

# **Mariners Court Care Home**

## **Fleetwood**

**Enter and View Report**

**Tuesday 6<sup>th</sup> August 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.

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**Contact Details:**

Mariners Court Care Home  
45-46 Laidleys Walk  
Fleetwood  
Lancashire  
FY7 7JL  
01253 872493

**Staff met during our visit:**

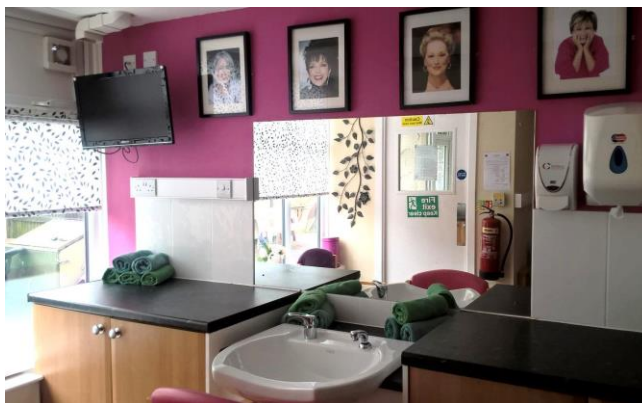
Angela Killip - Operations Manager  
Carolanne Kyle - Manager  
Tina MacKenzie- Deputy Manager  
Claire Noon - Activities Co-ordinator

**Date and time of our visit:**

Tuesday 6<sup>th</sup> August 2019  
10:30am - 12:30pm

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

Jeanette Newman - Engagement Officer  
(Lead)  
Lesley Miller - Engagement Officer  
Ella Pearson-Glover - 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](http://www.healthwatchlancashire.co.uk)

## Acknowledgements

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

## General Information

Mariners Court Care Home is privately owned by Century Healthcare Ltd with places for twenty six residents. There were two vacancies at the time of our visit. The person in charge is Carolanne Kyle.

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

## Methodology

The Enter and View representatives made an announced visit on Tuesday 6<sup>th</sup> August 2019.

We spoke to three residents, ten staff (including a visiting nurse) and no 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 three 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.

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 made.

## Summary:

Mariners Court Care Home is an adapted large seaside residential building with three floors. The older style service lift serving the first and second floors is not thought to be easily usable by residents or visitors who would need to be accompanied by a member of staff or use the stairs. The home is pleasantly situated in the seaside town of Fleetwood on the promenade. There are beautiful views of the sea, beach and boating lake. Amenities such as shops, health services and places to visit are within easy reach of the home. There are limited parking spaces at Mariners Court and street parking is restricted by single and double yellow lines. The home is on a bus route.

Residents at Mariners Court have varying degrees of dementia. The care home was observed to be a friendly place where staff and resident interactions are positive. The facility was clean and comfortable inside. Residents appeared to be happy and relaxed in their home. The exterior of the building and yard area were considered to need some maintenance work. The gardens are well maintained being recently used for a Summer Fayre. The position of the Activity Room at the side of the building allows residents using the room to have a good view of the promenade and the back garden. Healthwatch representatives felt residents and visitors could benefit from access being created to the secured garden through the Activity Room to encourage residents and visitors to go outside.

Staff told us the care they give at Mariners Court is good; telling us they often have time to chat to residents and they are well trained. Some staff indicated they would enjoy more practical training to supplement the e-learning modules they do. All staff spoken to said they would recommend the home for a loved one. Some resident responses indicated either they did not like all of the staff or they did not like living at the home. One resident commented *"They wake me up with a bell every morning. No I can't stay in bed they wake me up with a bell. Then I am up and down all day."* Other residents said the care, activities and food is all good.

We observed Century Healthcare Ltd, the owners of Mariners Court, take pride in the food they offer residents. They attribute the quality and choice of the food to the reason they have low wastage at the home. One member of staff at Mariners Court listed the high standard of food as a reason they would recommend the home to a loved one in need of care. The Chef, who we were informed has cooked for the Queen, cooks all meals from fresh ingredients, offering the option of cooked food at all meal times. Home-baked scones and biscuits and a full English breakfast are provided for residents on a daily basis. In addition to pureeing food for residents the home uses a soaking solution making food look and taste appetising for residents who have difficulty swallowing their food.

Having three smaller lounges gives residents a choice of where to sit and what activity to do. We observed it promotes interaction between residents, and residents and staff. A range of daily activities at the home are offered in a group or on a one to one basis. Mariners Court has the use of a minibus for taking residents out. Representative did not evidence visitors from the local community coming into the home during the visit but have been assured by Angela Mariners Court has links with schools and churches.

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

Century Healthcare Ltd have an informative website which includes information about Mariners Court Care Home. A visitors welcome pack given by the home includes Age UK's "Care home checklist" and "Advice for carers" as well as a Century Healthcare folder and Mariners Court leaflet with contact details. The pack contains helpful information and advice for choosing the right care home.

Mariners Court is situated in the seaside town of Fleetwood on the promenade. It enjoys beautiful views of the beach, sea and boating lake. The home is clearly signposted from the road.

Mariners Court has a limited number of parking spaces at the home with no designated disabled access parking space. Street parking is restricted on the promenade by single and double yellow lines. However, blue badge holders may have concessions for parking where it is safe to do so. Healthwatch representatives were able to utilise Mariners Court car park during their visit.

There are amenities such as shops, cafes, pharmacies and health services within easy reach of the home. There is a bus stop within walking distance of the home.

## Green

### The external environment

Mariners court is a large detached extended property. There are maintained gardens to the front and rear. A large 'smokers hut', pleasantly planted beds, pots and hanging baskets give a homely feel to the rear garden which is secure. Plastic garden furniture is available from the yard area. The exterior of the building is in need of some maintenance. A yard used for storage at the back of the building looked cluttered with broken furniture and cardboard boxes in and outside of a storage cage. Healthwatch representatives felt this area detracted from a homely experience.

It is clear where visitors should report to at the front of the building. Access to the home is secure with a coded door lock into the porch and then into the home. The door was answered in a timely manner during our visit.

## Amber

### The internal environment/reception-first impressions

Upon being welcomed into Mariners Court representatives were introduced to the Manager Carolanne and the visiting Operations Manager Angela. The management team were observed to be busy however they took time to ensure the Healthwatch



representatives were aware of the needs of residents and gave time for the role of representatives in the Enter and View process to be clarified. The offer of delicious looking home baked biscuits and tea was considered to be a welcoming gesture. Angela highlighted the homes chef has cooked for the Queen and produces attractive tasty meals in accordance to local tastes.

Upon entering Mariners Court representatives observed the home to be clean with no discernible malodour. Residents looked comfortable relaxed and well presented with suitable clothing. The atmosphere was observed to be friendly.

Representatives felt the décor on the ground floor presented as clean but would benefit from more artwork and ornaments or items of reminiscence. Framed photographs of Fleetwood added interest and opportunities for reminiscence. No pictures of social activities that may have taken place were on display.

A visitors book and hand gel was available for our use.

There was no Healthwatch Lancashire poster on display to inform people of the opportunity to talk to us during the Enter and View visit. Staff told us it had not been displayed. Representatives observed a clear notice regarding who to contact with safeguarding concerns (although there was no definition of safeguarding) a notice about what toiletries residents needed to be supplied with on a regular basis, and a clear explanation about the protected meal scheme with the provision for relatives who would like to assist their loved one with their nutritional intake. The notices were considered to be clear and helpful. The CQC report was also on display.

A wall display to identify staff has been fixed to the wall but not completed with photographs, names and roles. Staff wore different coloured uniforms and/or had name badges.

## **Amber Green**

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

The communal area's downstairs have limited corridors to navigate due to the layout of the building. Glass doors and windows, partitioned walls and open doorways gave the ground floor area a light and airy ambience whilst defining social area's for residents. The flooring and décor was neutral and clean. No clutter or obstructions were observed during the Enter and View visit. A safe space has been identified at the side of the stairs to store the hoist and a variety of different coloured hoist slings making them accessible without causing obstacles.

An older style lift to the bedrooms was not considered to be user friendly for people compromised with frailty or dementia who, representatives felt, would need to be accompanied by a member of staff.

An enclosed staircase and lift provides access to the first and second floors which have two wings each. Street signs from local area's of Fleetwood naming the wings

on the floors aid navigation (First Floor Fishermans Walk & Broadway, Second Floor Queens Terrace and Lord Street) making orientation easier.

Dementia friendly signage was observed on the toilet, bathroom and bedroom doors. The bedroom doors are painted in either orange, turquoise, purple, red, blue, or yellow and are numbered. Dementia friendly signs on each door include a symbol of a bed, the residents name and personalised photo. Representatives observed the narrow corridors did not have much in the way of reminiscence.

Two wheelchairs were stored in one of the bathrooms which was felt would detract from the bathing experience if left in the room when residents are bathing.

The home had accessible communal toilets close to the lounges, activity room and dining room including one designated for staff. The bedrooms have ensuite facilities and there are two toilets and a shower or bathroom to the first and second floors. It was observed two toilets did not have adequate toilet paper. Another toilet appeared not to have storage for incontinence pads as an unused opened pad was draped over the handrail. This was thought to be unsanitary. All toilets had an adequate supply of soap and handtowels and were observed to be clean.

## Amber

### The lounges, dining and other public areas

Mariners Court has three lounge area's, a dining room and activities room on the ground floor maximising the public space for residents and visitors to enjoy. Glass partitions and doors allow light into the building and give an open feel. The layout allows residents to view movements of staff, visitors and residents other than those they are sitting with. Representatives observed residents were able to choose which of the lounges they sat in. Staff telling us that a few of the residents have claimed their own seats but most choose where to sit where they want. In one lounge there was a local radio station playing, in another a CD player was on, whilst another lounge had an activity organised in it. Each of the lounge area's had a TV positioned where all residents in the lounge could view it if they so wished. Each of the lounges was observed to be clean with an adequate number of vinyl covered wing armchairs and tables to make residents comfortable. Representatives observed the small lounges with their close proximity to each other promoted social interaction between residents.

The dining room had ample tables and chairs pleasantly set for residents to dine at the table if they chose to do so. The room was not considered to be bright by representatives who felt some small vases with flowers or similar arrangements on the tables would add colour and homeliness to the dining experience. Three framed photographs of Fleetwood in bygone days on one of the walls includes one of the residents of Mariners Court when they were younger. Staff told us each time

he looked at the picture he would tell the staff “That’s me”. A large wooden fireplace with a picture of a burning log fire provided a focal point to the dining room which representatives felt could be further enhanced with the addition of some ornaments.

The home has a four weekly menu agreed between the management and the chef. A large printed daily menu and an alternative menu containing words and pictorial examples is clearly displayed in the dining room. These menus are identified by the week number and the day of the week. One member of staff commented “*The food residents get is of a high standard - there is not a lot of wastage. If something on the menu is not liked the meal is changed so residents like what they have*”. We were informed by staff the menu is made from locally sourced fresh ingredients and includes vegetarian and finger options. The chef also bakes fresh scones, cakes and homemade biscuits on a daily basis for residents to enjoy. Representatives observed a plate of attractive looking homemade biscuits in the dining area available to residents during our visit. The daily menu included a choice of a full English breakfast and two cooked meals for lunch and tea time. A local favourite recipe of corned beef was being offered at tea time on the day of the Healthwatch visit.



Angela advised us that as well as individually pureeing food ingredients, soaked food is prepared by the chef as it looks appetising and effectively reduces the chances of choking for residents who have difficulty swallowing. Representatives observed the soaked food to be dignified.

The dining and activity room provide a quiet space where residents could receive visitors or sit on their own. We were informed one resident prefers to stay in his room most of the time. Representatives were shown a large vacant bedroom which had pleasant views from the windows. The activity room affords pleasant views of both the gardens and promenade. It has musical instruments and games at hand to be used. There is also a kitchen area within the activity room. Representatives felt this room to be a pleasant room which could have a doorway leading out on to the secured garden with seating areas to encourage residents and visitors to sit outside.

## Green

### Observations of resident and staff interactions

During the Enter and View visit there appeared to be enough staff on duty. Staff themselves commented they could normally spend time with residents to chat and see to their needs. We observed staff being tactile and caring with residents. There seemed to be good communication with staff talking to residents respectfully using their first names. The atmosphere appeared to be relaxed and



friendly. Response to residents requesting assistance was on occasions slow and at other times quick. At times residents were unattended in two rooms during the Enter and View visit. However, representatives observed the staff were very mobile and kept moving between rooms. All residents appeared calm and happy.

Mariners Court has a four week activity schedule with the current week activities being listed on a large display in one of the lounge areas. We noted the activity listed as taking place was hairdressing. Claire, the Activity Coordinator, explained to us that as the hairdresser was not coming in that day she had put on another activity. This was held in the main lounge area with residents who wished to do so remaining in the other two smaller lounge areas listening to the radio or music. Claire held a quiz and a "Say what you see" activity. Staff were observed to give support to the activity and to residents who wished to move around during the activity. Comments given by staff indicated an appreciation of the effort Claire puts in to focusing on activities that will engage residents to meet their personal interests. *"Claire does her best to engage residents. It's a hard job and some residents don't want to join in but it's their personal choice"*.

#### **Weekly Activity on display at Mariners Court Care Home**

Monday - Gentle armchair exercises, balloon play.

Tuesday - Quiz day, Trivia, Say what you see.

Wednesday - Arts day, painting, stencils, glitter.

Thurs - Namaste, relaxing sounds, oils music hand massage.

Friday - Biscuit decorating, sprinkle cakes.

Staff showed evidence of person centred care by taking residents out for walks to the boating lake and using the shared Century Healthcare minibus to take residents out on trips for fish and chips and to see Blackpool illuminations. They had identified a need for an area for the male residents to meet and have devised plans to build in a mini bar, which they feel will appeal particularly to male residents to socialise with each other.

Healthwatch representatives observed dementia friendly tools for stimulation such as twiddle muffs, and hand held musical instruments such as maracas, triangles and hand bells in primary colours in the Activity room. However these items were not observed in the other communal area's. Representatives felt residents would benefit from an orientation board displaying information such as the day, date, weather, staff on duty and the days activity. The addition of other dementia friendly aids such as ornaments and pictures for reminiscence and doll therapy were not observed. Representatives felt the home would benefit from these additional items to increase opportunities to stimulate residents and further increase meaningful interactions between staff and residents.

Staff told us residents do not receive many visitors to the home. We did not observe evidence of strong community links for the home from either the four

weekly activity schedule or from any events listed. As there is a lack of visitors coming in to the home representatives felt that connections with local schools, churches and other local groups could benefit Mariners Court residents. Claire informed us she had organised a Summer Fayre two weeks previous to our visit. This was attended by families of residents.

## Green

### Additional information

## Feedback from residents

### Environment

*“My room is lovely, I have my own things.”*

*“I have all my Manchester United stuff in my room, which I like.”*

*“No I don’t like living here it stinks.”*

### Activities

*“We play games.”*

*“I prefer what I did before.”*

### Care

*“It’s good, they come to us.”*

*“Most of them are good, a few I don’t like but that’s life.”*

*“We have a laugh, the staff are okay.”*

*“They wake me up with a bell every morning. No I can’t stay in bed they wake me up with a bell. Then I am up and down all day.”*

### Food

*“The food is lovely, I like the fish and chips.”*

*“We get plenty of cups of tea and I eat everything.”*

*“I don’t like the sandwiches, the food is not so good.”*

## Relatives and friends’ views

### How do you feel generally about the service?

Nurse who was visiting: *“Everyone seems to be well looked after, they always have a drink next to them whenever I am here.”*

## Staff views

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

*"No, there has been a time when there are six members of staff on duty and only two people were on the floor. The rest of the staff were in the office, it's like that all of the time. We all should get involved and work as a team."*

*"Yes residents are cared for and staff get to spend time with the residents. Say twenty minutes just talking - Some places I have worked you can't do that."*

*"Sometimes, there is a lot to do so we could do with more staff."*

*"Claire works Monday to Friday 10am to 3pm. She organises the activities and organised the Summer Fayre. The cleaner took a resident out when he needed to go out for a walk - everyone helps."*

*"Yes I think we do."*

*"Yes there is always someone to help. If a resident requires the toilet they are never kept waiting."*

*"Most of the time, unless there is unexpected staff illness."*

*"Yes we do."*

*"Yes."*

*"I am the only one that does the job I do."*

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

*"I didn't know it (person centred care) to be used in that way but now you have explained it, absolutely."*

*"Yes."*

*"Oh absolutely, I've had training."*

*"Yes it's about that person, everyone is different aren't they?"*

*"We get information off friends and family and talk to the residents to find out about the residents likes and dislikes. We can get the information off the care plan recorded under 'All about me'."*

*"Yes Claire (Activity Co-ordinator) sits with the residents and finds out about their background; what they liked to do and still like to do so we know about the residents."*

*"We pick up information (to support people) from residents when they first come in with early dementia - other wise we have to get information from their family."*

*We also ask families to bring in a photo album of past memories so we can talk to the residents about their lives."*

*"Claire does her best to engage residents. It's a hard job and some residents don't want to join in but it's their personal choice."*

*"One resident goes out twice a week to the shops. About fifteen others go out once a fortnight."*

*"We have a minibus for homes on the Fylde coast so we can take residents out for visits such as the lights (Blackpool illuminations), Winter Gardens or fish & chips. We also take residents out in their wheelchairs to the boating lake."*

*"Yes - Being there and listening. Everyone is different. I am able to diffuse the situation if someone is upset."*

*"The summer fayre was really enjoyed. I ended up in The Stocks with people throwing wet sponges at me."*

*"There are group activities in the morning, and one to one's in the afternoon."*

*"Yes it's nice in the garden."*

*"Residents helped to plant flowers for the garden in the activity room, which they enjoyed."*

*"Yes, I do."*

*"Yes."*

*"Definitely the team is fantastic - the manager and deputy are brilliant."*

*"The chef cooks everything on site and with all fresh ingredients. Favourite meals are corned beef hash; fish and chips; pork in BBQ sauce is a definite favourite with all the residents."*

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

*"Yes it's really good; we have the online training and then practical. I have had moving and handling and all that, but not dementia."*

*"We do online and practical training; I'm doing my NVQ level 2 at the moment."*

*"Loads, we have in house moving and handling, dementia training. I have done an NVQ which was a year long."*

*"Yes I have had health & safety, fire safety, safeguarding, dementia training and challenging behaviour."*

*"I am doing my NVQ5 now. I really like it where I am at (both my career and place of work)."*

*"Yes once a month we have a full fire drill and make sure all new staff know what to do."*

*"Everyone has NVQ2"*

*"I have done moving and handling, first aid, food hygiene, fire safety - all the usual training you need."*

*"I was offered a training course for activities but couldn't make it because of my time constraints. I get together with the other Activity Co-ordinators (in the group) to swap idea's."*

*"Yes, it's mostly online training, I've done manual handling and we get in-house training."*

*"We get loads of training."*

*"Yes, constantly, our phones notify us when our training needs updating."*

*"E-learning could be improved, prefer someone to come in and do the training so that questions can be asked, you can't do that with e-learning."*

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

*"I do enjoy it, and I love what I do but the people above could show more appreciation for what we do. They don't have to work front line all of the time, they should help sometimes."*

*"Yes. The home makes me happy. The staff everyone gets on well. Head Office are supportive - which is what you need. The residents are happy."*

*Yes - everything about it. I love my job. Everyone helps everyone. It's a nice atmosphere. We are like one family."*

*"Yes I love my job, I love the residents, it's great."*

*"I love it. I retired at one point from my old home and then came back to work here."*

*"Yes I am."*

*"Yes I am."*

*"I love it, absolutely love it."*

*"It's a job."*

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

*"Yes; definitely."*



*“Yes.”*

*Yes I would. Residents are happy. The food residents get is a high standard - there is not a lot of wastage. If something on the menu is not liked the meal is changed so residents like what they have.”*

*“Yes I would. It’s friendly and we look after people well.”*

*“Yes. Friends and family of residents have tried to get other relatives in here. It is family orientated. Everyone wants a room.”*

*“Yes I would.”*

*“Oh yes I would.”*

*“Yes, I have.”*

*“Yes, and I have.”*

## Response for provider – Report findings

The provider response is in black followed by Healthwatch Lancashire's comments in blue.

### Cover Page

Please change the picture from the outside of the building to the picture taken of the gardens. We have a planned preventative maintenance plan 2019-2020 which includes the redecoration of the outside of the building. The picture implies this is the entrance to the building when in fact it is not. It is a poorly taken photograph and includes milk crates awaiting to be collected. [The photograph was chosen to show the activity lounge at the side of the building. We have changed it to the one you have requested.](#)

Page 4 Paragraph 3 states *“Some residents indicated they don’t like all the staff and they are woken up by a bell in the morning”*. However on page 10 under feedback from residents it states *“They wake me up with a bell every morning. No I can’t stay in bed they wake me up with a bell. Then I am up and down all day.”* This implies one person said it and not as suggested on page 4 some implying more than one person. The bell they may be referring to could be the nurse call bell. We can assure the inspection team that the home does not have any bell that is used to wake residents. We operate a natural waking policy which is applied to all residents. [The wording has been amended to clarify only one person from the responses made a comment about the bell.](#)

Page 4 paragraph 5 and page 10 paragraph one.

The report suggests that we should develop further links with the community listing churches, schools and other community groups. The report does not reflect the fact that we discussed our current and established community links with the inspection team on the day of the visit these are

- Weekly visits from the children Shakespeare Primary School to read and interact with residents. Weekly school visits have been taking place for the past 2 ½ years. It was school holidays at the time of the visit hence no visit from the children.
- The church visits the home every Friday and offers communion
- Jimmy the memory man visits every 2 weeks on a Monday
- An external Reiki therapist visits monthly
- An external hairdresser visits weekly
- Various external entertainers visit monthly
- Home Safari visits three times a year
- Celebration of festivals includes visiting choirs, bands etc

All of the above is in addition to our planned internal activities and social outings using the minibus.

Thank you for clarifying the links Mariners Court has established with a local school and church in addition to the services being provided by the external providers. We have acknowledged this within the report.

#### Page 5 The external environment

The area referred to as a yard to the rear of the building is a dedicated bin area that can only be accessed by staff and is not accessible to residents. We are not permitted to have any waste to the front of the building that may encroach onto the footpath or road. Rubbish in the bin storage area is 4 metres from the building as per fire regulations and therefore we contest that it was a fire hazard. This area is behind a locked gate and fence and is a dedicated storage area for rubbish as agreed with the local authority. It does not take away the homely feel of the garden as it is fenced off and not a residential area.

This would have been explained had the inspection team asked.

Photographic evidence shows a number of items outside of the storage cage in the yard viewable by residents going to their rooms. Representatives considered this view did not look homely. We have removed the wording that we considered it a fire hazard.

#### Page 6 paragraph 2 Page 8 top of the page.

States there are three small photographs of Fleetwood in bygone times in fact there are 8 photographs in the dining room and 3 in the lounge. Each photograph measures 18 ½ cm by 13 ½ cm and is housed in a frame. The wording has been changed to clarify photographs not pictures are on one of the walls in the dining room. The wording small has been removed.

#### Page 6 last paragraph

The lift. Whilst the team felt it was not user friendly for people who are frail or have dementia it is the policy of the home to ensure any service user or relative is accompanied by a staff member whilst in the lift. This forms part of the risk assessment for the management of a lift breakdown. Thankyou for confirming a staff member accompanies residents and visitors in the lift.

#### Page 7 paragraph three

On the day of the inspection whilst with staff member it was explained to the inspector that the wheelchairs are not normally stored in the bathroom. The wheelchairs belonged to two residents and they are normally stored in the residents own bedrooms. However on the day of the inspection these two residents rooms were being deep cleaned which necessitated the wheelchairs being temporary stored in the bathroom. Thankyou for confirming the wheelchairs are not permanently stored in the bathroom.

#### Page 7 paragraph four

The report states there was not adequate toilet paper. At the time the domestic team were in the process cleaning and stocking bathrooms.

For infection control purposes incontinence products are not stored in toilets or bathrooms. It is not known why the unused pad was in the toilet. Reassurance is offered that this is not normal practice for the home. [Thank you for your comments.](#)

**[www.healthwatchlancashire.co.uk](http://www.healthwatchlancashire.co.uk)**

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