

**Woodlands Home for
Older People
Accrington**

Enter and View Report

Tuesday 19th March 2019

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:

Woodlands Home for Older People
Warwick Avenue
Clayton Le Moors
Accrington
Lancashire
BB5 5RW

Staff met during our visit:

Gina Lone (Manager)

Date and time of our visit:

Tuesday 19th March 2019
10.30am-12.30pm

Healthwatch Lancashire Authorised Representatives:

Michele Chapman Engagement Officer (Enter and View) Lead.
Jeanette Newman Engagement Officer
Lynne Yates Engagement Staff
Lesley Miller Engagement Staff

**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 Gina Lone, together with staff, residents and visitors, for making us feel welcome and taking part in the visit.

General Information

Woodlands Home for Older People is owned by Lancashire County Council with places for 50 residents. There were no vacancies at the time of our visit. The person in charge is Gina Lone.

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

Methodology

The Enter and View representatives made an announced visit on Tuesday 19th March 2019 10.30am-12.30pm.

We spoke to twelve 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 twelve of the fifty 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:

Woodlands Home for the Older People is currently subject to a period of investment and improvement from the provider Lancashire County Council. In this instance the proximity of the contractors seems to have impacted negatively on the environment (albeit on a temporary basis). Similarly, a grounds maintenance visit and some generally tidying up would have improved the exterior greatly.

However, the interior of the building was clean and generally tidy and benefitting from the replacement of lighting, new carpets and other improvements.

Staff and residents appeared happy to speak to us seeming transparent and friendly in their approach. There was a positive and homely atmosphere about the place where we saw staff, residents and relatives engaging with each other in a familiar and comfortable manner.

Residents who responded to us about the provision of food and activities seemed happy with the choice and the opportunity to have their hair and nails done commenting *there is always something on. We've had a trip out to Blackpool and saw the illuminations.* Similarly, *"The food is lovely; the portions are plenty big enough."*

Residents commented about the care. *"The care is exceedingly good. They do all my wants and cares. They look after you from morning to night and during the night."* However, the opinions about responses to call bells were mixed with one resident reporting *"The girls are lovely, but presently they are a bit short staffed. It gets us down having to wait a long time; we have no buzzer in the lounge."* and *"When the manager is here, it's much better."*

Staff were happy to engage with our team and demonstrated an excellent understanding of person centred care *"We are trained to look at people as individuals. I feel person centred care happens here for example some people like to stay up later and they get to do so. People are asked if they want to get up in their own timeframe not ours."*

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

Green Amber

Enter and View observations

Pre-visit and location

Woodlands Home for Older People is a purpose built residential home originating from the 1960s with later additions. It is set in very attractive wooded areas with distant views of Pendle Hill.

There is generic information on the Lancashire County Council website with a dedicated brochure for the home.

The main road ,local amenities and transport are close by, the home being well signposted and accessed down a long driveway.

There was plenty of parking to the front and the side of the facility with appropriate disabled access.

Green

The external environment

The reception area was easily identifiable from the car park and the secured front door was answered in a timely manner by a member of a staff.

Lancashire County Council is currently upgrading this facility and representatives felt that this may have had a significant impact on the external environment particularly the main entrance.

Contractors had situated their temporary site building adjacent the main entrance where representatives saw litter particularly fast food packaging, in the shrubs directly in front of the building. Similarly, the wet pathway area to the front of reception appeared to be coated in an oily substance. We also observed that the large rubbish bin within the contractor's site office curtilage was so full as not to close, as were the large "wheelie" bins to the side of the home.

Likewise, the spent summer hanging baskets around the building would have been better removed from display.

However internal courtyards and gardens were attractive with benches to sit out hanging bird feeders and flowering plants. The dementia unit had thoughtfully been furnished with raised planting areas and a washing line to accommodate residents who liked to complete familiar domestic tasks.

The manager told us that the grounds maintenance schedule was due to begin shortly and that the home benefitted from volunteer gardeners in the warmer months.

A nice touch was the public notice board placed outside the entrance titled "What's going on" we saw entertainment advertised such as The Clayton

community singers, a garden project, the spring fayre and a 50 plus theatre company.

Amber

The internal environment/reception -first impressions

A member of staff opened the door and she was very welcoming. The manager was equally helpful and made herself available throughout the visit. We were directed to sign into the visitors' book provided, and we attempted to use the wall mounted hand gel. The hand gel dispenser was found to be empty and the manager was advised. However, representatives noted that it was still empty when we attempted to use it again at the end of our visit.

The atmosphere of the home was warm, pleasant, and comfortable. Representatives saw ornaments, armchairs, lampshades and other homely touches such as flowers, bookcases and coffee tables.

Unfortunately the Healthwatch poster was not on display as the manager said she had not received our letter or poster.

Key staff were identifiable by uniform and a noticeboard detailing their roles.

There was no discernible odour throughout the building.

Green Amber

The observation of corridors public toilets and bathrooms,

Representatives observed that corridors and public rooms were well signposted with colour coded, written and pictorial information. The glass connecting corridor between wings of the building was particularly welcoming, comfortable and homely with armchairs, sofas, task lighting and library shelves positioned to overlook a central garden area. Informative notice boards were placed throughout corridors on subjects such as Mental Capacity, Hydration in Care Homes, Care Planning, and the Residents Charter. Some of the corridors were in the process of redecoration and we saw that new carpets and lighting had been fitted. The manager telling us that the home was subject to a continuing programme of improvement.

The facility had sufficient public bathrooms to service the number of residents however, one of these was out of use being the storage area for various chairs and walking frames.

All the bathrooms seen by representatives were clean and supplied with sufficient quantities of soap, hand towels, and toilet rolls. Appropriate adaptations such as grab rails and raised toilet seats were noted.

Representatives observed cleaning of the home to be in process at the time of our visit.

Green

The lounges, dining and other public areas

The home was divided into areas named after woodland trees such as Ash, Cedar and Beech. Each of these being self contained with lounge, kitchen and dining areas to replicate the domestic environment.

Lounge areas were designed to overlook the gardens and representatives experienced the atmosphere as relaxed and comfortable. We saw residents reading the newspaper and listening to the radio or watching TV. We saw an electric organ and in the dementia lounge we noted a soothing “light tube” with percolating coloured water and “fish.” In yet another area we saw a large aquarium with live fish. A nearby cupboard stored straw hats for outdoors.

We spoke to a resident who whilst she was colouring in a picture told us *“I am lucky to have a place like this.”*

Kitchen areas had recently been refurbished with contemporary light grey cabinetry and vinyl flooring. Dining areas were similarly cheerful, small round tables being dressed in pastel colours with crockery and seaside themed placemats.

At the time of our visit some residents were eating toast for their breakfast, staff telling us that breakfast was served over an extended period to accommodate the individuals residents “getting up” time.

Menu boards were mounted on the walls with written times and a clock advising residents the times when meals would be served however the menu was not displayed.

We were able to see a copy of the menu in a folder which indicated two choices at each meal. Lunch detailed as being tomato soup, or mushrooms on toast with assorted sandwiches and crisps. Dessert was syrup sponge and custard. The evening meal was detailed as chicken curry and rice, or poached salmon with new potatoes and vegetables followed by panna cotta with raspberry coulis.

One of the residents told us that she and others enjoyed a fish and chip supper from the chip shop and that staff were happy to facilitate this.

The largest lounge was used as a further dining area where we saw visitors chatting to their relatives around the tables, this area also having a kitchen with a serving hatch and items of reminiscence in a vintage cabinet.

The manager was able to show us a dedicated hairdressing salon with specialist basins, mirrors and seats. The hairdresser was in attendance on the day along with her dog who appeared to be a familiar fixture and very popular with the residents.

Representatives were able to talk to the manager about future developments at the home and how these reflected the changing service user group. She showed us a room off the large lounge which had been earmarked as an internet café. The manager was very enthusiastic about the changes and told us that she had planned a refurbishment to include wall mounted smart TV alongside a store of iPads and tea and coffee machines to encourage residents and staff to utilise the technology.

It was planned that students from a nearby high school would help with the introduction of the café.

Green

Observations of resident and staff interactions.

Representatives observed caring and positive interaction between staff and residents. Residents and staff were confident in their environment and happy to engage with the team. Residents also engaged happily with the manager and it was clear that she was in daily contact with them knowing their names and encouraging them to speak to us.

We saw that staff knew residents names and were attentive, hugging residents and on one occasion stroking their back in reassurance.

A representative observed a staff member administering eye drops to a resident in an exceptionally patient and caring manner talking to them and telling them what they were doing.

During our visit a minor altercation took place. A female resident approached a group of male residents one of whom became very agitated and upset swearing and telling her to “go away.” The manager dealt with the situation very ably and with discretion talking to the male resident softly and leading the female resident away. In the aftermath a visiting relative was similarly soothed and reassured that such issues were easily resolved.

The call bells we heard were answered within a reasonable time.

Additional information

The manager told us that the home had developed close links with the local community in particular Hollins High School. Woodlands residents and students from the school had worked on a 12 week art project “Lets Be” campaign. Together they had completed a pictorial representation of thoughts such as “What’s important to me? What do I find funny?”

The project had won recognition with a national award, and the manager told us there were plans for the students and residents to work together again.

Feedback from residents

Environment

“Yes, I like it, I have plenty of room, it’s clean and the staff are nice.”

“I like my room everything is fine.”

“It’s ok but I can’t alter the heating because I have arthritis in my finger.”

“I don’t want any changes it’s all ok.”

“It’s very nice. I do day care and have been caring for 13 years.”

“I have settled down. My family are good. I have a nice bedroom with an en suite. I sit in the lounge or in the linking corridor. We do birdwatching. I would come here again. We have a cleaner who had been here a long time.”

“Yes I’ve got a nice room, the toilet’s handy. My son comes to see me.”

“It’s a good refuge when you are in a family.”

“They are improving the toilets and the place.”

“It’s an assault building, difficult to find my way around.”

“My bedroom is nice.”

“Yes I like it. I don’t live here. When I get home someone asks me where I have been and I say nowhere.”

“Facilities are very good. I don’t have a problem with the place. I didn’t choose to be here it was chosen for me. It’s not too bad.”

“TV is on but for no particular purpose. There is no entertainment I am sitting too far away.”

“Sometimes it’s comfortable, sometimes not. Having a cigarette makes me comfortable.”

“My room is very nice, I’ve asked for a new carpet.”

“I came here so that I could go out for walks but my legs are not very good and physio has stopped so I can’t go out for a walk now. I hope to be able to get out in my wheelchair when the weather is nicer.”

“I loved sitting under the trees last summer.”

“My grandson cut the bushes down so that we can look outside from the link (corridor).”

Activities

"I like walking in the park. I love the countryside but I don't walk as much as I used to."

"I have had my nails painted and I have had my hair done."

"Colouring is ok but I would like to do something more productive I don't like doing nothing."

"I have the opportunity to use the internet, but I choose not to."

"I like documentaries."

"My hobby was reading but I can't see well now and I can't walk well, I've tried audio books but I don't like them."

"The activities are not for me."

"Sometimes there are in the afternoon but not always. They have an activities lady and I do join in. They have trips out and I go on some of them."

"We are going to Clitheroe in April and it's on a Tuesday when I come here."

"We have a girl in charge. Yesterday we had a sing song. We do exercises to music and men play guitars. It's not boring in the summer we go outside and it's lovely."

"They do take us out occasionally we have been to Dunsop Bridge, Oswaldtwistle Mills and the Illuminations."

"Every Tuesday we do things, exercises for arms and legs."

"There are varied activities here. There are at least two or three singers and birthday parties a month and visitors come in to entertain us."

"Sometimes we have a go at the exercise. At Christmas we go out to themed parties. There is a big room here which is good for activities."

"My day fills in alright. I can take it easy."

"There are bits of stuff going on but we don't do much. If we don't want to do it we don't have to."

"We had a sing song yesterday. There is always something on. We've had a trip out to Blackpool and saw the illuminations. My husband and I had our honeymoon in Blackpool."

"I get my hair done on Thursday."

"I have lots of friends here."

Care

"Most people are very happy to talk to you. I am lucky to have a place like this."

"Staff are very nice, of course they are!"

The staff are very good, they know me and they ask how I am."

"They bring me cups of tea."

"I would recommend it."

"The girls are lovely, but presently they are a bit short staffed. It gets us down having to wait a long time; we have no buzzer in the lounge."

"The care is exceedingly good. They do all my wants and cares. They look after you from morning to night and during the night."

"Yes they get cared for. There is that many people here that if you have an upset with anyone there is nothing to stop it from happening."

"Yes it's okay."

"Staff and all of us treat each other as we should but we are living at home so we have to straighten our arguments out. I think the fellas find it harder than the women."

"I get a bit of attention. I've never felt like I am in danger. I know medication is there for a purpose. I don't know whether it works. They wake me up in the middle of the night to give me tablets which is not good. I don't like it."

"The staff are very nice mostly, they come quick if needed during the night."

Food

"I like fish and chips; we had a fish and chip supper."

"It's very nice. I have a proper dinner."

"The food is excellent she (the chef) does a lot of cooking. We have breakfast, a cup of tea, soup and sandwiches for dinner and then a cooked tea."

"The food is adequate and satisfactory it is enough. I like cheese, milk and rice pudding."

"It's alright. I know what's on they come around and ask you what you like. There is cooked food, salads, a good range of meals."

"There is a good range of sandwiches, soup, salads. If I was given something I didn't like I feel I can ask straight away for something else and I would get it."

"The food varies. I wouldn't say they ask you they just feed you. If you don't want it you complain."

“They can’t cook chips. They are not hot. You get that in a lot of places the hospital is the same.”

“When the Manager is here, it’s much better.”

“It can be a bit higgledy piggledy when she’s not in (the manager). When the staff is good it’s not bad.”

“The food is nice. I like it. I have had porridge this morning.”

“The drink of tea would be better from a saucer.”

“The food is lovely; the portions are plenty big enough. We had lamb yesterday.”

Relatives and friends’ views

How do you feel generally about the service?

“I think the service is brilliant.”

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

“Oh yes, definitely.”

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

“Yes I do, but I’ve had no complaints at all.”

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

“Yes, they have singers, music, and exercise. There is always something going on.”

Would you recommend this service to others?

“Yes I do.”

Staff views

Do you have enough staff when on duty?

“More staff would be better. Quota wise we are adequately staffed but if we had more staff we could spend more time with residents on a one to one.”

“With having more residents in residential now with lower level dementia it has been recognised there needs to be more staff on at certain times. The five vacancies that are being advertised are reflecting these times so we will have more staff covering when needed.”

“We have enough staff the majority of the time.”

“Yes usually sometimes we could do with more as those compromised with dementia need more help. Other unit staff come over to help but there can be a delay.”

“Yes there are when I am here (in Cedar).”

“Not always.”

Do you feel supported to carry out person centred care?

“Yes we all work together and we involve families if the person wants it.”

“Yes I try to offer person centred care and I feel supported in doing this. Other staff have shown me everything and who I can talk to if I need support.”

“We are trained to look at people as individuals. I feel person centred care happens here for example some people like to stay up later and they get to do so. People are asked if they want to get up in their own timeframe not ours.”

“The Activity Co-ordinator does daily activities between 1.30pm and 4pm. There is music interaction with staff and daily living activities as well and in the summer we are able to take residents into the woods for a walk around the nature trail with the carved animals which we like doing. We are looking for a Fidget Widget table.”

“Yes while doing personal care me and the individual being cared for are able to talk and I always work around them and their preferences.”

“I get to know the individuals through their care plans and at handover. The care plans and medicine files have photographs of the residents on them so you know who is who and what they like.”

“Yes definitely.”

“Yes, most of the time.”

“Personally yes, any concerns I’ll speak to the manager.”

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

“Yes.”

“Absolutely I am currently working through workbooks for Dignity and Respect. We are able to discuss answers if we are struggling. We have a lot of refresher courses and practical training as well.”

“I have had quite a bit of training including dementia which was really good. The dementia training showed you what dementia is like from their perspective.” “I have not had challenging behaviour training.”

“I’ve not done my NVQ’s but I feel supported and do lots of other training. I have done manual handling, first aid, positive approaches.”

“I didn’t do Oomph training but we take the residents to the main lounge on Fridays for Oomph, for other entertainment and they have their nails done.”

“I’ve not done my NVQ’s but I feel supported and do lots of other training. I have done manual handling, first aid, positive approaches.”

“Yes, I’m offered more and more.”

“Yes, I’ve been on quite a few.”

“Yes, going through a lot at the moment.”

Are you happy working here?

Yes there is a good atmosphere. I adore the resident’s relationships with staff.”

“Yes there is a good team. We work together and it’s very rewarding.”

“Yes I like the area I am working in and I know the daily routines.”

“Yes I am, I really enjoy it.”

“Yes, I love it, it’s challenging but rewarding.”

“Yes I am.”

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

Absolutely that’s why I have worked here for so long. There are some fantastic carers here as well.”

“Yes. There are friendly staff and good food with options; they (residents) get what they want.”

“Yes it’s a nice place. I like everything; we are able to help well with the personal care needed.”

“Yes, I already have.”

“Yes.”

“Yes.”

DRAFT

Response from provider (by email 09/04/2019)

Hi Michelle ... Thank you for the report...

Just to let you know that the refurbishment will be completed on the 29th April and then the office team with the assistance from some relatives and staff are planning to improve the environment outside the front door , We are buying new hanging baskets , Pots , new stone wear and benches we have a lady that is a 100 year old in August and we are naming a rose after her and we will be planting this around the front door .

I am checking the nurse call response time every morning .

Also the staffing is being looked by my senior Manager and the head of the service .

Many Thanks Gina

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