

Swillbrook House

Enter and View Report

Contact Details:

Swillbrook House
Rosemary Lane
Bartle
Preston
PR4 0HB

Staff met during visit:

Acting Manager; Katherine Searle and members of the care staff team

Date and time of visit:

Thursday 14th July 2016 10.00 am - 12.30 pm

Healthwatch Lancashire Authorised Representatives:

Linda Brown (Lead)
Michele Chapman
Becky Willshaw
Anne Clarke and Beverley Evans (Volunteers)

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

Swillbrook House is privately owned by Swillbrook Ltd with places for 20 residents with 2 vacancies at the time of our visit. The person in charge is Katherine Searle; Acting Manager.

Information obtained from the Care Homes Lancashire website states that the home provides care for the elderly.

Acknowledgements

Healthwatch Lancashire would like to thank the Acting Manager; and the owner Mr Virdee, together with staff, residents and visitors, for making us feel welcome and taking part in the visit.

Methodology

The Enter and View team visited Swillbrook House on Thursday 14th July 2016.

We spoke to 3 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 the 2 members of staff, and 1 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 a website that provided information about the home and its facilities; together with the manner of response to any telephone enquiries.

The team found that all these areas were met.

The pre visit was scored as 5/5

Location

The home was set in a beautiful location with adequate parking for staff and visitors. However due to its rural location it was not near to local shops and had limited public transport routes available.

Disabled access was not yet available and the loose chippings to the front entrance may cause some difficulty for wheelchair users and those with low mobility. Improved disabled access is planned in the current refurbishment schedule.

The home is clearly sign posted

The location was scored as 2.5/5

External Environment

The external environment was very pleasant being in a rural area and surrounded by countryside and extensive gardens and views. The owner is in the process of restoring the stone building exterior of this former estate managers dwelling with sympathetic materials.

The grounds were well tended by a full time gardener, with mature trees, shrubs, bedding plants and bird feeders in use. There was outdoor seating and tables with open patio doors leading onto the enclosed garden with a couple of residents and relatives making use of this pleasant space.

On arrival it was clear where visitors should report to with an intercom system and secure front door with a key pad lock. Mr Virdee, the owner was waiting to greet us so we were attended to in a timely manner.

The external environment was scored as 5/5

Internal Environment-First Impressions-Reception Area

It must be noted that Swillbrook House is undergoing an extensive refurbishment programme. Mr Virdee, showed us around the home and explained some of the future work planned as well as the work that had been carried out already.

There was no dedicated reception area but a large vestibule from the front door provided the opportunity for visitors to sign into the visitor's book and use the hand gel available. The vestibule was spacious and dominated by an original fireplace. This area was also used to store wheelchairs. The team felt that this area could have been optimised with redecoration and comfortable seating. Facility brochures were available here as was an invitation to rate the home via Carehome.co.uk. Useful and up-to-date notices were displayed in this area as well as throughout the home.

The Healthwatch poster was on display but there was no information identifying key staff, however, this was discussed with the acting Manager who accepted this as a suggestion.

Internal Environment-First Impressions scored as 3.5

Corridors and Bathrooms

Most of the communal areas were well lit but some corridors were rather dark. The owner was aware of this and has plans during the refurbishment schedule to create more natural light by introducing sky lights and glass fire doors. Very few of the residents' doors had been personalised and it was planned to have all the doors painted white.

Corridors and bathrooms were uncluttered and room temperatures appeared appropriate.

It was noted that the home did not smell pleasant throughout with some areas having a stale odour particularly upstairs. The flooring in parts was worn and in need of refreshing and the floor surface was uneven at different levels of the building. The owner is aware of this and told us that during the planned works the flooring is going to be made level.

Communal bathrooms were accessible to the lounges and dining room and were identified with a written notice but lacked pictorial signage and were not dementia friendly. However, the acting Manager told us that only a minority of residents had early onset dementia. The team noted that not all bathroom areas were clean, and some equipment, for example, hoists were in need of replacing, being quite rusty and unappealing for residents who had to use them. Toilets and bathrooms had an adequate supply of soap and toilet rolls. Some had paper towels downstairs but several bathrooms especially upstairs appeared to have worn towels for hand drying and not all were clean. Bathrooms, we were told by the owner, were also being upgraded and we were shown a bathroom that had already benefitted from this.

Hand rails were fitted in bathrooms but not in corridors. We were told the need for handrails would be reviewed when the interior refurbishment takes place.

The corridors and bathroom areas were scored as 2.5/5

Lounges, Dining and other Public Areas

The home had a couple of lounges but during our visit the larger lounge was out of use due to a leak in the roof and was in the process of drying out after being repaired. In the second lounge where most residents were relaxing the seating did not promote social interaction and was pushed against the sides of the walls. Seating in the TV lounge appeared comfortable with the TV on in the background which a couple of residents were watching. There were alternative quiet seating areas in the home where residents could choose to relax, particularly when the main lounge was back in use.

It was accepted that some public areas were adversely affected by renovation works. Those in use were generally comfortable and homely with the addition of large clocks and day to day calendars.

It was observed that although the home was being refurbished externally, the lounge and dining room looked rather shabby. An odd assortment of tables and chairs in the dining room appeared very worn and lacked table cloths which could have improved their appearance for the benefit of the residents currently living there. There did not appear to be enough seating in the dining room for the number of residents but we were told that some residents preferred to eat in their rooms and a second small dining table in another lounge could be used by a couple of residents.

A daily menu was not available but residents are told each morning what is on the set menu. We were told that the full time chef will make an alternative if a resident disliked the meal being offered that day.

The lounges, dining and other public areas were scored as 2.5/5

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Observations of Resident and Staff Interactions

During our visit there appeared to be enough staff on duty with three staff attending to the needs of the residents plus the Manager. Staff were clearly identified but lacked name badges which were in the process of being introduced. It was observed that staff treated residents kindly and with respect, talking and joking with them which created a friendly atmosphere at the home. Enter & View representatives noted staff helping residents to drink a cup of tea and to attend to personal needs. However, it was noted that one gentleman was receiving personal care (shaving) at the dining table which was thought to be inappropriate. Two call bells were heard during our visit and they were answered very quickly.

Residents had access to a hands free phone provided at the home and could also have a private line installed in their rooms.

The team noticed that a barbeque was due to be held in the garden on the Saturday 16th July. The owner said that an activity coordinator was planned for the near future but in the meantime staff delivered activities with some input from outside agencies. Armchair aerobics were delivered weekly and free newspapers were available daily. At the time of our visit residents were not engaged in any activity except for those enjoying the sunshine in the garden. Some art work done by residents were seen on the walls in the main corridor.

The home is attended by a chiropodist and hairdresser. Residents can use their own dentist but it was said to be more difficult to get access to a dentist at the home. Weekly faith services are also available.

Resident and staff interactions were scored as 3.5/5

Overall the Enter and View Project Officers rated the environment and facilities as 3.5/5

Environment

Summary of responses from three residents (with capacity to respond) and feedback from discussion with others.

- 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 respondents told us there was a garden where they could sit out.

Quotes from residents:

"I don't have any complaints about my room."

"I have a new room; I've made it lovely but I've lost a lot of things as I can't lock my room."

"The home is clean."

"The quiet rooms are being done; (refurbished) it is lovely in those rooms."

"There is now a BBQ area in the garden."

"The garden is lovely now, it was very overgrown before it was taken over."

"I've got a beautiful room. I try and get my daughters to do my washing."

Care

Summary of responses from three residents (with capacity to respond) and feedback from discussion with others.

- Most-respondents 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.
- 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:

“There is a buzzer and they come when you press it, they don’t take long.”

“I’ve never had to press the call bell.”

“I go to bed when I want – all that’s alright.”

“I have a choice when I go to bed.”

Food Nutrition

Summary of responses from three residents (with capacity to respond) and feedback from discussion with others.

- All respondents were happy with the food.
- All respondents told us they had a choice of menu.
- All respondents said they always had drinks available to them.
- All 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:

“Home cooked meals suit me. There are certain things I can’t eat and they know that”.

“The food is home cooked and there is a good choice.”

“We get cups of tea during the day.”

“We all eat together in the dining room.”

“I prefer to eat in the dining room.”

Activities

Summary of responses from three residents (with capacity to respond) and feedback from discussion with others.

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

Quotes from residents:

“There are regular staff, I get on well with them.”

“I’m quite happy because I love it here, but I don’t have any particular interests.”

“I like reading: my family bring in books and newspapers for me.”

“There are no outings or trips. Everybody just seems to watch telly.”

“There are no trips or performances.”

Relatives and Friends Views

Summary of responses

One visitor completed the 'Friends and Family' questionnaire.

- The respondent said that they feel positive in relation to the service generally.
- The respondent told us that their relative had made friends at the home.
- The respondent thought that their relative felt safe at the service.
- There was no response recorded in respect of whether friends and family are kept informed about their relative and involved in care plans.
- The respondent knew what the arrangements were for their relative in the event of an emergency.
- The respondent was satisfied with the level of support their relative receives from other local health services such as GPs, dentists, pharmacies.
- The respondent said they are not encouraged to get involved in activities and events at the service.
- There was no response recorded in respect of whether respondents would recommend this service to others.

Quotes from relatives and friends:

"It's good..... the only thing is the building, but they are getting on with it".

"There is a quiet room which can be used when visitors come."

"Safe feeling and a nice atmosphere."

"Certainly with the new owners". (in respect of being updated about the residents)

"I can approach the staff and talk about things."

"The staff are lovely."

"The staff are always happy and bubbly and very friendly."

"They don't have a lot of activities but this is one thing that hopefully will be improved."

"Chair based exercise is new – it started last week."

"The Chef's really good, he's been here a long time."

"They try different things with the menu which is nice. They had a curry night recently."

"The Chef is good at baking."

Staff Views

We had an opportunity to speak to both members of care staff about their experience of working at Swillbrook House

Summary of responses

- Both members of staff felt there were not enough staff when on duty.
- Both members of staff felt supported to carry out person centred care.
- Both members of staff thought they had enough training to enable them to carry out their duties well.
- Both members of staff reported being happy working at Swillbrook House.
- Both members of staff would be happy to recommend this home to a close relative.

Response from provider

The provider has had the opportunity to respond to this report within an extended time frame. To date a response has not been received.

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