

Greenways Rest Home
Bamber Bridge
Enter and View Report
Tuesday 30th April 2019
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:

Greenways Rest Home
720 Preston Rd
Bamber Bridge
PR5 8JP

Staff met during our visit:

Debbie Stewart (Deputy manager)
Abbie Butt (Provider)

Date and time of our visit:

Tuesday 30th April 2019
10.30am-12.00pm

Healthwatch Lancashire Authorised Representatives:

Michele Chapman (Engagement Officer Enter and View) Lead
Jeanette Newman (Engagement Officer)
Lesley Miller (Engagement staff)
Liz Yates (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 Abbie Butt, together with staff, residents and visitors, for making us feel welcome and taking part in the visit.

General Information

Greenways Rest Home is privately owned by Ark Care Services Ltd with places for thirty residents. There were three vacancies at the time of our visit. The person in charge is Debbie Stewart.

Information obtained from carehome.co.uk states that the home provides care for people from the ages of sixty five who are affected by dementia, old age, Alzheimer's and challenging behaviour.

Methodology

The Enter and View representatives made an announced visit on Tuesday 30th April 2019 10.30am-12.00pm.

We spoke to six residents, six staff and one 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.

As some residents were receiving visits, choosing to stay in their rooms or being nursed, we spoke with six of the thirty 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

Summary:

Greenways Rest home is an older extended property conveniently situated near a main road and a short car ride to the Clayton Green centre with a large supermarket, leisure centre and library.

The approach and the grounds to Greenway were reasonably maintained with limited car parking and various places for residents to sit out complemented by outdoor ornaments and planters.

Staff were very welcoming, with representatives observing a pleasant and homely atmosphere at the home with a general buzz of conversation. However, representatives felt that environmentally the home was in need of some general update and redecoration.

All of the respondents who engaged with us were generally positive about the service *“I have lots of friends here”* and *“I have no grumbles.”* Staff telling us that *“it’s very homely like one big happy family”*.

Similarly, a visitor to the home described how kind the staff had been to her. *“The staff treat me as one of the family here. There’s always a cuddle for me if I get upset. They made me a cake for my birthday when I came that day - it was a lovely surprise”*.

Representatives observed that residents were kept informed of the daily routines of the home with a general noticeboard to update as to staff rotas and menus. An activity schedule suggested that daily activities were offered and we saw wall mounted photographs recording this. However, we did not see any activities in progress at the time of our visit.

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

All contact with the care home prior to our visit was positive and helpful, and we were able to access a dedicated website for the facility. We requested a brochure for the home at the time of our visit but this was unavailable.

The facility is set on a main road with good transport links to Preston and Chorley. A local minimarket is available at a nearby garage and a GP surgery is situated further along the main road.

There is a limited parking area to the side of the building with representatives noting a disabled ramp at the entrance to the building.

Green

The external environment

The building is a well maintained older building over two floors, set in its own grounds, and overlooked to the front by an attractive conservatory. To one side of the building is a small woodland area with a stream. A garden to the far side of the building serves as a relaxation area for residents with garden furniture and raised beds to ensure they are able to participate.

The building has been extended over the years and initially it was confusing to identify reception to the side of the building. The area immediately outside reception was furnished with wooden furniture, pots, and tubs making it very welcoming. An external notice board detailed upcoming entertainment, available services, the current CQC report, and a residents "Happy Birthday" greeting.

We saw that an antibacterial hand gel dispenser had been sited immediately outside the front door.

Staff answered the door in a timely manner.

Green

The internal environment/reception-first impressions

Representatives were made very welcome by the deputy manager who introduced us to the provider. The provider told us that the care home manager post was currently vacant pending the appointment of a new manager.

A key feature of the reception area was a large handmade "Welcome" noticeboard decorated with "Thankyou" cards.

Further relevant information included that for Safeguarding and other general advice.

We were able to sign into a visitors' book, and we were issued with temporary passes on lanyards.

Representatives considered the environment to be very warm and homely if not a little dated.

Green

The observation of corridors public toilets and bathrooms

Corridors were generally uncluttered and decorated in pale colours with dark wood handrails. There was a good standard of dementia friendly signage with permanent pictorial, colour coded and written notices. Representatives observing that care had been taken to signpost other doors such as laundry and staff rooms.

Representatives noted cheerfully themed décor to the corridors, a seaside theme displaying pictures of fish and chips, Blackpool rock, and ice cream alongside bunting and flower garlands. An impressive grandfather clock providing reminiscence in one corridor.

There appeared to be a sufficient number of public bathrooms with the majority of the bedrooms being en-suite. Public bathrooms were observed to be clean and provided with appropriate adaptations such as raised seats and grab rails.

Green

The lounges, dining and other public areas

The home had several public seating areas, a conservatory, and a dining area. The atmosphere in the main lounge was particularly convivial with plenty of conversation. Indeed, the atmosphere generally was very homely with photographs of residents displayed engaged in activities, and colourful bunting hanging from the ceilings. Similarly, we observed provision of games, books, skittles and a beach ball as part of the activities available. A large fish tank was also sited in this area.

A large blackboard gave residents all the daily information including the staff on duty at the time and today's date displayed alongside the illustration of the sun to represent the weather that day.

Further notices gave the date of the next chiropodist and next hairdresser visit. We also observed an open invitation for residents to go to a church coffee morning each Thursday accompanied by one of the carers.

Likewise, the daily menu was shown on blackboards, we observed lunch to be chicken in cream sauce or fish in white sauce followed by rice pudding and jam. The tea time option was shown as minestrone soup followed by sponge and custard. However, residents told us they were offered several choices at each meal.

Residents we spoke to seemed particularly appreciative of the food confiding “We get good food. I like ice cream, I like steaks, and I like fish and chips.”

An imaginatively decorated “African room” sat adjacent the main lounge complete with a mural of an African sunset against which lions and zebras were silhouetted. A lady sat in this area told us that she particularly enjoyed the environment as she had lived in Zambia when she was younger.

Several residents were sat in a smaller quiet lounge either looking out of the window or engaged in conversation. The residents were very happy and confident in their engagement with representatives telling us their life stories remarking “They look after me well” and “I like it here”. Residents in this area told us that they “liked to keep fit and keep these moving” (*pointing to legs*) and “we do keep fit outside sometimes”.

The dining area adjacent the main lounge and conservatory was cheerfully decorated in bright colours. Comfortable chairs being set around long tables with tablecloths napkins and condiments. Representatives observed there to be adequate seating for the number of residents with further seating in the quiet lounge.

The deputy manager showed representatives a dedicated hairdressing salon with vintage salon style seating. The salon walls displayed images of hairdressing styles through the decades and an amusing “glorious moustache” style guide. A corner of the salon being reserved for a professional looking nail bar complete with products. The deputy manager told us that that the hairdressing visits were very popular with residents.

Green

Observations of resident and staff interactions

Representatives observed that there appeared to be enough staff on duty to service the number of residents and any call bells that we heard were answered swiftly.

There was an easy familiarity between staff and residents with carers calling “hello ladies” when they came in the room. Similarly, we heard carers using resident’s names and describing their personalities to us. It was clear that some of the female residents took pride in their personal appearance. Two residents showed us scarves and jewellery one lady stating that wearing lipstick was “important” to her and that staff often brought her scarves in stating “staff will do a bit of shopping for me”. However, there was one resident who was wearing clothes that had old food stains and food remains on their jumper and trousers.

All the residents who spoke to us reported positive comments about the staff telling us *“Staff are very good, nothing is too much trouble”* and *“they look after us well”*.

Staff who responded to us spoke of the atmosphere in similarly positive and collective terms, *“we’re a good bunch”*., and, *“it’s very homely like one big happy family”*.

We observed that hydration was readily available in the African room with residents having a choice of soft drinks.

Photographs in collage form were mounted on walls throughout the home and we saw that residents had been involved in “Pet Therapy”, “The Bakers of Greenway”, “Valentines Day”, “We like to Boogie” and “Technology Training” (where residents were introduced to using an iPad).

Weekly activity guidance indicated that residents discussed the daily newspapers and current affairs, did armchair exercises, quizzes, cooking, bingo, and arts and crafts amongst others. However one resident told us *“there is very little to do”* and *“I would like to go out gardening”*.

Green

Additional information

During the time of our visit we noted that prospective carers were being inducted to the home and being shown around by the provider. We observed the provider taking a great deal of time explaining what constituted dignity in care.

Feedback from residents

Environment

"It's friendly and warm. There is a small garden to sit out in when it's warmer."

"I have my own bed and TV. I want to have my room decorated and buy a new carpet."

"It is very nice and comfort. There is a big garden for sitting out in summer. I have lots of friends here. There are some people who are a bit fussy but eventually they are ok."

"I like it here."

"I have a nice bedroom. I keep it tidy. I've got my own T.V. in my room. I've got my own little garden outside the bedroom window - a man here is going to help me put some flowers in it."

"I like my room it's very cosy."

Activities

"We go out for coffee mornings on a Thursday. There are exercises, we do Tai Chi."

"A singer comes in sometimes."

"The Chiropodist comes in once a month and the hairdresser comes every week."

"I play tennis. We get to go out. Once a week we go out on the coach to a café for coffee morning."

"I join in things."

"They do armchair exercises. There are trips but I've not been anywhere yet. Someone used to take us out for coffee and cake but she's gone now."

"I would like to go out gardening; I was a gardener at the council for many years."

"There is very little to do, I will ask staff to take me out."

Care

"We get our bedding changed every day."

"Staff are very good, nothing is too much trouble."

"Staff are very nice and helpful. They don't like us to get up too late in the morning, but if we are ill we can stay in bed and they do look after us. We can go to bed when we want at night. They change our bedding every week. We leave our washing in a basket at our door and it is washed and ironed for us. Call bells

are answered very quickly at night, but some people just ring for nothing when they could do things for themselves.”

”They look after me well.”

”The staff are very good and always have time for you. They come quickly if you press the bell. Good staff. No problems.”

”The staff are very good but quiet, they are nice people.”

”If I had worries I would feel confident talking to them.”

Food

”The food is good; we get a different menu every day. If you don’t like what is on the menu they make you something different.”

”We get a good choice of food. If there is something special you want they will get it for you.”

”It’s good food.”

”We have a good cook; my favourite is fish and chips. I have a good appetite. If you don’t fancy something that day they do what you want. It’s homely food.”

”I have no grumbles, I like the breakfast. I like beans bacon and eggs. I think if I asked for something special they would make it.”

Relatives and friends’ views

How do you feel generally about the service?

”Excellent.”

”I’ve been coming every day for the last 18 months to visit my husband. The staff treat me as one of the family here. There’s always a cuddle for me if I get upset. They made me a cake for my birthday when I came that day - it was a lovely surprise.”

”The staff give him what he wants to eat - he can be fussy at times with his health problems and dementia but they try and encourage him with food. One week all he wanted to eat were sausages so they gave them to him for a week and he loved them.”

”There are a few stable staff here but a few young ones leave.”

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

”Very much so and I always ask.”

“There’s an annual care review and I get invited to that.”

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

“I go and see the staff if I have a concern but 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 are arm chair exercises but I am not really interested.”

Would you recommend this service to others?

“Yes - it’s homely, a bit shabby but great.”

“They treat everyone here with dignity and respect.”

Staff views

Do you have enough staff when on duty?

“Yes.”

“Yes we have enough staff.”

“Yes I do.”

“Yes.”

“Oh yes we do.”

“Yes.”

Do you feel supported to carry out person centred care?

“Yes - We look at care plans and preferences.”

“Yes I do.”

“Yes.”

“Yes.”

“Yes.”

“Yes, I am definitely supported.”

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

“Yes, we have a lot.”

“Yes, I’m busy doing training at the moment.”

"I get plenty of training."

"We get a lot of training."

"There is lots of training."

"Yes, always."

Are you happy working here?

"Yes, every day is different."

"Yes, it's really good."

"Yes."

"Yes, I've been here a long time and love helping people."

"Yes."

"Yes, it's very homely like one big happy family."

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

"Yes."

"Yes, we're a good bunch."

"Yes."

"Yes of course."

"Yes."

"Oh yes I would."

Response from provider.

No response was received from the provider.

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