

Stafford House
Residential Care Home
Thornton Cleveleys
Enter and View Report
Tuesday 22nd May 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:

Julie Mellor
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Staff met during our visit:

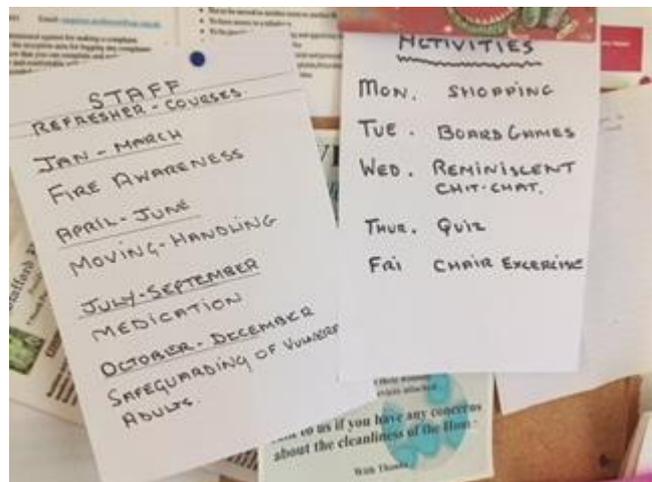
Brenda Fisher (Senior Carer)

Date and time of our visit:

Tuesday 22nd May 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 Brenda Fisher, together with staff, residents and visitors, for making us feel welcome and taking part in the visit.

General Information

Stafford House Residential Care is privately owned by Mrs Jill Mellor with places for ten residents. There were three vacancies at the time of our visit. The person in charge is Mrs Jill Mellor.

Information obtained from carehome.co.uk states that the home provides care for people who are affected by epilepsy, Hearing problems, Orthopaedic problems, Parkinson's disease, Speech Impairment.

Methodology

The Enter and View representatives made an announced visit on Tuesday 22nd May 2018.

We spoke to four residents, two staff and one visiting exercise instructor, 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 four of the seven 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:

Stafford House is a small and homely care home set in a busy local environment with plenty of local facilities close by. Representatives considered the atmosphere in the home to be calm and relaxed and there was easy interaction between staff and residents. Similarly, we considered the environment to be clean and without discernible odour.

Residents who responded were generally positive about the care, food and environment with comments in respect of activities being more mixed several respondents stating there were “no activities”

The staff we spoke to appeared caring and supportive of the residents with their comments being very positive” *I love it here its always relaxed and friendly.*”

However, representatives felt that the home would have benefitted from redecoration and update with some attention being given to the outside area to make it more attractive for residents to sit out.

One respondent told us he was unhappy with his short term placement at the home as he wanted to go out and was prevented from doing so. Staff told us that no residents were subject to a Deprivation of Liberty Order As a result the home was provided with Advocacy information by Healthwatch Lancashire staff.

On the 18th June 2018 the manager updated us that a Deprivation of Liberty Order had been obtained for a resident, and an alarm fitted to the front door allowing freedom of movement for other residents.

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

Amber

Enter and View observations

Pre-visit and location

All contact with the care home prior to our visit was polite and cooperative. Staff advised us that the manager would be on holiday on the date of our visit and that the senior carer Brenda Fisher would be in charge.

The facility does not appear to have a dedicated website however a small brochure was available on the reception area at the time of our visit.

Situated on the coastal road Stafford House is well served by nearby shops transport routes and local amenities. The building overlooks the seafront which has recently been redeveloped

The care home had no parking facilities however there was a large free car park in the shopping area to the rear of the building.

The home was clearly signposted both from the front and the side of the building.

Green

The external environment

The home is typical of a 19th century seaside villa set over three floors. Representatives felt that the exterior to the building did not appear pleasant and well maintained nor did it maximise its position on the seafront. The team felt that tables, flowers, planters and tubs would have improved the area and encouraged residents to sit out. The senior carer telling us that there was a rear garden which was generally unused due to “steep steps”.

It was clear were visitors should report to and the door was answered in a timely manner by a person who did not identify as a member of staff.

Representatives noted that the front door was locked with a key which was then removed. However, the senior carer told us that none of the residents were subject to a Deprivation of Liberty order and representatives raised this with the senior carer later.

A temporary ramp was available to assist disabled access.

Red

The internal environment/reception-first impressions

The senior carer made us feel very welcome, and directed us to a visitor signing in book. A noticeboard above the book displaying two handwritten notices of activities including shopping, board games, reminiscence and chair based exercise. Another notice detailed staff training for the current period (moving and handling).

On arrival we noted a chair based exercise group in progress. The session was lively and well attended and the residents appeared to be enjoying themselves.

The team felt that the environment was very comfortable, clean, and homely if not a little cluttered; however, it was nice to see ornaments and pot plants on the window sills. We saw our Healthwatch Lancashire poster prominently displayed as requested and noted that the home smelt pleasantly of the food being prepared for lunch.

Staff were easily identifiable by uniform and name badge.

Green

The observation of corridors public toilets and bathrooms

Stairs and corridors were somewhat restricted as would be expected in a building of this age however, the upper floors were also served by a passenger lift. We noted that residents' doors had written and pictorial signage but generally there was a lack of colour contrasting provision.

The senior carer told us that each bedroom had its own washbasin and two of the bedrooms were en-suite. There were sufficient additional bathroom facilities on each floor with a public toilet on the ground floor and bathrooms/shower rooms to each upper floor. Representatives observed the bathrooms to be clean with an adequate supply of soap and toilet paper and towels. We noted that bathrooms had appropriate adaptations such as raised toilet seats and grab rails.

Green

The lounges, dining and other public areas

At the time of our visit the lounge was being used for the chair based exercise session so the furniture was around the perimeter of the room. Representatives observed the lounge (overlooking the seafront) to be bright and airy with a TV and comfortable furniture, soft furnishings giving it a homely feel.

Despite this we felt that the home would benefit from a general update and decorative refresh. The senior carer told us that this had already been planned.

The dining area had sufficient seating for the number of residents and the tables were set with linen, paper napkins and condiments. A wall mounted TV was observed and the senior carer told us that residents liked to watch this whilst they were eating. However, the team felt that this room was a little cluttered and that there were trailing electrical wires which may have presented a trip hazard to the residents, all of which was reported to the senior carer.

The senior carer told us that all meals were home cooked and that lunch was the main meal of the day with evenings being light meals such as sandwiches and omelettes by request. Lunch on the day of our visit was pork chops, vegetables, gravy and potatoes followed by trifle. Staff told us that residents were offered alternatives to the daily menu if they so wished.

We did not see residents being offered drinks during our visit however two residents came into the dining room at 12 noon and asked for a drink.

Green/ Amber

Observations of resident and staff interactions

Staff and residents were clearly familiar with each other and knew each other by name. A representative observed staff supporting residents in the chair based exercise.

Similarly, the atmosphere was considered calm and relaxed with residents and staff engaging confidently with representatives. We saw that residents responded positively to the chair based activity and laughed and chatted amongst themselves. The senior carer telling us that “one or two residents were able to get out and about”

A handwritten activity schedule displayed at reception indicated that board games, quizzes and shopping trips were available, and we were told that “one to ones” were offered to residents in the afternoons.

The senior carer told us that one of the residents enjoyed performing karaoke for the others who joined in the sing song, and that the home had held a royal wedding party with a picnic and bunting to celebrate.

Green

Feedback from residents

Environment

“My bedroom is beautiful.”

“It’s very homely.”

“It’s alright.”

“I don’t like that there is no garden area.”

“We sit on the bench together.”

“It’s a nice lounge, good for the television programmes.”

“Nice bedroom.”

Activities

“Not sure about the activities but I do enjoy the armchair exercises.”

“When the better weather comes I’ll go out down the promenade and to the local shops.”

“I watch TV or listen to the radio in my room there are no other activities.”

“We get chair based exercises fortnightly.”

“I go to the shops and walk down to the seafront.”

“There are no activities other than chair based, but I do word searches and watch TV in my room.”

“I have had a busy life I am so happy to relax.”

“It’s so boring.”

“There is not a right lot to do; I would like to do things.”

“They don’t organise anything, the TV is usually on.”

“I don’t know what’s on.”

“I like doing the exercises.”

Care

“I like living here.”

“The staff look after you well.”

“It feels safe.”

“The staff are kind and caring.”

“The staff don’t respect you. They keep the front door shut. Its so annoying I don’t get to go out much.”

“They are off and on.”

Food

“The foods good, you get a choice, you say what you like and they will cook it.

“They know I don’t like mince.”

“The food is quite good; you can choose breakfast and every meal.”

“I am not always offered an alternative.”

“I like it half and half.”

“It’s not bad.”

Staff views

Do you have enough staff when on duty?

“We always have enough staff.”

“Yes we do.”

“Yes.”

Do you feel supported to carry out person centred care?

“Yes, the manager addresses problems and encourages dignity and independence.”

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

“Yes we have a training schedule.”

“Yes we have regular training and recaps.”

Are you happy working here?

“It’s a happy environment.”

“I love it here its always relaxed and friendly.”

“It’s a more relaxed atmosphere and not as regimented as a large home.”

“We have more time with the clients.”

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

“Yes I tried to place my father here, but there were no places at the home at the time.”

“Definitely!, The clients are lovely and there is a good quality of care, cleanliness and food.”

“There is a good atmosphere.”

Response from provider

The provider responded to the draft report on 18th June 2018 by telephone and told us

- On the 1st June 2018 a Deprivation of Liberty Order was put in place in respect of the resident on short term placement in the home.
- The main door is now unlocked and has an alarm fitted to allow free movement of residents with staff being aware of this.
- The manager explained that she had previously attempted to place seating and planters at the front of the home but these had been stolen.
- The manager felt that residents had misunderstood the questionnaires in respect of activities believing these to be physical activity.
- New carpet had been laid in the living room and ongoing decorative improvements have been made elsewhere.

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