

Chaseside Care Home
Lytham St Annes
Enter and View Report
Tuesday 20th February 2018
10.30am- 12.00pm



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:

Chaseside Care Home
1a St Georges Square
Lytham St Annes
FY8 2NY

Staff met during our visit:

Chris Butt (Deputy Manager)

Date and time of our visit:

Tuesday 20th February 2018
10.30am - 12.00pm

Healthwatch Lancashire Authorised Representatives:

Michele Chapman, Project Officer(Lead)
Lawrence Houston, Project Officer
Sam Parker, Communications and
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 Chris Butt, together with staff, residents and visitors, for making us feel welcome and taking part in the visit.

General Information

Chaseside Care Home is privately owned by M & C Taylforth Ltd with places for twenty residents. There were no vacancies at the time of our visit. The person in charge is Caroline Taylforth.

Information obtained from carehome.co.uk states that the home provides care for people from the ages of 60 plus who are affected by Dementia, Alzheimer's and Old Age.

Methodology

The Enter and View representatives made an announced visit on Tuesday 20th February 2018 10.30am - 12.00pm

We spoke to five residents, two staff and two relatives, where possible within the constraints of the homes 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 four of the twenty 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:

Chaseside Care Home is a small Dementia specific facility in an attractive area of Lytham St Annes. We were welcomed by Chris the Manager and he made himself available throughout our visit.

Representatives particularly noticed the warm and busy atmosphere and how residents were confident in engaging with staff and visitors. Residents who responded to our questionnaire were generally positive about the service and told us that they frequently went on walks to the park opposite. Staff we spoke to were positive too and spoke well of their manager and deputy manager.

The facility was decorated in a clean and functional manner, however representatives felt it looked a little bare and could have been homelier. We felt that Dementia specific provision could have been more imaginative, with more regular use of the therapy room.

Two of the public bathrooms required attention.

The deputy manager (who is relatively new to post) was very enthusiastic and told us that he was receptive to innovation and change and that improvements to the décor were currently under consideration.

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

Located opposite Ashton Gardens in Lytham St Anne's the facility is close to all local amenities, transport and shops.

There is ample street parking close to the home and a small dedicated car park to the side of the building.

The home is clearly signposted and there is disabled access via a ramp to the front entrance and reception.

Prior to our visit we were able to access a dedicated and comprehensive website. Representatives requested a brochure, but at the time of our visit none was available.

Green

The external environment

Chaseside is a large corner sited Victorian detached villa with views over Ashton Gardens.

The front of the property enjoys attractive lawned areas with views across the park, gardens and fountain, whilst to the rear is a paved and secured seating area complete with outdoor furniture.

The reception area is prominently placed being next to the secured front door. The door was answered in a timely manner by the deputy manager.

Green

The internal environment/reception - first impressions

The deputy manager was very welcoming. He directed us to the visitors' book and we were able to use the anti-bacterial hand gel provided.

The deputy manager said he had not received our letter and poster and so this was not on display. We did not see a noticeboard detailing key members of staff.

Our first impressions were of a pleasant and well-maintained environment which was bright and airy, however there was very little in the way of soft furnishings which may have contributed to a homelier environment.

Representatives considered there was a very pleasant “buzz” about the place and staff and residents appeared comfortable and happy in their environment.

Green / Amber

The observation of corridors public toilets and bathrooms

Flooring in public areas was mainly vinyl with carpeting to the stairs and upper corridors. Decoration was plain and clean with representatives considering that the facility may have been in need of a refresh, perhaps with a more imaginative Dementia specific style.

However, the deputy manager told us that this was planned in the near future.

Corridors were wide and clutter free and we saw that there was Dementia friendly signage to indicate public rooms and bathrooms.

The deputy manager told us that all the bedrooms at the facility are en-suite with each upper floor having one public bathroom and the ground floor having two public toilets.

Similarly, he told us that Chaseside had been refurbished by the new owners in 2012 and we could see that the bathrooms were relatively new with sufficient toilet rolls hand towels and soap. The bathroom on the ground floor (which was checked at two separate intervals) had a significant odour.

The public bathroom on the second floor was not in use, the hoist chair requiring replacement.

Green / Amber

The lounges, dining and other public areas

Chaseside has two public lounges to the front and the side of the building. The lounge to the front having large windows with views of the park. The atmosphere was friendly and relaxed with a contemporary radio station playing in the background and residents engaging each other, staff and representatives in conversation.

Representatives considered that the furniture could have been rearranged to encourage more natural social interaction. Public areas generally were a little bare and would have benefited from further provision of homely furnishings.

A large mural of a London street scene was displayed on one wall of the lounge and this provided interest and reminiscence for one resident who said they “liked it.”

We also observed an orientation board with the day, date, time and weather. The weather and season were presented pictorially alongside a decorated “Life is better when you’re laughing” quotation.

The second lounge was larger, and the majority of residents appeared to be sat here. Representatives felt that seating here too could have been arranged to accommodate social groupings.

There was a pleasant atmosphere in the lounge area with some of the residents chatting and some watching the TV (which did not impede conversation).

Representatives observed another large mural of a woodland scene and that this area also displayed “Today’s Menu” in a photographic format. Whilst it was unclear whether alternative options were offered to the main menu, we observed that in addition to breakfast, residents were offered pie, beans and chips for lunch. The evening meal being fish, chips and peas with a fruit pie for pudding.

Feedback from residents who responded to questions about the food was positive with comments such as “The food is gorgeous.”

We saw an activity schedule displayed detailing activities available on a daily basis between 2.00pm - 4.00pm. Card games, baking, arts and crafts and colouring were offered alongside a fortnightly music and exercise session provided by an external professional. Several residents reported that they enjoyed daily walks around the park.

We also noted the attendance of a hairdresser each Thursday and a visit from the chiropodist every six weeks.

A schedule of monthly residents’ meetings was displayed on the notice board.

The dining room to the front of the building was very pleasant and had sufficient tables and chairs to accommodate the residents. It was nice to see residents drinking coffee together and chatting as they sat by the window overlooking the park. Tea and coffee was offered to all residents whilst we were in attendance and we observed that colour contrasting crockery was being used.

The deputy manager showed us a small room designated a “therapy room”. This was softly lit with comfortable chairs and feature lighting, however, staff said it was rarely used and we observed it being used to store wheelchairs.

Green

Observations of resident and staff interactions

On the day of our visit the deputy manager told us that one of his care staff had rung in sick and we observed the administration member of staff was covering for her. Despite this there appeared to be sufficient numbers of staff on duty and few call bells were heard. However, this may have been because most of the residents were downstairs in the lounges as opposed to being in their rooms.

Staff and residents interacted well, we saw staff addressing residents respectfully by name and observed staff knocking at doors before entering.

Residents who spoke to us reported enjoying walks around the park and that staff were “friendly”.

Representatives felt that both staff and residents were welcoming and happy to speak to us. We observed residents to be confident navigating their space and engaging with others.

Several visitors arrived at the facility whilst we were there, and they too seemed to be comfortable with the environment and happy to engage with Healthwatch representatives.

In terms of person centred provision, we saw that colour coded bedroom doors were personalised with residents’ photographs and names.

Green

Additional information

The deputy manager told us that Chaseside was due to be redecorated in the near future and that he was familiar with and receptive to new ideas in respect of the Dementia specific environment.

The deputy manager told us the Chaseside employed a full-time cleaner, and full-time kitchen staff member.

The manager told us that the home was considering employing a dedicated activity coordinator.

Feedback from residents

Environment

"I like the big picture of London. It's very nice."

"I like staying here. I'm very happy and I feel safe."

"My room is very big and spacious."

"I like to go for a walk across (the park) it's beautiful."

"I like my room."

"My room is very big and spacious."

Activities

I go for a walk across the way, I try and go every day."

"I sometimes go for a walk, I don't do activities."

We can go out for walks if we want to."

"Sometimes there are games, but I don't like to do them."

"We don't go out an awful lot."

Care

"The staff look after me well."

"They're friendly and there's always support available."

"I'm happy here, Oh Yes!"

"Most of them are friendly."

Food

"The food fills you up. It's nothing outstanding but it's nice."

"The food's gorgeous."

"The food is lovely." I'm happy with the food."

"I love my food I enjoy it."

Relatives and friends' views

How do you feel generally about the service?

“There’s a nice outlook through the big windows and being able to wave at people.”

“It’s very convenient to get here.”

“My husband is relaxed and isn’t stressed. They’re very caring and understanding.”

“The food is very good. He loves his food. He’s never lost his appetite.”

“We are aware there are activities but (my relative) isn’t very interested.”

“Sometimes he’s not wearing his shirt when I arrive.”

Would you recommend this service to others?

“It isn’t perfect but it’s everything you need a home to be.”

Staff views

Do you have enough staff when on duty?

“Yes. There’s enough staff all the time.”

“There’s always enough staff and everyone is fully trained.”

“There’s good teamwork and communication which creates a calm atmosphere.”

Do you feel supported to carry out person centred care?

“We have supervision and support from management and we can talk to management about things.”

“Chris our deputy is excellent.”

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

“Yes. There’s training first before we start working.”

“There’s training and support available to anyone who needs it. It’s very supportive here.”

“Our manager ensures there is always training available to keep our residents as safe as possible. There’s regular assessment.”

Are you happy working here?

“Yes. I enjoy working here, it’s nice.”

“There’s a very good team here. We’re always busy, never bored and there’s lots of activities going on. Every day is different.”

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

“Yes, I would. It’s nice.”

Response from provider

There was no response from the provider at the time of publication.

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