

Lostock Lodge Residential Care Home Preston

Enter and View Report

Tuesday 5th June 2018

10.30am-12.30pm



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:

Lostock Lodge
Dementia and Residential Care Home.
34, Wateringpool Lane
Lostock Hall
Preston
PR5 5AP

Staff met during our visit:

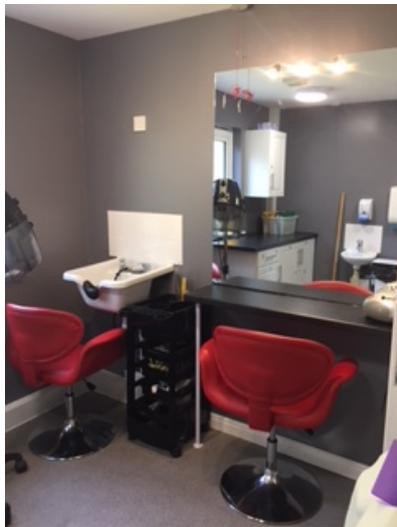
Peter Hannah (Director).
Amie Leigh Giddins (Deputy Care Home
Manager).
Liz Leyland (Administrator).

Date and time of our visit:

Tuesday 6th June 2018
10.30am-12.30pm

**Healthwatch Lancashire Authorised
Representatives:**

Michele Chapman Project Officer (Lead)
Linda Brown Senior Project Officer
Lynne 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 Peter Amy and Liz, together with staff, residents and visitors, for making us feel welcome and taking part in the visit.

General Information

Lostock Lodge is privately owned by Fox Covert Ltd with places for thirty two residents. There were six vacancies at the time of our visit. The person in charge is Anita Mitchell.

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

Methodology

The Enter and View representatives made an announced visit on Tuesday 6th June 2018-

We spoke to seven residents, eight 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 visits, choosing to stay in their rooms or being nursed, we spoke with seven of the twenty six 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.

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:

Lostock Lodge is an attractive extended care home set in spacious grounds in the area of Lostock Hall well served by local services and amenities.

Representatives found the facility to be welcoming, clean and homely and the staff to be confident and co operative with our visit. Feedback from staff who responded was very positive with several reporting long term employment at the home and stating "I would 100% recommend this home" and it's a lovely place to work."

Feedback from relatives who responded was similarly positive with one former relative becoming a member of staff and reporting "My Mum loved it here...she was as well looked after as she had been at home."

Residents who gave feedback were generally positive particularly in respect of food and the environment with more mixed comments from individuals in terms of choice with one resident preferring more autonomy around bedtimes .Similarly one resident reported not wanting to be in residential care, and the home had dealt with this correctly consulting with advocacy and relatives. Person centred care was particularly valued by one resident who told us that "the home works around my routine."

Reviews around activities were also mixed with a request for more music based activity and one resident seemingly unaware of activities stating "there is nothing in particular to do."

The deputy manager appeared proactive, reporting an ongoing programme of improvement introducing large wall murals, general redecoration and implementing an open office Saturday for the convenience of relatives. We saw that the home was attempting to raise £2000 to improve the outdoor area and found that the deputy manager was enthusiastic and in promoting both this and other ways to enhance the resident's experience.

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 prior to our visit was helpful and co operative, we spoke to the director of the home and were able to apprise him of the Enter and View process. We were also able to view a dedicated website for the home and a large glossy brochure was available on request.

The facility is located close to local transport routes being close to Browndge Road and Leyland Road and a train station is located close by in Lostock Hall. There are shops and amenities nearby and a row of shops a short walk away from the home.

The home is clearly signposted from the road and a drive leads to large car park with suitable access for disabled persons.

Green

The external environment

Lostock Lodge is a care home built over two floors, the older part of the building being to the front and housing a spacious conservatory. The more modern extension to the rear is exclusively ground floor with each bedroom having an en suite bathroom.

The home is set back from the road and surrounded by spacious and well maintained lawned areas. The rear garden area is secured by fencing and has a patio area featuring attractive seating and tables with some outdoor flower pots and tubs.

It was clear where visitors should report to and access to the home was by keypad. Staff answered the doorbell in a timely manner.

Representatives noted that the clinical waste bin was sited to the front of the building and was not secured, the lid being ajar. The director told us that this was because it was due for collection that day.

Green

The internal environment/reception -first impressions

The reception area was bright and welcoming being surrounded by external mature planting. The team were able to sign into a visitors' book and use the wall mounted hand gel prior to entry. Staff made us very welcome and we observed our Healthwatch Lancashire poster to be prominently displayed as requested.

Staff were easily identifiable by uniform however we did not see a photographic notice board featuring key staff.

Our first impressions were of an adequately maintained, homely, clean and bright facility.

Green

The observation of corridors public toilets and bathrooms

Corridors were wide, well lit and uncluttered. We saw that the walls were decorated with framed artwork and noted fresh flowers placed in some of the public areas.

The corridor leading to the garden lounge had been themed by "the seaside" and we observed decorative wall mounted fishing nets, nostalgic prints of Butlin's and "lifebelts" mounted on the walls. Smaller "lifebelts" were attached to residents' doors alongside their names and photographs.

The deputy manager told us that there were plans to theme other areas of the home starting with a Café themed wall mural in the main dining room.

All of the bedrooms were en suite and supplemented by sufficient public bathrooms, conveniently situated close to dining and living areas. Representatives considered the bathrooms to be very clean and well supplied with toilet rolls, towels and soap.

We saw that bathrooms had appropriate adaptations but that these were not colour coded to assist those with dementia.

Signposting around the building and on doors was pictorial, written and colour contrasting. At the time of our visit this was temporary and laminated however the director told us that permanent dementia friendly signage was due to be introduced.

Green

The lounges, dining and other public areas

The home had several eating areas with additional dining tables in the conservatory to the front of the building and in the garden room. The menus for each of the dining areas were clearly displayed and representatives noted two choices to each meal .Lunch being fish with chips/veg or sandwiches, with cherry cake and custard for desert. The evening meal was indicated as soup and a sandwich or corn beef hash, desert being Manchester tart or banana mousse.

There were a sufficient number of dining places for the number of residents and we saw that these were attractively set with tablecloths, placemats, condiments and floral table decorations.

The large conservatory to the front of the building offered residents a quieter place to sit with a small TV, comfortable armchairs, and a corner for jigsaw puzzles that one resident was engaged in.

The garden lounge was populated by residents more compromised by dementia and led directly to the garden and seating area, The lounge was very comfortable and homely with "Smooth FM "playing ,chairs and tables were arranged in such a way as to encourage social interaction.

A further lounge adjoined the main dining area and this too had full length doors overlooking the grounds. We noted a cupboard stocked with magazines, newspapers, board games puzzles and quizzes. Similarly, we saw a "dignity tree" displayed and a wall mounted LED clock orientating residents to time.

Residents here were seated in comfortable armchairs by the doors chatting and laughing with each other.

The director also showed representatives a clean and well decorated hairdressing room with one station.

Green

Observations of resident and staff interactions

The team noticed that staff paid great attention to resident hydration with residents having drinks to hand during the time we were there. We saw water coolers and drinks stations in each of the large rooms with fresh fruit drinks, flavoured water and soft drinks, the stations being clearly marked "help yourself" or "request assistance from staff."

Staff were observed being solicitous to residents asking how they were, and if they wanted anything. We heard staff and residents addressing each other by name and there was an easy familiarity between the two. The atmosphere in the home was

pleasant and busy with staff engaging with representatives' co operatively and confidently.

We saw doors had been personalised with names, photographs and in one case drawings by a residents grandchild.

We also spoke to one resident who told us that staff bought her a daily newspaper and ordered her food shopping from Marks and Spencer stating "the home works around my routines."

Although we saw no structured activity at the time of our visit, we were told an activity coordinator was employed on a part time basis and we observed a weekly activity schedule which detailed the "tuck shop," "sing a long", "movie days", "painting", "colouring" and "board games".

An upcoming events leaflet detailed "Cup cake and coffee day," "Summer Fair", "BBQ" and other events later in the year.

The deputy manager told us that she had introduced an "open office "day on Saturdays to encourage relatives and residents to discuss any issues they may have.

The deputy manger told us that the home was always keen to hear views from interested parties and act upon them where possible. We told the management team about a resident who had expressed a wish to "go home". The management told us they were aware of this and were in the process of requesting an advocate whilst working with the resident's daughter.

Additional information

- The deputy manager told us that there were plans to develop the back garden by adding a gazebo to the new seating area. The care home had commenced fundraising to achieve this.
- The home was in process of redecoration and improvement, to increase dementia friendly provision.
- An activities coordinator is employed, 1pm till 4pm each weekday.
- Pets are often brought into the home for residents to enjoy.
- Staff told us that dedicated staff are employed in the laundry, kitchens cleaning and for grounds maintenance.

Feedback from residents

Environment

- "I would recommend it to anyone, I like it here."*
- "Visitors are made to feel welcome."*
- "I think it's a pleasant home."*
- "On the whole I'm happy here."*
- "I like my room and don't have to share it with anyone."*
- "Its nice and clean and tidy, and the rooms being done up".*
- "I like my room".*
- "The chairs are comfy. My room is alright".*
- "I think it's great".*
- "It's so lovely and homely".*
- "I would like a clock in my room".*
- "The environment is nice. I like the upstairs here."*
- "When it's nice we use the garden."*

Activities

- "I like doing the jigsaws and go out with my family."*
- "I like to sit outside when I can."*
- "I like listening to the radio."*
- "When it's nice I like to go into the garden."*
- "There are no activities in here that I can get involved in. I want to go out more but have to go out with a member of staff so I hardly ever get to go out."*
- "People come in the afternoon. I do like that".*
- "They don't bother me."*
- "I'm not bothered about TV".*
- "I don't know about any activities".*

"There is nothing in particular to do".

"One of the carer's children comes to visit me."

"The carers get my newspapers."

Care

"The home works around my routines."

"The girls' are great."

"On the whole I feel looked after and most of the staff are really nice."

"There is always someone available if you need them."

"One member of staff has upset me recently by a comment that I felt was unjustified but this seems to have resolved."

"Staff try to get me ready for bed too early. They once tried to get me ready for bed around 5pm but I refused. They are leaving it a bit later now but I would like to choose the time I get ready for bed."

"Marvellous".

"I think they are good".

"They look after me".

"Yes they do look after me, they are ever so good"

"I'm just glad I came here".

"I have a shopping list and the carers order it for me."

"The staff get everything we need. There is always someone available if you need them."

"I would recommend it to anyone."

Food

"The meals are very good. There is a good choice of food."

"You get plenty of drinks throughout the day."

"The food is good."

"The food is wonderful; there is plenty to choose from".

"It's alright".

"It's fine".

"Most meals are good".

"I select the food I like to eat. I can't believe how they cater for so many people so well."

Relatives and friends' views

How do you feel generally about the service?

"Mum enjoys it".

"I can't fault it".

"Convenient because it's near me".

"Nice garden and furniture".

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

"Open day last Saturday in the month is good for families."

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

"A lady comes in to do crafts, dominos which she enjoys. They have things at Christmas - the Salvation Army and local children to sing."

"She enjoys crafts but perhaps they could have more musical activities with instruments such as maracas etc."

"Mum likes to look nice - generally the staff colour coordinate her clothes and scarves. They do her nails, and the hairdresser comes every week."

Would you recommend this service to others?

"I wouldn't take her out of here (been 5 years) staff have changed but it's still comfortable. It's relaxing for the family. My mum was a dinner lady and she says it's like school dinners. They always give them choice. No problem with care. I can't fault it. I take her out for a drive."

Staff views

Do you have enough staff when on duty?

"Most people stay in their rooms."

"Yes"

"Yes we are fully staffed."

Do you feel supported to carry out person centred care?

"We have occasional trips out, to the lights etc. We have a girl comes in to read, jigsaws and baking. At Christmas children come and sing but could do with more musical events with instruments".

"Yes."

"Yes we are able to have meaningful conversation with the residents."

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

"Yes."

"Absolutely we never stop training."

"Yes we do all the training."

Are you happy working here?

"I really like it here".

"It's a lot nicer now. I think it's alright."

"I have been here for 14 years. If it wasn't alright, I wouldn't be here."

"I think it's a lovely place to work."

"Yes."

"Yes, definitely I have been here nearly 4 years."

"Yes I have been here 12 years."

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

"Yes."

"My Mum lived with us for seventeen years and we could no longer meet her needs. We came and saw Anita (the manager) and it felt right from the start, and my Mum loved it here. We could visit at any time and the night staff took time to speak to her, she was as well looked after as she was at home.

When my Mum passed last year the carers were unbelievable. I would 100% recommend this care home."

"Definitely, and I already have."

"I knew someone who was in here for six years."

Response from provider received 16th August 2018

Dear Michele,

We have read through the report and we are happy overall. As discussed when I saw you at RPH my name was spelt wrong (Amie-Leigh Giddins). It happens quite regularly. I have a very unusual name.

We do dispute the comment made regarding the autonomy of bed times, we strictly enforce with our staff, residents independence and freedom of choice. There is no set bedtimes and no set getting up times, us as staff work in our residents home and only ever as a best interest make a decision for one of our residents in regards to going to bed. Even then it is encouragement and advice based.

Is it possible to know who claims there is no activities, I will email you over a timetable of rotad activities and I strongly suspect the lady who complained regularly refuses to participate, she would not attend our successful BBQ in the garden on Saturday. I have documented evidence of the refusals and really don't want this one opinion to represent us as a provider.

We are looking into colour coding for bathrooms, as discussed when you visited we are currently undergoing some very exciting changes in the home and becoming more dementia friendly is one of our main priorities.

We are working with our activities coordinator to introduce more music based activities within the home which was brought to our attention on your inspection.

Can I please just take this opportunity to say it was a pleasure accommodating you on the 6th June. Both you and your colleges were approachable, friendly and warm to all of our staff. As you can imagine it can be quite daunting for our carers during inspections but you all put them at ease and was a joy to host.

Once we have completed our home improvements and changes we would love to have you revisit us and see the new and improved Lostock Lodge.

Kind Regards,

Amie

-- Lostock Lodge Care Home for the Elderly
34 Wateringpool Lane
Lostock Hall
Preston PR5 5A
P01772 626141

Healthwatch Lancashire responded to the provider on 16th August 2018 advising them that we are unable to change comments made by residents .

www.healthwatchlancashire.co.uk

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Facebook: facebook.com/lancshealthwatch