

Melrose Residential Home

Enter and View Report

Contact Details:

Melrose Residential Home
50 Moss Lane,
Leyland
PR25 4SH

Staff met during visit:

The Manager, Julie Saunders and
Deputy Manager, Elaine Meers

Date and time of visit:

Thursday 9th June 2016 10.30am-12.30pm

**Healthwatch Lancashire Authorised
Representatives:**

Linda Brown (Lead)
Michele Chapman
Becky Willshaw
Aysha Desai

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

Melrose Residential Home is privately owned by Mrs A Makda and Miss S Makda with places for 19 residents with 8 vacancies at the time of our visit. The person in charge is Julie Saunders (Manager).

Information obtained from carehome.co.uk states that the home provides care for people who are affected by old age, with no specialist categories.

Acknowledgements

Healthwatch Lancashire would like to thank Julie Saunders, the Manager and Elaine Meers, the Deputy Manager together with staff, residents and visitors, for making us feel welcome and taking part in the visit.

Methodology

As required by our role we listen and engage with users of health and social care. We give priority to what we see and what people tell us at the time of our visit.

The Enter and View team visited Melrose Residential Home on Thursday 9th June 2016 between 10.30am-12.30pm.

We spoke to nine 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 six members of staff, including the Activity Coordinator and the Housekeeper. We also had the opportunity to speak to 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 or guide to the homes facilities and a website, together with the manner of response to any telephone enquiries.

It was found that there is no dedicated website for Melrose Residential Home with only limited information available on carehome.uk. A small printed brochure was available at the home with some details about the facilities, the standards and categories of care and payment details. When Healthwatch Lancashire phoned to arrange a visit all contacts were answered positively and in a timely manner with an appropriate member of staff available to take the calls.

The pre visit was scored as 4/5

Location

Melrose Residential Home is situated in a quiet residential area but close to local facilities and accessible by public transport. Parking at the home was limited but on road parking was available. There did not appear to be a dedicated disabled parking space. Disabled access was possible through the entrance door. The home was clearly signposted from the road.

The location was scored as 4/5

External Environment

The home is set in pleasant mature gardens with well-established trees and shrubs. There were two benches in the front garden and a few plastic garden chairs in the rear garden for residents to sit out. Despite having a very pleasant enclosed garden that had disabled access there appeared to be very little garden furniture for residents to take advantage of it.

The home was secure on arrival with a keypad on both sides of the door.

The external environment was scored as 4/5

Internal Environment-First Impressions

On arrival the door was answered in a timely manner and the Manager was notified of our arrival. The Manager and Deputy Manager introduced themselves and made us feel welcome and were available throughout our visit. Although the decoration was dated and possibly in need of a refresh, our general first impressions were that it was homely and had a pleasant odour throughout.

Internal Environment-First Impressions scored as 4/5

Reception

The reception entrance was a small conservatory with comfortable seating and a visitors book in use. The Managers office window overlooked this area. There was a small notice board with some information on it such as the complaints procedure, safeguarding and the latest CQC report. However, the noticeboard lacked information about advocacy support services. A poster advertising an upcoming tea party event covered most of the notice board. The Healthwatch Lancashire poster was on display. There was no staff name board for visitors to identify key staff.

The reception area was scored as 3.5/5

Corridors and Bathrooms

Some corridors were noted to be dimly lit but the lounges and dining room were bright with natural light from windows overlooking the gardens. All communal areas were uncluttered with sufficient space for walking frames and where appropriate wheel chairs. The flooring was unworn and clean.

Bathrooms were signposted but not pictorially, and as the home does not cater for the needs of those with dementia, according to the Deputy Manager. The home had no dementia friendly adaptations. Other appropriate adaptations such as handrails were provided.

Bathrooms and toilets were noted to be clean and with adequate supplies of soap, handtowels and toilet rolls.

Residents doors were not personalised being recognised by a number only.

The corridors and bathroom areas were scored as 3.5/5

Lounges, Dining and other Public Areas

It was noted that the home was clean throughout. The public areas, lounges and dining room were very homely and pleasant with comfortable seating that promoted social interaction. The main lounge had a quiet area for residents who did not want to watch television which opened onto the garden through patio doors. The television did not impose on conversation. The open plan dining room and conservatory provided ample social space for residents. In addition to this there was a further small lounge upstairs. Personal touches such as photographs were noted next to some residents in the lounge areas.

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

Observations of Resident and Staff Interactions

The Enter & View team noted that there appeared to be enough staff on duty during our visit. Although the Enter and View team did not observe a lot of staff interaction with residents during our visit it appeared that staff seemed to know residents well. We were told that many of the residents and staff had been at the home for several years. Call bells heard were answered quickly however, maintenance work was being carried out on the call system so it was unclear if the calls originated from the residents. During our visit the Activities Coordinator returned with a resident from a walk into the local community however residents were not engaged in any other activities. The Activity Coordinator works two days a week and has been in post for two weeks. The Activity Coordinator stated that she asks residents

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individually what they would like to do but does not have an activity schedule. A tea party has been organised at the home with neighbouring Independent Living Residents invited to attend along with friends and family. This was clearly advertised on the entrance notice board. According to the Activities Coordinator other group activities include bingo, dominos, art activities, memory games and a beauty day which involved having manicures. Residents reported joining in some of these activities.

The hairdresser visits weekly.

The home is supported by a gardener two days per week, a cleaner five days per week and two-part time cooks over seven days.

Staff had difficulty identifying the meaning of “person centred” care but it was evident that they knew residents well, ran errands for them and bought individual meals, such as fish and chips if residents requested it.

Resident and staff interactions were scored as 4/5

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

Environment

Summary of responses from nine residents

- Almost all respondents were happy with their rooms.
- Almost 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.
- Most respondent told us there was a garden where they could sit out.

Quotes from residents:

“My room is beautiful and comfortable.”

“I have a lovely bedroom, I have a TV and I can go in my room when I want.”

“My room is perfect; it’s been decorated.”

“I didn’t want checking in the night and it went in my care plan and staff have respected this.”

“The home is definitely clean.”

“It’s quiet and lovely here.”

“I have relatives that come and visit me. They usually come into the quiet lounge and sometimes they take me out.”

“We can sit in the conservatory which is quiet.”

“I love my privacy. I can make my own brews in the kitchen.”

“The home is very spacious and we are not on top of each other.”

“I stop inside; I don’t sit outside.”

“I sit outside sometimes.”

Care

Summary of responses from nine residents

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

Quotes from residents:

"The staff are really nice."

"The staff are lovely."

"I do not always feel treated with dignity and respect."

"I would let them know if I had any concerns."

"There are 2-3 staff members on during the day and 2 at night."

"I feel very safe."

"Someone always comes when you ring your call bell."

"The staff come very quickly if you need them to."

"I go to bed whenever I am ready."

"I can please myself when I get up and go to bed."

"I rarely get my bath on time. It is supposed to be every week. I have to ask them to do it."

Food Nutrition

Summary of responses from nine residents

- Most respondents were happy with the food.
- Most respondents told us that they did not have a choice of menu and did not know what was being served that day.
- All respondents said they always had drinks available to them.
- Only half of the 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:

“The meals are lovely. We have a good breakfast each morning, we can have breakfast at any time.”

“The food is good. You can always ask for alternatives.”

“The meals are alright.”

“They’ve got a good cook. I’m not a fussy eater.”

“If I am not happy with something the cook or staff will change it.”

“No choice observed. We eat what they give us. If we don’t like something we leave it.”

“There is no choice of menu whatsoever, we don’t get menus. A menu went on the board for a few weeks and then that fizzled out”.

“We don’t really have choice but if you don’t like what they bring they will make something else. We have one choice, but its good portions.”

“I don’t know from day to day what menu is available.”

“I never eat in my room; I eat in the dining room. If tea is not hot, we can have it on our lap but if it’s hot then we will sit at the table.”

“I prefer to eat in the dining room.”

“We don’t really choose where to sit, we all sit together at the table.”

“I can eat in my room, dining room or kitchen. I can suit myself.”

Activities

Summary of responses from nine residents

- Almost all respondents found the staff helpful and friendly.
- All respondents told us they could have visitors at any time.
- Only half respondents said there were activities and/or outings available for them to take part in.
- Less than half of respondents told us that they were supported to pursue their own interests.

Quotes from residents:

“The staff are very friendly.”

“The staff are lovely.”

“Most of the staff here are helpful and friendly.”

“I don’t take part in activities because of my illness.”

“I play bingo and someone takes me to church.”

“We make artwork and play cards. We reminisce with photos and we play bingo.”

“They play bingo odd times. There is no entertainment or outings. Most people aren’t that mobile.”

“I do knitting and crocheting. I go to church regularly. Someone comes and picks me up.”

“They give me larger print bingo papers.”

“I have no interests; I watch TV for most of the day.”

“I would like to do jigsaws but there are none here and there is no place to leave them until finished.”

“I do word searches and read the newspaper. I would like some one-to-one time to go out.”

“I am attending a Christening in September and one of the carers is coming with me.”

“I have asked the staff often to walk around with me to the front flower bed as I like looking at the gardens.”

Relatives and Friends Views

Summary of responses

One group of visitors completed the 'Friends and Family' questionnaire.

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

Quotes from relatives and friends:

"Overall we feel our relative is cared for and looked after. They seem to be generally very well and happy."

"Our relative always mentions who they have spoken to and if anyone sits by them."

"Yes we feel they are safe".

"We regularly get a call as to whether (name) needs anything or if anything has happened."

"Emergency contacts have been given and we are called if needed".

"I haven't really seen or heard of any activities. One carer tells us she plays a word game with (name)."

"The GP has visited when needed and chiropodist has visited."

Staff Views

We had an opportunity to speak to six members of care staff about their experience of working at Melrose 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.
- Most staff thought they had enough training to enable them to carry out their duties well.
- All staff reported being happy working at Melrose Residential Home.
- Most staff would be happy to recommend this home to a close relative.

Quotes from staff:

"There are more than enough staff at present."

"I asked about arranging a cupcake day and everything has been provided for it."

"I am supported to do my job and given the resources for it."

"We are doing on-line training."

"I love it here."

"I would love my Nana to come here. All the staff support each other."

"I enjoy working here, I love my job."

"My mum has already picked her room here."

"There is room for improvement."

"Residents and staff have been here a long time and relationships are established and happy. There is a high staff morale. There are always lots of visitors and a low staff sickness and turnover rate. The Deputy Manager has been here for thirteen years and the Manager has been here for fifteen."

"It is a really good home. The Manager and the Deputy Manager are very good and approachable. You can go to them for anything."

Response from provider

Results of the Enter and View visit were fed back to the Registered Manager, J Saunders, who provided the response below.

I have read the report and I am pleased with the outcome. I can't see anything in the report that needs altering or is not true to fact.

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