

Craigneil Residential Home

Morecambe

Enter and View Report

Tuesday 27th November 2018

10.30am-12.00pm



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:

Craigneil Residential Care Home
2 Seaborne Rd
Bare
Morecambe
LA4 6BB

Staff met during our visit:

Suzanne Hinde (Manager)

Date and time of our visit:

Tuesday 27th November 2018
10.30am-12.00pm

Healthwatch Lancashire Authorised Representatives:

Michele Chapman (Lead) Engagement Officer
Zoe Keighley Senior Engagement Officer
Ella Pearson Glover Engagement 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 Suzanne Hind, together with staff, residents and visitors, for making us feel welcome and taking part in the visit.

General Information

Craigneil Residential Care Home is privately owned by Mrs B Hinde with places for fifteen residents. There was one vacancy at the time of our visit. The person in charge is Suzanne Hinde.

Information obtained from carehome.co.uk states that the home provides care for people who are affected by old age and dementia.

Methodology

The Enter and View representatives made an announced visit on Tuesday 27th November 2018.

We spoke to three residents, three staff and two 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 of the environment and facilities.

As some residents were receiving visits, choosing to stay in their rooms or being nursed, we spoke with three of the fourteen 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 respondents.

We use templates to assess the environment of a facility and gather information from respondents, to ensure that reports are compiled in a fair and comparative manner.

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:

Craigneil Residential Home is a small family run care home set in attractive coastal surroundings overlooking the Promenade at Morecambe.

Representatives considered the home to be well decorated, homely and friendly with a focus on person centred care. The atmosphere was very welcoming with frequent visitors whom the staff made feel comfortable.

The Manager/Owner was personally invested in the home and knew the residents well. There was a stable staff base with staff we spoke to telling us that they enjoyed working at the home “it’s as homely as can be.” Similarly, several Health and Social Care students on placement had chosen to move into employment at the home.

Respondents expressed positive opinions of the home with relatives telling us that their loved ones were “very happy” and that they were welcomed to the home to join in activities and meals.

The owners were committed to ongoing environmental improvements to the home the most recent being a landscaped safe outdoor space with views over Morecambe Bay.

The Manager told us that she spent a great deal of time at the home and had identified other areas for improvement including some of the bathrooms.

Residents seemed to enjoy the home cooked food telling us “Fish and Chips are my favourite.” and “it’s good.” Likewise, the range of activities on offer “we have a lot of people coming in to do singing.”

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

Craigneil Residential Care home is set in impressive surroundings on a corner plot overlooking Morecambe Bay and the promenade. Similarly, the home is located near to the town centre and the associated amenities of shops, transport, and entertainment. The home is clearly signposted from the coastal road and has a small parking area to the side of the building alongside the main entrance which is sloped for disabled access.

The home has a stock of brochures on display in the reception area. However, it did not appear that the home had a website.

Green

The external environment

The manager told us that the external environment had recently been upgraded to include artificial grass and railings for the residents' safety. The new landscaping comprising sandstone raised beds, tubs, planters and hardwood seating. The seating arranged to the front of the building to capitalise on the wonderful views.

The reception area was clearly identifiable to visitors and the secured front door was answered in a timely manner by staff.

Green

Internal environment/reception -first impressions

The small reception area is sited immediately by the front entrance and contains the visitors' book and a comprehensive information board. The Healthwatch poster being prominently sited as requested.

Our first impressions were of a clean and homely environment, the Manager telling us that residents had selected the décor themselves.

Key staff were easily identifiable by uniform, but we did not see a photographic notice board, nor did we see antibacterial hand gel in the reception area. On request we were directed to hand gel elsewhere in the building.

Green/ Amber

The observation of corridors public toilets and bathrooms

The building is typical of its age with large airy reception rooms served by limited corridors and stairs. Despite this representatives did not consider the environment to be cluttered and the décor was light and pleasant.

Likewise, we saw homely touches throughout the home such as fresh flowers and ornaments with attractive furnishings, cushions, and lamps. We also saw that residents' doors displayed an image of them looking happy.

Orientation was enabled by the scale of the home and its unique character. However, representatives considered that dementia friendly provision could have been improved with pictorial and colour coded additions to the corridors and in the bathrooms. Similarly, patterned carpets in the corridors may have been difficult for residents to navigate.

The home had plentiful bathrooms and toilets and these were generally clean and well stocked with toilet rolls hand towels and soap. Some of the bathrooms were in need of update and refurbishment with the Manager telling us that this had been scheduled for completion in 2019.

Green/ Amber

The lounges, dining and other public areas

The two lounge areas to the front of the home had large bay windows overlooking the sea. Both of the lounges were nicely decorated with comfortable seating arranged in a manner to encourage social interaction. At the time of our visit the majority of residents were in the larger lounge/ diner watching television or gathered around a dining table playing dominoes with staff. The smaller lounge being quieter and where residents could chat to relatives.

There were an adequate number of dining tables for the number of residents however, at the time of our visit these were pushed to the side to enable activities to take place.

Representatives observed that juice and hot drinks were readily available and that residents were encouraged to partake. During the time of our visit staff asked residents their preferences for the evening meal. A small print menu was on display on a noticeboard indicating choices such as chips and egg, homemade soup, and cottage pie with vegetables. Desserts were indicated as sponge pudding, rice pudding, yoghurts or fruit. An alternative sandwich and soup option was available at each meal.

Green

Observations of resident and staff interactions

There appeared to be sufficient staff on duty with the Manager telling us that the home hosted regular placements for Health and Social Care students from Lancaster and Morecambe College, and that some of those students had chosen to stay on in employment at the home.

During our time at the home we did not hear any call bells, however it appeared that the majority of residents were in the two lounges downstairs and within sight of the care team.

Representatives observed positive interaction between staff and residents with an easy familiarity and humour between the two. The home appeared to have a very positive atmosphere with a number of residents receiving visitors. We observed staff, being welcoming to families offering tea coffee and biscuits. Similarly, residents were noted to move freely about the home with confidence, encouraging their visitors into the small lounge to chat. Relatives we spoke to describing the home as “excellent” and “encouraging independence”. Likewise, residents told us that “families’ come in whenever they want.”

An activity schedule was displayed on the noticeboard and this indicated a choice of activities such as manicures and facials, quizzes, movies, light exercise and bingo. Relatives telling us that they enjoyed taking part in the activities and “there are people coming in and singing, music is very important”.

The Manager confirmed that person centred provision was important to the home and we saw that the activity schedule included “taking a resident for a walk “and that entertainment was prioritised with the Manager telling us that three entertainers had been booked for that week.

Accordingly we saw a poster for the 12th December 2018 inviting residents to “Jingle Bell Rock” and take part in singing and dancing.

A computer workstation was sited in the smaller lounge and staff told us this was for the use of residents to “catch up with their emails and family” we observed that a specially adapted keyboard mouse had been thoughtfully provided.

We also saw that daily newspapers were made available.

Green

Additional information

The Owner/Manager told us that she had worked at the care home for twenty five years and she and her family were heavily involved and invested in its success. Environmental improvements were constantly undertaken (subject to budget) and that these were commissioned with the consultation of the residents.

Feedback from residents

Environment

"It's very nice in here; you get looked after really well."

"There are too many people in here."

"I like to be able to move about."

Activities

"We do exercises and bingo. I like that because if I was living at home that's what I would do."

"We have a lot of people coming in, singing, cards, dominoes and bingo."

"I prefer my own company, the TV is always on."

Care

"They do look after you here, they wash all of your clothes, I don't have to do anything."

"Staff are very good. We just need to ask them if we need anything and they will help."

"The staff are good at looking after us."

"I don't like it, I just don't like it."

"I have no financial worries."

"I can get fed up."

"The care is good."

"I enjoy the humour sometimes."

Food

"I do like the food, fish and chips is my favourite."

"The food is so so."

"We have a choice of two meals."

"It's good I suppose."

Relatives and friends' views

How do you feel generally about the service?

"She has been very happy here, there is an amazing difference between this and the last home."

"It's very good here. The care is excellent and they encourage independence."

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

"Yes."

"Yes."

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

"Yes."

"If we needed to we would but it seems that everyone is open to communication."

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

"I come in and play dominoes - it's very homely."

"Yes we usually come to the different activities."

Would you recommend this service to others?

"Yes."

"Oh yes."

Staff views

Do you have enough staff when on duty?

"Yes."

"Yes."

Do you feel supported to carry out person centred care?

"Oh Yes, definitely."

"We have care plans that identify residents' needs."

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

“Yes, NVQ 3, Fall Prevention Awareness, Hoisting.”

“I am up to date with training, Handling, Hoist training, Fall Prevention Training - NVQ.”

Are you happy working here?

“Very happy, I love it.”

“I have worked here 12 years on and off.”

“It’s a lovely place; it’s as lovely as can be. I have a good relationship with the residents.”

“Families come in whenever they want.”

“All of the staff are really friendly.”

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

“My Nan did live here but because she had worked here she didn’t feel it was home.”

Response from provider

www.healthwatchlancashire.co.uk

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Facebook: facebook.com/lancshealthwatch