

Arnside Lodge

Morecambe

Enter and View Report 20th June 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:

1 Arnside Crescent

Morecanbe

LA4 5PP

Staff met during visit:

Rebecca Cartmell (Team Leader)

Tracy Hurtley (Care Manager)

Date and time of visit:

Tuesday 20th June 1.30pm-3.30pm

Healthwatch Lancashire Authorised

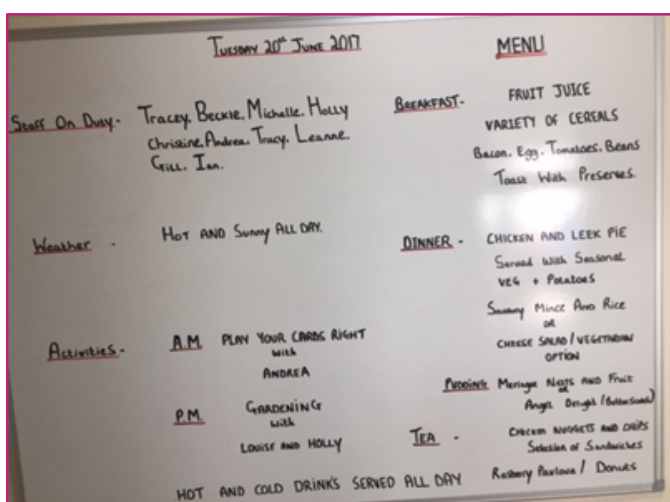
Representatives:

Michele Chapman Project Officer (Lead)

Lesley Whitehead (volunteer)

Lynn Yates (volunteer)

Liz Housden (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 Rebecca Cartmell and Tracy Hurlley, together with staff, residents and visitors, for making us feel welcome and taking part in the visit.

General Information

Arnside Lodge is privately owned by Thornton Lodge Care Ltd with places for 29 residents. There were 3 upper floor vacancies at the time of our visit. The person in charge is Rodney Taylor.

Information obtained from carehome.co.uk states that the home provides care for people from the ages of 65+ who are affected by Dementia Mental Health Conditions and Old Age.

Methodology

The Enter and View representatives made an announced visit on Tuesday 20th June 2017.

We spoke to 17 residents and obtained 11 recorded responses, 5 staff and 1 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 of the environment and facilities.

Due to some residents either choosing to stay in their rooms or being nursed, we were only able to speak to 17 of the residents, 5 declined to speak to us and others were unable to express an opinion or asleep.

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:

We were told that the current owners took over Arnside Lodge in 2015 and an extensive programme of redecoration, upgrading and operational improvements have been undertaken since then with both staff and residents reporting high levels of satisfaction with the changes.

Staff told us that the facility encourages a culture of “resident’s rights” and independence, this being apparent in the freedom of residents to go where they like. One member of staff reporting they liked residents coming to the kitchen door “for a chat”.

Arnside Lodge is bright, clean and homely with investment being made in the creation and maintenance of a large courtyard area with a fountain, dementia friendly planting and communal outdoor seating.

The internal décor in respect of public areas is of a high standard.

Staff and residents appeared comfortable with each other and we observed residents being treated with respect and individuality. There appeared to be sufficient numbers of staff. The home was enabled to accommodate and support the engagement of residents in meaningful activity.

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

Green

Enter and View observations

Pre-visit and location

Arnside lodge was taken over by Thornton Lodge Care limited in 2015 and has undergone and continues to be subject to structural and operational improvements. The facility does not have a dedicated website but produces a comprehensive service user guide detailing a "Statement of Values", information in respect of recruitment and training and a complaints policy.

The facility is situated at the head of a crescent a short distance from the sea front with transport links and shops close by. The home is clearly signposted and has a dedicated disabled access via a ramp to the front door/reception.

The facility is not served by a carpark but the team were able to find adequate on-street parking to the front of the home.

All contact with the home prior to our visit was helpful and positive.

Green

The external environment

Arnside Lodge is a large double fronted detached Edwardian property with a veranda to the front aspect and attractive garden areas to both front and rear. Serviced by a dedicated gardener (who also provides gardening activities for the residents) the facility has entered "Morecambe in Bloom" 2017.

The rear landscaping consists of a substantial courtyard area complete with a feature "bubble fountain" and a dementia friendly (edible) sensory garden. The enclosed courtyard area is the focus of the home with rooms and corridors arranged around it. At the time of our visit many of the residents were sat outside around a large table involved in a supervised gardening activity.

It was clear where visitors should report to and we noted that access to the home was secured by a keypad and swipe card.

Staff answered the door in a prompt and welcoming manner.

Green

The internal environment/reception -first impressions

The team observed the reception area to be clean, bright and welcoming and were provided with both a visitor's book and hand gel. We saw the Healthwatch Lancashire poster prominently displayed alongside other relevant information and could identify staff by their uniform of polo shirts.

We did not see key staff identified by photograph but a central whiteboard in the orangery area identified the staff on duty that day by name. The whiteboard also

displayed the daily activity schedule, and the menu for the day alongside the daily weather conditions.

Green

The observation of corridors public toilets and bathrooms

We were told that the home is currently subject to a continuing upgrade in terms of accommodation the corridors being newly decorated in light neutral tones. Likewise, there is wood effect flooring throughout with some of the corridors having wooden colour contrasting hand rails. Corridors were further punctuated by nostalgic prints and photographs of familiar figures such as “Morecambe and Wise”. Corridors also supplied sanitizing hand gel at various points.

The team observed the doors throughout to be clearly signposted (to aid residents with dementia) displaying pictorial, written and colour contrasting signs.

We were told that residents rooms are en-suite and the ground floor provides two further bathrooms with specialised equipment such as hoists for those requiring them. We observed that one of these bathrooms was in the process of being upgraded. The raised toilet seat in this bathroom and the grab rails were not colour contrasting and the toilet seat required wiping over. A further bathroom with hoist was finished to a high standard in grey and purple with coordinating towels and colour contrasting adaptations.

Both the ground floor bathrooms had a plentiful supply of soap, towels and toilet paper.

Green

The lounges, dining and other public areas

The home appeared to create a homely, safe and comfortable environment for the residents and visitors. We observed that residents had free movement around the facility making full use of the various public areas and were encouraged and confident in doing so.

Arnside Lodge seemed well served by two dining areas, three lounges and a conservatory. At the time of our visit many residents were sat outdoors in the enclosed courtyard area as it was a hot day.

The dining area was clean, pleasant and had a view to the front of the property from a large bay window. Lounge areas were comfortable, well-furnished and overall arranged to encourage social interaction.

A small lounge area with a side aspect offered a quieter area and housed a pet budgie for the residents to enjoy. Staff told us that residents enjoyed the company of pets and the care manager often brought her small dog in to the home.

An attractive conservatory overlooking the rear of the courtyard was well furnished with comfortable chairs and a table and fitted with a TV. However, the clock in this area displayed the wrong date and time and may have been confusing for residents. The team noted the provision of call bells in public areas and observed that doors to secure public areas were unlocked offering residents unrestricted access to the garden.

Staff also showed us an impressive and newly decorated hairdressing salon which was equipped to commercial standards.



Green

Observations of resident and staff interactions

We observed that interaction between staff and residents was patient, pleasant and caring. Staff knew residents by name and resident's individuality was encouraged. We also observed that bedroom doors were personalised with the names and photographs of residents.

We saw that residents sat outside in the hot weather were offered large jugs of orange juice and that straw hats had been thoughtfully provided for them to wear. Similarly, residents had been offered "ice lolly's and seemed to be enjoying them.

The contracted gardener was sat outside with the residents and we saw small stone decorations that had previously been made by the residents on display

Staff circulated with tea, biscuits and cake and the menu displayed on the mainboard indicated a choice of nutritious meals and drinks available all day.

Staff appeared to be positive and working within capacity with several staff saying they had been employed for some time and were “very happy”

Residents said that they were offered activities and many enjoyed going out in the minibus. We also observed a flyer promoting Arnside Lodge Friends and Family Day and noted the homes entry to Morecambe in Bloom competition.

Communication with friends, family and residents was particularly notable with a newsletter inviting involvement in the Morecambe in Bloom project by reviewing idea boards and the residents work log.

Likewise, the service user guide details regular resident’s meetings and the involvement of residents in staff interviews.

The comprehensive Service User Guide also details a close relationship and attendance at Morecambe football matches. Similarly, fitness programmes are provided by their community sports department. Weekly cinema afternoons are also detailed.

Green

Feedback from residents

Environment

“It’s a good place -grand.”

“My bed’s nice and clean I have no complaints.”

“Staff spend quality time with residents.”

“No problem with my room. It has a good view-I like it.”

“I have everything I want I am quite happy.”

“I like living here.”

“I think it’s lovely.”

“You have everthing you want here.”

Activities

“I enjoy going out in the minibus on Thursdays.”

“I have been singing today I really enjoy it.”

“The minibus is really good we go to Windermere, Blackpool and the countryside.”

“Not bothered about joining in activities, but they are there if you want them.”

“I don’t like the minibus it’s boring just travelling round and drinking tea”.

Care

“They look after us all right.”

“It’s very good care.”

“I get on well with all the staff.”

“The boss has been very kind to me, very supportive.”

“Good laundry service, the clothes come back quickly.”

“Help is given willingly by all staff.”

“The staff are beautiful.”

“Nothing needs improving.”

“When I came here I was four stone and now I am nearly nine stone.”

Food

“I asked for honey in my porridge and got it.”

“There is plenty of choice.”

“They ask me what I like and I get what I want.”

“It’s good especially the fish and chips.”

“Its nice lovely meals.”

“Not impressed with it, it’s boring.”

Relatives and friends views

How do you feel generally about the service?

“No problems- open to advice if you spot anything.”

“You could eat any of the food yourself.”

“We often arrive unannounced and are still happy with care.”

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

“I am happy with the care.”

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

“Yes.”

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

“My relative enjoys bingo and days out.”

Would you recommend this service to others?

“Yes.”

Staff Views

Do you have enough staff when on duty?

“Yes.”

“Sometimes it’s hard when we are understaffed.”

Do you feel supported to carry out person centred care?

“Yes, we have lots of training and use our own initiative.”

“We get time with the residents and good training.”

“The residents come to the kitchen door for a chat.”

“I like to make the residents meals that they enjoy like home cooked chips and pies.”

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

“We get training every 2/3 months.”

“Yes, I’ve got an NVQ in housekeeping.”

Are you happy working here?

“Yes, I love it.”

“I have been promoted.”

“Staff and residents have good communication.”

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

“Yes definitely.”

“Yes, I have booked my place here!”

“I would be happy to recommend for a loved one.”

Response from provider

A response was received from the provider on 20th July 2017.

This was addressed by Healthwatch on 24th July 2017

Sent: 20 July 2017 13:38

To: Michele Chapman <michele.chapman@healthwatchlancashire.co.uk>

Subject: Re: Draft Enter and View

Dear Michael and Linda

Thank you for your kind words and detailed report about our home, Arnside Lodge Care.

Could I just make a few comments on your observations please.

I find the fact that a toilet seat that had clearly been used by an independent service user (one area which we strive to maintain as long as possible and encouraged INDEPENDANCE and DIGNITY) has been subject to a comment that "The toilet seat required wiping over" within your report some what offensive. Surely you can see we take pride in ensuring the home is kept clean and odour free and that the bathrooms are monitored regular with any findings dealt with accordingly. May I also add that this bathroom is currently under refurbishment and all areas have been identified and will be improved in the coming weeks in line with the rest of the home which was clearly explained on your visit hence the reason as to why there is not, as yet a contrasting toilet seat, As the saying goes " Rome was not built in a day"

We are always being given positive feed back from visitors and professionals how the home is always pleasant, clean with an odour free environment. I pride myself in infection control which is passed through the company and such comments are derogatory and quite honestly do not reflect what we as a home actually pride ourselves in. In my own personal opinion Such comments have a negative impact and should only be used when this is a consistent problem and been addressed by the senior management team. On reflection I understand how you where given free access to the homes environment but such areas would normally be monitored at least hourly by staff, it is unfortunate that on this occasion it had been missed or indeed the said bathroom has been used in between staff monitoring, which sadly has been placed in your report and would ask that this is removed or perhaps changed in format.t

I am sorry that you find the comments about one toilet offensive and derogatory. Our report generally acknowledges and details the positive comments from staff, residents and relatives in relation to the home and the facility is rated as good.

Where areas of refurbishment have been advised this has been noted in the report.

We are unable to amend the report in respect of the toilet seat.

The dining areas have tables and chairs to accommodate comfortably up to 32 service users and as we are registered for 29 the dining area is adequate to meet the needs of the home, we have two

dining areas one of which is situated next to the kitchen and I believe you may have missed this on your visit.

This factual inaccuracy has been corrected in the report. Thank you for this information.

The comment about the CLOCK not having the correct time or date is another concern although this has given the team something to smile about today. If on your visit this had been discussed or made reference to we could have explained how you will find many items staggered around the home which have been identified as a "managed need" and activities for one service user who has dementia and continues to see himself as the home's handy man, we have placed clocks, radios and watches in many areas for him to tinker around with when he is clearly displaying agitation and upset. This has been found to be of great use and is part of his planned care for staff to actively encourage him to spend time fixing something in a quiet area, generally the small quiet lounge where the clock was observed and is not on the wall but placed on the side.

Thank you for this additional information. The report details the clock to have been in the conservatory area, not on the wall. Given that the clock may have confused other residents, we are unable to amend the report in respect of the clock.

I appreciate your views are of an interesting read to those who require residential care for their loved ones and prove informative and important reference to care homes, however I personally feel that you should consider a short interview with the manager at the end of each visit so such areas as commented on can be discussed before such public comments go live. I am strongly in favour of an open door policy and welcome constructive criticism, but we are dealing with PEOPLE which sadly do have a progressive decline in mental health and we are unable to reliably predict all events. A person-centred approach is vital in this industry and having such people like yourselves visiting are very important to the general public but also to us as a care provider.

At the point of representatives leaving the Enter and View I reported our findings to Rebecca Cartmell which reflect the summary of the report, that we received only positive comments from staff, relatives and residents and that there were no issues to raise.

Healthwatch Lancashire always consults providers for their feedback and to facilitate factual accuracy prior to the report being published.

Thank you again for your kind words and observations of our home as I am sure you can see myself and my team are extremely proud and hard working to ensure we give the best possible care and are privileged to have such dedicated directors who are involved appreciably with the client group needs and environmental requirements to ensure a safe and quality of life is provided throughout our company.

Thank you for your prompt reply and feedback in respect of the draft report for Arnside Lodge, as you can see Healthwatch Lancashire considered the provision at Arnside Lodge to be Good and the report detailed areas in the home which demonstrated this level of provision.

Yours kindly

Tracey Hurtley

Care manager

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