice and friendly environment."

"I love to be here, it is very nice."

"So far so good."

"I like it here very much."

"Nice and warm."

"A very clean place."

Activities

Positive

"They play simple games that are easy to understand."

"Nothing is complicated."

"Knitting activities are good."

"We have music entertainment."

"They have barbecues."

"We play handmade games."

"Plenty of activities available, for example, knitting, theatre trips and music entertainment."

Care

Positive

"The care is very good."

"All my needs have been met."

"Excellent care."

"The staff are friendly."

"It is very good, very nice and kind."

"The staff are very approachable."

"If you need anything then all you have to do is ask."

Food

Positive

"It is very nice, halal options available to me and never too spicy."

"Plenty of variety available."

"You get asked in the morning and afternoon what you would like to eat."

"The deserts are very nice."

"I like the food, it is well cooked, the menu changes on a 4-week period."

"It is always good, well cooked, however, today I did not like the sweet."

Views From one relative

How do you feel generally about the service?

"It is excellent, I cannot fault it in anyway."

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

"Yes, always."

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

"Yes, I have been advised."

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

"Yes."

Would you recommend this service to others?

"Yes, definitely."

- *"My mother has not been happier since she moved here."*
- *"The care is excellent."*
- *"The staff make you laugh and look after you."*

Staff Views

We had an opportunity to speak to five members of care staff about their experience of working at the home.

Do you have enough staff when on duty?

- *"Yes, always, unless somebody is ill."*
- *"Yes, unless there is a sickness."*
- *"Yes, unless somebody rings in sick and cannot get cover."*
- *"Yes, can have a knock-on effect if short staffed."*
- *"Yes, not had any problems."*

Do you feel supported to carry out person centered care?

- *"The management is very supportive and this is an important part of care."*
- *"The management are very supportive."*
- *"Yes, we carry out person centred care."*
- *"Yes, very much, I talk to residents every day and talk about food choices."*

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

- *"I feel have enough training for the roles I be carry out."*
- *"Yes, I have done NVQ 1 and 2 and offered training."*
- *"Currently undergoing Level 2 NVQ, fire safety training, safeguarding and moving and handling."*
- *"I undertake all the training offered."*
- *"Yes, I always take part in training."*

Are you happy working here?

- *"Yes, I have been here for 14 years."*
- *"I have been here for 4 and half years, and have been well supported at work."*
- *"Yes, I have been here for 3 and a half years."*
- *"I have been here for 25 years and still very happy."*
- *"I have been here for one year and I am very happy."*

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

- *“Yes, definitely.”*
- *“I have recommended it in the past”*
- *“Yes, my grandfather comes here for respite care.”*
- *“Yes, we are looking at care for my father.”*
- *“I would definitely recommend.”*

Response from provider

Results of the Enter and View visit were fed back to Registered Manager, who was happy with the report and the way in which the visit was conducted.

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info@healthwatchlancashire.co.uk

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