

Belmont
Longridge, Preston
Enter and View Report
Tuesday 4th July 2017
Revisit date Monday 17th July 2017



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:

Inglewhite Rd

Longridge

PR3 2DB

Staff met during our visit:

Jen Duxbury (Deputy Manager)

Victoria Poulton (Manager)

Date and time of visit:

Tuesday 4th July 2017 1.30pm-3.30pm

Date and time of revisit:

Revisit date Monday 17th July 2017

Healthwatch Lancashire Authorised

Representatives:

Michele Chapman Project Officer (Lead)

Carolyn Stuart (Volunteer)

Bev Evans (Volunteer)

Lesley Whitehead (Volunteer)

On revisit Linda Brown (Senior Project Officer)



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 Jen Duxbury and Victoria Poulton together with staff, residents and visitors, for making us feel welcome and taking part in the visit.

General Information

Belmont is privately owned by Larchwood Care with places for forty-three residents. There were three vacancies at the time of our visit. (However, two of these were respite beds). The person in charge is Victoria Poulton.

Information obtained from carehome.co.uk states that the home provides care for people from the ages of sixty plus who are affected by old age, hearing and visual impairment and stroke.

Methodology

The Enter and View representatives made an announced visit on Thursday 4th July 2017.

We spoke to four residents, four staff and three relatives, 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 visitors, choosing to stay in their rooms or being nursed, we spoke with four of the 39 residents.

A return visit was also arranged for Monday 17th July 2017 at 2.30pm to enable more residents the opportunity to speak with us. On this occasion, we spoke to 1 relative and seven 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 respondent.

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:

Belmont is situated in a semi-rural location just outside the village of Longridge and the facility is set in pleasant surroundings reflecting this.

The deputy manager told us that the home had originally built in the 1970's and has been extended since then.

At our initial visit representatives considered the layout of the home to inhibit social spaces with the lounge dining areas at the end of each "block" appearing to be underutilised.

However, at our follow up visit of Monday 17th July 2017 residents were observed using all public spaces and outdoor patio areas.

Public areas of the home were considered cluttered making them appear disorganised and difficult to clean, at our subsequent visit on Monday 17th July 2017 this showed some improvement.

However, no residents, the staff or relatives commented negatively on the environment.

Residents, relatives and staff had positive comments to contribute to the report and there were no negative comments in respect of care. Positive feedback was also received regarding activities and food.

Considering the views of residents, staff and relatives and 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

All contact with Belmont prior to our visit was helpful and cooperative.

We viewed a dedicated website for the Larchwood company however, we did not see corresponding brochures to hand in the reception area.

Representatives did not consider that the facility was close to public transport routes or shops, these being approximately half a mile away in the village of Longridge.

Belmont has a large gravelled (but unmarked) parking around the home and appropriate disabled adaptations to the front entrance of the building.

The signage to the home was partially obstructed by foliage particularly from one approach.

Amber

The external environment

Belmont is situated in a pleasant semi-rural area down a private road just outside the village of Longridge. The original redbrick building said to date from the 1970s has been extended to create single floor living in four areas resembling a “cross” shape (staff referring to these as “blocks”).

Alongside the gravelled driveway are planted shrub beds and to the front is an attractive pond area with various wildfowl.

An employee of the home keeps chickens on an allotment adjacent to the facility and these can be seen and enjoyed by residents.

An outdoor seating and patio area contained benches and seating for use when the weather permitted but representatives considered that this area could have been made more appealing due to the absence of any interesting features such as flowering tubs or hanging baskets.

However, the Deputy Manager told us that the outdoor seating area and patio had been earmarked for improvement with a sum of £4000 raised with the help of the activity coordinator.

At our return visit on Monday 17th July 2017 we observed that building materials had been delivered to undertake this task.

Green

The internal environment/reception -first impressions

We were welcomed in the reception area by the administration officer and asked to sign in the book provided and we saw that antibacterial hand gel was provided on the entrance corridor.

Representatives also observed a display of advisory literature in this area.

The deputy manager was introduced and she was very helpful in guiding us around the facility.

Just inside the entrance corridor a photographic noticeboard of key staff was displayed. The Healthwatch poster and general noticeboard was situated on another corridor.

On our arrival, an entertainer was presenting an Elvis tribute to mark the 4th July. As this was held in the entrance corridor area it was difficult for the team to establish a general feeling of “homeliness” on first impressions.

Green

The observation of corridors public toilets and bathrooms

Corridors were generally wide and well-lit but subject to clutter and storage of lifting aids (chairs and hoists) and boxes. Some of the surfaces were noted to be dusty. Representatives considered that the corridors would benefit from general declutter, refresh and redecoration.

However, the deputy manager told us that redecoration of these areas had been scheduled for 31st July 2017.

The team found the layout of the facility to be confusing with “blocks” or corridors being similar in function with lounge and dining areas situated at the end of each of the four blocks. Representatives felt that the corridors lacked identifiable landmarks to aid those with memory problems.

Doors along the corridors had some personalisation of name and were made to resemble residential front doors with numbers, doorknockers and letterboxes. However, the team felt that door signs would have been better permanently fixed rather than temporarily affixed laminated paper.

Noticeboards were situated at various points throughout the corridors and we observed a comprehensive activity schedule, a small print menu and a staff noticeboard highlighting various staff champions.

There were sufficient numbers of public bathrooms to serve the number of residents being one to each “block”. These were indicated on the door in dementia friendly terms by pictorial, written and colour coded signage.

Two of the four bathrooms had been subject to refurbishment with updated adapted equipment. The deputy manager told us that the remaining two bathrooms had also been scheduled for refurbishment “soon”.

We also observed that some of the bathrooms were cluttered and that one of the bathrooms had used toilet tissue on the floor and required a cleaning.

However, bathrooms had sufficient soap towels and toilet roll in situ.

There was some discernible odour noticed on “Block 1” but this was not apparent elsewhere in the home.

Temperature’s throughout the home were considered comfortable.

Amber

The lounges, dining and other public areas

In addition to lounge and dining areas the facility had a dedicated activity room and a hairdressing room.

At the time of our original visit the hairdresser was attending to clients in the room. Although this room was of reasonable size it too was significantly cluttered with equipment intruding from the rest of the home. Representatives did not feel that this promoted an enjoyable or relaxing experience for the client.

The dedicated activity room was sufficiently large for purpose. It was nice to see the amount of materials available and the work done by the residents, and we observed various board games and jigsaws and artwork. However, the room appeared cluttered.

In terms of organisation the team observed at several points in the home that staff had left resident’s personal files unattended. This was noticeable again at our return visit on Monday 17th July 2017.

We observed hairbrushes left in dining rooms alongside antibacterial spray, and a can of fly spray left on the counter in the “bar” area. One representative observed laminate flooring as “sticky” underfoot and carpets which were highly patterned and therefore not dementia friendly.

The standard of cleanliness had improved at the time of our second visit on Monday 17th July 2017.

Many residents were sat in their rooms at the time of our visit with others watching the Elvis tribute in the corridor. However, at our follow up visit of

Monday 17th July 2017 the manager explained this stating none of the four lounge dining areas were large enough to accommodate more popular activities.

In terms of provision there were sufficient numbers of seating in both the dining rooms and lounge areas. Both were well equipped with comfortable seating and televisions and those that were in use were not too loud as to inhibit conversation.

At the time of our visit only one dining room displayed the menu and this had no day or date on it. Some tables in dining rooms were set with table cloths whilst others were not.

However, at the time of our return visit on Monday 17th July 2017 dining room tables were attractively set with table linen and decorations.

One member of staff told us that “most” residents ate in their room.

Amber

Observations of resident and staff interactions

At the time of our visit there appeared to be sufficient staff on duty and they were easily identifiable by their uniform. Representatives saw positive interactions between staff and residents and staff and visitors.

The 4th of July celebrations taking place at the time of our visit were clearly well planned and accompanied by an Elvis vocalist. We saw that staff had sourced a large American flag and a life size cut out of Elvis. We saw approximately 15 residents sat either side of the corridor being attended by staff and volunteers and offered cold drinks.

We also observed one particularly frail resident sat alone in a lounge area and whilst this may have been at her request it was some time before staff attended her to offer her a drink. She was unable to reach or see a nearby buzzer (which representatives then passed to her).

The deputy manager told us that there was a full-time activity coordinator and that the home offered mini bus trips in a vehicle shared with a nearby school. Similarly, we saw an activity schedule detailing activity such as seated exercise, dominoes, cinema, quizzes, and group discussion. The home also has positive links with the local community producing handicrafts and artwork displayed in local businesses.

Call bells when we heard them were answered in a timely manner.

Green

Feedback from residents

Environment

“My room is only little but its ok”

“Been here eight years and everything is alright I am very happy here.”

“I stay in my room mostly now as I find it hard to walk. Staff bob in and check on me as they pass”.

“There are different lounges to sit in if you want to be on your own.”

“I like the ducks and the countryside.”

“My room has a good view.”

Activities

“There are bingo, dominoes and a quiz day. There are trips to Blackpool illuminations and fish and chips afterwards.”

“There is a good hairdresser.”

“I know there are things going on but I choose not to do them.”

“There is plenty going on.”

“We went to a school last Wednesday.”

“We have relatives and resident’s meetings each month.”

Care

“They answer my buzzer as quick as they can.”

“Staff are nice,I try to be independent but they help me when I need it.”

“There are a lot of changes with staff, I don’t always get used to their names.”

“There are a few changes lately with staff.”

“It’s friendly here, I feel safe.”

“I am not sure about it here, it’s OK.”

“I am treated with dignity and respect.”

“They are very friendly and helpful as I need more care now.”

“They help me with the things I need, I have no complaints.”

“The care is very good I can please myself where I eat lunch.”

Food

“Mostly good but we have different cooks, some are better than others. There is a good choice.”

“It’s ok its hot, but I am not a fussy person.”

“It’s good for choice, good variety.”

“Very good, plenty of choice.”

“I like to eat in the dining room with other residents.”

“There is a good variety of food.”

Relatives and friends views

How do you feel generally about the service?

“Very good care they look after my Mum well and are very welcoming.”

“Mum gets three good meals.”

“Staff are very open and easy to talk to about what is going on.”

“I volunteer here once a week.”

“No problems at all.”

“Mother has been very happy and settled.”

“It’s lovely here.”

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

“A care plan has just been established but they do tell me if Mum’s not well.”

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

“I don’t know how to make a complaint but I am hoping I won’t need to.”

“I don’t know about the complaints procedure but I would go to the manager if I had to.”

“I know how to make a complaint.”

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

“There is a good range of activities I am trying to get Mum involved.”

“We have a monthly meeting for friends, relatives and residents.”

“There is plenty going on, Mum has a calendar showing her what’s going on.”

“There is an entertainer twice a month.”

Would you recommend this service to others?

“Definitely I’m going to book a place myself.”

Staff views

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

Do you have enough staff when on duty?

“We have a high turnover of staff and struggle to cover, so I often come in on my days off.”

“We only have low staff levels when staff are off sick.”

“Generally staffing is ok.”

“There are some issues with younger staff and poor sickness records.”

Do you feel supported to carry out person centred care?

“Yes, we do life story work.”

“There is not a lot of back up.”

“Generally, care is good. Activities and trips are good. Food is Ok.”

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

“We do lots of training, but it’s usually relevant.”

“We have a lot of in house and online training.”

“I often feel I have too much responsibility.”

“Mandatory training is good but we could do with more input for example, dealing with a physical and difficult resident.”

Are you happy working here?

“I love it, I am happy in my work I wouldn’t stay if I wasn’t.”

“There are good days and bad days, staff shortages cause added stress.”

“I am very happy working here. I get on well with everyone.”

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

“Carers work really hard and are good at what they do when they are here.”

“I would recommend this home.”

Response from provider

healthwatch Lancashire

Leyland House
Lancashire Business Park
Centurion Way
Leyland
PR26 6TY
01524 235179

FEEDBACK FORM FOLLOWING ENTER & VIEW BY AUTHORISED REPRESENTATIVES

Healthwatch Lancashire values any constructive comments that would help to enhance our practice of the Enter & View process. Could we therefore ask the service provider to use this form to provide feedback to help us evaluate our effectiveness? Your feedback will be included in the published report.

Organisation Address		Premises –if different
BELMONT RESIDENTIAL HOME, INGLESWALLE ROAD, LONGBOIDGE PRESTON - PR320B		
Contact Name		Telephone Number and/or email
VICTORIA ROULTON		01772 78 2031 belmont.manager@lancshwoodcare.co.uk
Date & Time of Enter & View		4th July - 1.30pm
Were you happy with the Enter & View Arrangements prior to the visit? Comments-		
YES - AMENITY OF NOTICE GIVEN BEFORE THE VISIT.		
Please outline any Positive aspects of the Enter & View visit.		Comments-
The whole visit was conducted with no disturbance to the residents usual routine.		
Please outline any Negative aspects of the Enter & View visit.		Comments-
We were not given any feedback by the team before they left.		
Please use this space to comment on how you think we could improve your experience of our Enter & View visit. Your views are very important to us at Healthwatch Lancashire and we appreciate, in anticipation, your time to complete this form.		

Healthwatch Lancashire Limited
Registered in England and Wales No 8432248
Registered office: P O Box 78, County Hall, Preston PR1 8XJ

www.healthwatchlancashire.co.uk

info@healthwatchlancashire.co.uk

Twitter: [@HW_Lancashire](https://twitter.com/HW_Lancashire)

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