

# Peel Gardens Residential and Nursing Home

## Colne

### Re-visit Enter and View Report

**Tuesday 28<sup>th</sup> August 2018**



#### **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:**

Vivary Way  
Colne  
Lancashire  
BB8 9PR

**Staff met during our visit:**

Mrs Kirsty Raychell Francis  
Registered Manager

**Date and time of our visit:**

Tuesday 28<sup>th</sup> August 2018  
10:30am to 12:30pm

**Healthwatch Lancashire Authorised****Representatives:**

Michele Chapman - Engagement Officer  
(Lead)

Lesley Miller - Engagement Staff

Jeanette Newman - Engagement Officer

**Introduction**

This was an unannounced Enter and View revisit 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 following on from significant improvements that had been made since our original visit in November 2015 and the subsequent revisit on 23<sup>rd</sup> June 2016. 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](http://www.healthwatchlancashire.co.uk)

## Acknowledgements

Healthwatch Lancashire would like to thank Kirsty Francis, together with staff, residents and visitors, for making us feel welcome and taking part in the visit.

## General Information

Peel Gardens Residential and Nursing Home is owned by Sanctuary Care Ltd, part of the Sanctuary group, a not for profit organisation, with places for forty five residents. There were five vacancies at the time of our visit. The person in charge is Kirsty Francis.

Information obtained from carehome.co.uk states that the home provides care for people from the age of sixty five who are affected by Dementia and Old Age.

## Methodology

The Enter and View representatives made an unannounced revisit on Tuesday 28<sup>th</sup> August 2018.

We spoke to two residents, seven staff including agency staff and a Support Worker, there were no relatives available, 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 two of the forty 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:

Peel Gardens Residential and Nursing Home is set in pleasant surrounding close to Boundary Mill. It was clean and residents were comfortable and appeared happy. Representatives considered the ambiance was comfortable and homely but lacking in some dementia friendly adaptations and decoration.

Of the residents who responded and from our observations they enjoyed the food. One reporting "I have not had a meal that I don't like." Likewise we observed residents being provided with alternatives to the main menu. The home displays a food hygiene rating of three.

There was plenty of evidence of activities with the Activity Co-ordinator displaying enthusiasm in her role. She was working hard to integrate the home with the local community inviting local people to help with arts and crafts and is helping one of the residents to establish a "Friends of Peel Gardens Group".

There appeared to be sufficient staff on site, including ancillary staff, who proficiently carried out their duties. The residents appeared calm and content and appeared to have their needs seen to.

There was evidence of ongoing environmental improvements in the provision of a small quiet lounge. The existing space was also well used as the work was being carried out. However there was still outstanding work to be completed including dementia friendly signage and adaptations in some bathroom/toilets.

This visit was a revisit of the home, which was previously under different ownership.

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

This was an unannounced revisit to Peel Gardens which is now under new ownership. The website is informative and links Peel Gardens to the new owners Sanctuary Care detailing their ethos as a not for profit organisation. Upon arrival we received a comprehensive brochure outlining the features of the home and the types of care available.

The home was easy to locate and well signposted off the main road in a quiet cul-de-sac. It is close to local amenities on the main road, with good transport links and is a short distance from Boundary Mill shopping outlet.

There is a car park to the front of the building with easy access to the main door. There was no designated disabled parking and no restricted parking to allow access for emergency vehicles to the main door.

## Green

### The external environment

The home is situated in a quiet cul-de-sac surrounded by lawned gardens, raised planters and landscaped areas with a variety of bushes and trees giving pleasant views from the residents' rooms and the lounge. There is a secure decked patio area to the front of the home with a wooden bench, patio tables and parasols, with access from the lounge through patio doors. Colour comes from the hanging baskets and pots surrounding the patio area. It was noted that the wooden fixtures would benefit from wood treatment and the metal patio furniture is showing early signs of rust.

The main entrance/reception is clearly visible being secured with a keypad and the doorbell was answered in a timely manner.

## Green

### The internal environment/reception -first impressions

The manager of the home was very welcoming giving an air of confidence despite the unannounced visit. We considered that the reception area was homely being furnished with some armchairs, a sofa and coffee tables which promoted social points of interaction. Two male residents sat side by side, in one area of the reception, facing the main entrance whilst enjoying some tea and toast happily watching "the world go by" whilst there was evidence that other residents had sat together in another part of the reception area to eat their toast and jam. The floor

and armchairs in this area having been cleaned by time we were exiting the building.

There are nice carpets and curtains and the easy chairs looked new. The décor looked clean and there are new additions such as pictures, clocks and vases.

In the porch there is an ornamental vintage pram which adds interest to the décor and would act as a discussion point for visitors and residents.

We were able to sign into a visitor's book and use the anti bacterial gel provided. Noticeboards and information in the reception and nearby corridors were up to date and contained photographs of recent activities. There is no staff photographic noticeboard which the manager explained is in process. Staff can be identified by their uniform.

## Green

### **The observation of corridors public toilets and bathrooms**

Corridors leading to communal areas and residents rooms are spacious and uncluttered with some good pictorial signage for the main communal areas. The handrail is specially designed and moulded from a contrasting coloured plastic making it easy to use and to clean. However, the two main toilets serving the communal areas will benefit from signage and dementia friendly contrasting doors and fitments. The two toilets have dementia friendly fittings but lacked colour and were both in need of maintenance, having plug holes in the walls where previous fixtures and fitting had been. The light switch plate in one of these toilets was cracked which we brought to the attention of the manager who actioned the caretaker. It was also felt that these two toilets would benefit from sensor lighting in order to avoid residents potentially using the toilets in the dark. Both toilets were slightly soiled but it was evident that they are regularly cleaned and checked as they were clean when checked later.

Each of the four public bathrooms on the four wings had a keypad entry with no sign to indicate if they were occupied. This meant the staff had to put their ears to the door to listen if any one was in the bathroom. All four bathrooms were clean and spacious with modern appropriate fitments. One of the bathrooms still needed a contrasting toilet seat and rails.

The corridors were busy with residents and staff freely passing each other. The vinyl flooring on the ground floor was slightly grubby and had some toast dropped on it however, upon returning to the ground floor the toast had been removed. The first floor corridor was exceptionally clean with the cleaner being on site.

The corridor walls had appropriate pictures and an interesting "Twiddle" tactile picture that residents could interact with. The bedroom doors all looked the same painted white and had no personalised memorabilia for residents to easily identify their room. Name labels were printed in black on white paper and taped to the

doors. The manager explained memory boxes had been attached to the walls and had been pulled off by a resident. She is now looking into duplex clip art holders that fit snug on the doors as a possible aid to orientation. Discussion revealed the manager is knowledgeable of dementia tools and therapies and keen to explore other options than those she has been able to introduce so far.

The lift is clean, in working order and had additional contact and useful information for visitors and residents.

## **Amber**

### **The lounges, dining and other public areas**

The main lounge was not being utilised as it is currently under alterations, having been split into two lounges in order to create a smaller quieter space in response to residents needs. This work is being sensitively carried out and is well signposted as a sealed off area. The smaller part of the lounge, which was occupied, was clean, quiet and pleasant with a patio door leading onto a decked enclosed patio area with seating and tables. This smaller lounge, a lounge upstairs and an activity dining area upstairs were all well occupied. All contained a variety of seating suiting differing needs, and tables of different heights and sizes, clean carpets and pleasant furnishing. The seating enabled social interaction where this was wanted. There was a radio station playing downstairs and a TV playing upstairs. The dining area's upstairs and down have adequate seating and are spacious. The dining room has a 'blackboard menu' written up (with a pork roast dinner) and we observed residents being served with their different choice from the menu (full English cooked breakfast). The dining room also had a bistro café themed area with armchairs and coffee tables, bistro wallpaper and a large decorative wall clock.

We saw that when residents left the small lounge to go into the dining room the cleaner took the opportunity to vacuum the carpet and clean the easy chairs in the lounge.

The tables upstairs that had been getting used for craft activities until lunch time were wiped clean before tablecloths and settings were laid. This made good use of the area and helped create a homely atmosphere.

It was noted that within the public area's there was no complete "orientation" tool on display, as there were calendar items containing date and month but no "day" or "weather" information. There are some interest points, such as the vintage pram in the porch and an ornamental bicycle, globe and big red bus in the upper lounge as well as a "Family Fun & Good Times" photograph holder and pictures of activities as well as books, games, and dolls.

There is a fully equipped hairdressing salon with two stations which is pleasant and clean.

## Green

### Observations of resident and staff interactions

The home was very busy with staff and residents interacting well. There seemed to be ample staff on duty and staff indicated there was not a staffing shortage. There were two agency staff that enjoyed covering at Peel Gardens, one saying it was their preferred place to cover for rotas. Downstairs staff used resident's names, sometimes their first names and sometimes their title and surname. Residents were treated with respect by courteous staff when talking to residents. Staff appeared to know the residents preferences and said they delivered person centred care. We observed, however that two members of staff delivered care without using resident's names. When one was asked if she knew the name of the resident she was caring for she said she did but then went on to refer to the resident as "she" during our conversation. The call bell went off once during our visit and it was answered quickly. During the visit we heard banter and laughing between staff and residents who seemed to have a comfortable relationship.

## Green

### Additional information

A crafting activity was being held upstairs in the dining area during the visit. The Healthwatch representative observing this area was informed that people from the nearby local community are coming in to do arts and crafts with the residents. Also the activity co-ordinator is helping one resident to organise a "Friends of Peel Gardens Group" to enhance the activities at the home.

Current and recent activities include residents: going out to the parks; bowling; WW1 Celebration; trip to Fairhaven Lake; making Christmas decorations with pinecones, sticks and glitter; and a "Roald Dahl" day is planned for September.

There is photographic reminders of these events and others in the reception area and in the first floor lounge for residents and visitors to enjoy.

## Feedback from residents

### Environment

*"A bit like being at home it's clean"*

*"I am comfortable, I like it here."*

### Activities

*"I have been here a short while (Apr/May). I do all sorts of things despite not being here long I have been to Fairhaven Lake and a Petting Farm."*

*"I get to chat to people."*

### Care

*"It's clean and I get well looked after."*

*"I am looked after. They (staff) are nice."*

### Food

*"The food is very good. I have not had a meal that I didn't like. I don't know what is for lunch."*

*"Nice."*

## Staff views

### Do you have enough staff when on duty?

*"Four staff upstairs."*

*"Most days - some still training so a bit slower"*

*"Majority of the time."*

*"Yes always."*

*"Yes - I am agency I have been here over four years and have a good relationship with other staff"*

*"Yes."*

*"Mostly."*

### **Do you feel supported to carry out person centred care?**

*"If I need help I can ask the staff."*

*"Yes being shown what to do helped me."*

*"Yes everyday is different."*

*"Yes this resident is not happy this morning so I can spend time with her."*

*"I am a cleaner and do not provide care."*

*"Yes I try to suit their needs"*

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

*"I receive training from the agency I work for."*

*"I am doing manual handling and being shown by staff what to do."*

*"Yes lots of online training."*

*"Yes I have done all my e-learning."*

*"Ongoing training through agency."*

*"We do handovers."*

*"I don't go to staff meetings."*

*"Yes I have COSHH."*

*"Absolutely"*

### **Are you happy working here?**

*"Yes I know the residents and people."*

*"Rather work downstairs but enjoy doing one to one's."*

*"Definitely"*

*"Yes I have been here for fifteen years."*

*"I like it"*

*"I settled in easily the staff are friendly."*

*"Yes residents are treated well."*

*"Very I am fully supported by staff and management."*

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

*"Yes but our family don't do care homes."*

*"Yes staff are really nice and friendly. Residents seem to like it here."*

*"Yes."*

*"I have relatives in another home and I can see the difference."*

*"Yes I would be happy."*

*"I would prefer not to answer the question. It's personal."*

# Response from provider

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