

Willow Lodge

Ormskirk

Enter and View Report

Tuesday 25th September 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:

Miss Kelly Ann McConnell (Registered Manager)

Willow Lodge

15-16 Moss View

Ormskirk

L39 4QA

Staff met during our visit:

Kelly Ann McConnell

Date and time of our visit:

Tuesday 25th September 2018

10.30am-12.30pm

Healthwatch Lancashire Authorised

Representatives:

Jeanette Newman - (Lead)Engagement Officer

Michele Chapman - Engagement Officer



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 Ms Kelly Ann McConnell, together with staff, residents and visitors, for making us feel welcome and taking part in the visit.

General Information

Willow Lodge care home is privately owned by Brookhouse Assets Ltd with places for twenty one residents. There were six vacancies at the time of our visit. The person in charge is Kelly Ann McConnell.

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 25th September 2018.

We spoke to four residents, six staff and two 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 four of the fifteen 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:

The current provider took over the home in April 2018 and has commenced a programme of update and improvement.

Representatives observed this to be in progress with the manager being positive and engaged with the process. We observed staff to be caring and confident dealing with people kindly and confidently telling us that they were encouraged to deliver person centred care and "the care is good here."

Staff who we spoke to reported working well as a team and told us "I have been here for 5 years and I love my job." Furthermore "I am very happy I have worked here 7 years."

Responses from residents we spoke to were generally positive with one resident reporting "People are gentle and nice to me and everyone."

Representatives felt that the environment could have been more engaging to those living with dementia and found the manager to be very proactive in exploring the options.

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

Prior to our visit we searched on line for a facility website but could not locate one. Similarly, when we requested a brochure this too was unavailable.

However, representatives considered that the home was reasonably close to the centre of Ormskirk, the shops transport and amenities.

The home had an adequate parking area to the rear and there was disabled access. Representatives found the location of the home quite easily and considered it well signposted.

Green Amber

The external environment

Willow Lodge is a 19th century residence subject to a continuing programme of improvement. The main entrance appeared to be at the rear of the building approached from the car park, and as such was not particularly attractive.

However, the front of the building was surrounded by pleasant gardens and furnished with an outdoor table and chairs. At the time of our visit the gardens were being maintained by contractors.

Representatives found the exterior of the building to be somewhat “tired” and felt that it would continue to benefit from the attention of the continuing programme of improvements.

It was made clear where visitors should report to and we noticed that the entrance to the home was secure.

In the rear garden representatives observed an open hatch doorway leading down to some basement steps. There was no barrier around the steps to alert people with sight problems to the possible danger. When we asked the manager about this she told us that the door had to be left open to accommodate the basement laundry, and that this was on the recommendation of Health and Safety representatives.

The door was answered in a timely manner.

Green Amber

The internal environment/reception -first impressions

The staff and the manager were very welcoming we were able to sign into the visitor's book and use the anti bacterial hand gel provided.

We observed some surfaces to be newly painted and the floors in this area to be finished with vinyl floor covering. The manager explaining that the facility was subject to continuing improvements by the new providers.

We saw some artwork on the walls but generally the home was characterised by hard surfaces which did not appear particularly homely.

We saw a noticeboard with up to date notices and information including the Healthwatch Lancashire poster. There was no photographic notice board identifying staff members, and staff did not wear the same uniform, however, they seemed to be easily identifiable to residents.

The home throughout appeared clean and had no discernible odour.

Green

The observation of corridors public toilets and bathrooms

Representatives observed corridors to be clean and uncluttered and fitted with handrails. Doors leading from corridors displayed picture and colour coded signage. The new providers were in the process of reallocating the conservatory areas and some signage had not yet reflected this and may have caused confusion. We noted that bedroom doors were individualised with different coloured facings, letter boxes, and numbers to replicate a domestic front door.

The manager told us that flooring to the ground floor was newly fitted with an anti slip surface with the upstairs being carpeted with multiple carpet treads which we were informed were necessary to secure the carpet. Similarly, we observed many public areas to be newly painted. Corridors were furnished with artwork prompting reminiscence and we saw an activity schedule displayed.

Representatives considered that there were sufficient public toilets to service the communal areas and these were observed to clean and bright with soap, toilet roll, and towels as required. There were bathroom adaptations but not all of these were colour coded. The public bathroom nearest the main entrance did not have a window blind fitted and the team felt that given its proximity to the front door this may have compromised residents' dignity.

We observed the provision of a Medicare alarm system to monitor resident movements.

Green Amber

The lounges, dining and other public areas

Public areas were generally clean with hygienic surfaces in contemporary colours. The main lounge/diner was bright and airy with grey anti slip flooring and purple walls. An attractive dining area led off from this with seating for twelve people with the team feeling that this would not accommodate residents all wanting to eat at the same time. However we felt there was capacity to add further tables if required. We observed comfortable seating arranged around the perimeter of the room and some homely touches such as a large ornamental clock, chandeliers' and a fish tank for visual stimulation. An orientation board which had been removed during decorating was replaced at our suggestion and it displayed a visual representation of the menu being hotpot or lasagne and chocolate cake.

A second lounge area was sited at the rear of the home overlooking the garden however; views were obstructed by the cellar hatch door being open and positioned against the window also compromising the light. Whilst both lounge areas had TVs the second lounge was somewhat quieter and smaller. This lounge was being used to store items such as hoists and wheelchairs and whilst not being a trip hazard for residents negated the homeliness of what was otherwise an attractive room.

Seating in both lounge areas was comfortable with that in the smaller lounge being arranged to accommodate social interaction. We observed visitors in both lounges conversing happily with residents and staff, and how residents' visitors and staff appeared to be comfortable with each other.

Green Amber

Observations of resident and staff interactions

There appeared to be sufficient staff on duty and call bells were answered quickly. We observed that residents were confident in their environment and not restricted in their movement around the home. Similarly that staff knew the names of residents, their preferences and treated them in a respectful manner.

We observed staff and residents interacting positively with the visiting hairdresser, we saw staff approaching residents and returning them to their seats when their hair had been done.

An activity board was on display indicating foot massage, music therapy, dominoes and cards and one to one time amongst the activities on offer. Staff telling us that they were encouraged to spend time with residents hosting singalongs, drawing and colouring and taking residents walks around the garden. The manager was in the process of improving person centred provision and had ordered memory boxes

for doors with relatives being asked to provide photographs of residents in younger days.

The manager was keen to introduce other person centred care and we spoke at length about points of interest for residents including doll therapy, hat and coat stands, vintage household items and reminiscence ornaments.

Green

Additional information

The manager told us:

- There are plans to refurbish the conservatory, which had been closed off due to health and safety requirements, into a sensory area.
- Staffing levels had remained at full capacity despite the vacancies at the home. She explained that this was because she did not want to reduce staff hours and demotivate them.
- The new providers had taken over in April 2018 and were in a process of CQC compliance and building improvement and refurbishment.

Feedback from residents

Environment

"My room is nice and warm."

"I have nothing to quarrel about."

"It's Ok."

"Purple was my favourite colour it's not anymore."

"I like this room I wouldn't change it."

"I don't want to listen to the radio so I am better in here." (quiet lounge)

Activities

"I do my own exercise."

"Yes they took me to the pub."

"We don't do much and I don't go out - There isn't anything I want to do - yes I have been out."

Care

"I am very happy."

"People are gentle and nice to me and everyone."

"I am alright."

"They help me - they're friendly enough."

Food

"I like the meals but I don't eat a lot."

"We get plenty of food."

"I like everything."

Relatives and friends' views

How do you feel generally about the service?

"The service is adequate there seems to be sufficient staff."

"Fabulous compared to other places."

"Everybody knows Dad and chats to him."

"They look after Dad so well."

"My Dad used to be here 4 years ago and it has improved."

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

"Yes I am."

"Yes I am told about hospital appointments."

"I am updated promptly."

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

"I would see the manager in the first instance."

"I would tell Kelly."

"Kelly is very approachable."

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

"I know that a staff member plays music and does nails. Whether it is meaningful I don't know."

"As far as I know she hasn't been out anywhere, but she has only been here a short time."

"Dad goes to the pub with carers and other residents."

"There is an activity coordinator, a hairdresser and we have been to the summer fete."

Would you recommend this service to others?

"I probably would."

"Definitely, I cannot recommend highly enough."

Staff view

Do you have enough staff when on duty?

"Yes."

"Yes."

"Yes."

"Yes."

Do you feel supported to carry out person centred care?

"Yes I know the residents."

"Yes we are encouraged to converse with residents."

"The residents seem happy".

"We take them out for a walk in the garden."

"We go to the shops with the wheelchairs."

"We have DVD days and popcorn."

"They do activities with the coordinator on 3 mornings 9 till 12. As well as doing stuff with us."

"The care is good here."

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

"Yes good training."

"Lots of training I have just completed a Dementia course."

"Yes online training, Dementia, COSHH, Equality and Diversity."

Are you happy working here?

"I have been here for 5 years and I love my job."

"I am very happy I have worked here 7 years."

"Good teamwork."

"Not sure if its time to move on, but I get on fine with everyone."

"New owners are fine they treat me with respect".

"I have been here 13 years and I wouldn't have stayed if not happy."

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

"Oh Yes."

"Yes I would."

"Yes."

"My Dad used to be here 4 years ago and it has improved. It's more modern now and clean."

"Yes if they had dementia."

Response from provider

www.healthwatchlancashire.co.uk

info@healthwatchlancashire.co.uk

Twitter: [@HW_Lancashire](https://twitter.com/HW_Lancashire)

Facebook: facebook.com/lancshealthwatch