

# **White Ash Brook Care Home**

## **Oswaldtwistle**

### **Enter and View Report**

**Tuesday 6<sup>th</sup> February 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:**

White Ash Brook Care Home  
Thwaites Road  
Oswaldtwistle  
Accrington  
BB5 4QR

**Staff met during our visit:**

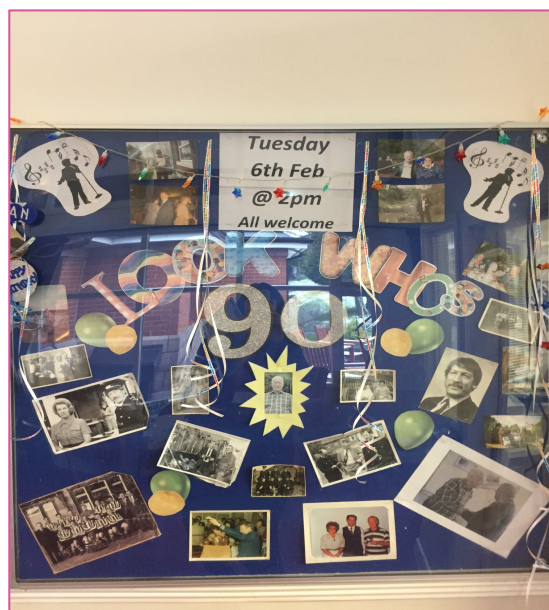
Leanne Gorton (Manager)

**Date and time of our visit:**

Tuesday 6<sup>th</sup> February 2018  
10.30am-12.30pm

**Healthwatch Lancashire Authorised Representatives:**

Michele Chapman Project Officer (Lead)  
Carolyn Stuart (Volunteer)  
Liz Butterworth (Volunteer)  
Linda Brown (Senior Project 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 Leanne Gorton, together with staff, residents and visitors, for making us feel welcome and taking part in the visit.

## General Information

White Ash Brook is privately owned by Astonbrook Care Homes Ltd with places for 54 residents. There were 33 vacancies at the time of our visit as the home is undergoing refurbishment. The person in charge is Leanne Gorton.

Information obtained from [carehome.co.uk](http://carehome.co.uk) states that the home provides care for people from the ages of 40 plus who are affected by Dementia, mental health condition, old age and physical disability.

## Methodology

The Enter and View representatives made an announced visit on Tuesday 6<sup>th</sup> February 2018 10.30am-12.30pm.

We spoke to five residents, nine staff, one student care worker and one relative, 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 five of the twenty-one 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:

White Ash Brook is a care home undergoing a period of change and improvement led by a new manager.

Staff, relatives and residents spoke very well of the new manager, with staff reporting feeling happy and supported in their roles.

At the time of our visit a significant part of the home was undergoing refurbishment to accommodate a specialist dementia unit. However, the manager was keen to show us an example of the level of decoration intended for the whole of the facility.

The environment was homely and pleasant and there were numerous seating areas overlooking the grounds. The interaction between staff and residents was comfortable and relaxed with staff appearing to display a genuine interest in the residents.

The majority of comments from respondents were positive with two of those in respect of food a little less so.

Call bells were generally answered quickly however representatives observed one call bell took more than 5 minutes to be answered.

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**

White Ash Brook is a large purpose-built care home situated in semi-rural Oswaldtwistle with attractive views of the surrounding countryside. The facility is located close to a main road with public transport connections and shops nearby. Oswaldtwistle town centre with other public amenities and a small theatre is also close by.

The home was easily located and well signposted and there was ample dedicated parking.

Prior to our visit to the home we were able to view a comprehensive website and a brochure was available at reception on the day.

### **Green**

### **The external environment**

White Ash Brook is set in extensive grounds which are well presented, the manager telling us that contractors are employed to maintain them.

There were several external paved areas complete with seats, tables, planters and pots for residents to sit outside in warmer months.

Reception was clearly identifiable, and the secured front door was answered in a timely manner. The approach to the facility had level access and suitable for wheelchairs.

### **Green**

### **The internal environment/reception -first impressions**

Reception staff answered the door in a timely manner and we were made to feel very welcome. We were able to sign into the visitor's book and use the antibacterial hand gel which was readily available.

First impressions were of a homely and busy environment complemented by a high ceiling making the reception area light and airy. We noted that the area was made comfortable and welcoming with armchairs and soft furnishings. We saw the Healthwatch Lancashire poster prominently displayed as requested and a general information board.

Staff were easily identifiable by uniform, but representatives did not see a pictorial noticeboard detailing key staff.

Representatives also observed a large photographic noticeboard detailing the life and achievements of one of the residents for his 90<sup>th</sup> birthday and announcing, “all are welcome” to the party.

## Green

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

White Ash Brook is a low level modern building characterised by open plan public spaces. Open spaces being furnished with cosy seating areas ideal for chatting and reading. Representatives noticed that a radio played contemporary music in the background and that musical instruments were a theme in corridors and one of the two lounges.

Corridors were wide and uncluttered, but the handrails were not colour coded to aid those with dementia. The manager telling us that dementia specific adaptations had been factored into ongoing improvements. However, we saw that some dementia provision had been made in terms of pictorial signage for the dining rooms and public bathrooms.

Representatives considered that the provision of public bathrooms was adequate given that all the residents bedrooms were en suite. All the public bathrooms were clean and had sufficient supplies of soap, towels and toilet rolls. Adaptions to bathrooms were not colour coded.

## Green

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

Representatives considered the two lounge areas, the dining area and conservatory area to be very comfortable and homely. Seating arrangements encouraged social interaction with sofas, armchairs and coffee tables replicating a domestic environment. The main lounge and adjacent conservatory looked out over the grounds and at the time of our visit was being decorated with balloons and banners for a 90th birthday party.

A corner of the conservatory had been designated a quiet reading area with a large leather reclining chair and shelves of books.

A second lounge adjacent the dining room was spacious and comfortable with a log burning fire and a wall mounted television.

Dining tables although attractively set did not appear to be sufficient for the twenty-one residents, notwithstanding the additional table in the conservatory. However, the manager told us that the dining room was due to be rearranged in line with the refurbishment of the rest of the home.

The dining area displayed the daily menu which was updated for each meal. At the time of our visit lunch was corned beef hash and mushy peas or jacket potato and beans. When we spoke to the cook she said that all meals were homemade and that alternatives were available on request. Representatives noted that the menu was available in pictorial and written format.

The manager also showed us a dedicated hairdressing room.

## **Green**

### **Observations of resident and staff interactions**

Representatives considered that there appeared to be sufficient staff on duty and several call bells were heard at the time of our visit. However, one call bell was not answered for at least five minutes despite there being several staff close by.

Staff and residents were observed to have positive interactions with each other, staff asking residents how they were and addressing residents by name. We saw staff knocking at residents' bathroom and bedroom doors before entering and ensuring that hydration was readily available in public areas.

The manager told us that the facility was in the midst of upgrade and improvement and this included recruitment of new staff, one being a full-time activity coordinator. A pictorial activity calendar was displayed in the corridor indicating board games, pamper days, dancing, cooking, music and when the hairdresser was visiting.

Representatives were told that a resident was celebrating his 90<sup>th</sup> birthday with family and friends and as he was a retired fire chief, arrangements had been made for a visit by fire crew, the local press and the mayor. Other residents and staff were happily engaged in the preparations.

## **Green / Amber**

### **Additional information**

The manager told us that she had been in post for three weeks and was focused on the renovation and improvement of the service.

She also told us that a full-time activity coordinator had recently been appointed and a full-time maintenance person. The home had a dedicated cleaning and cooking team.

The manager showed us around some of the recently renovated areas which were due to become a specialised dementia unit, she was very enthusiastic about the improvements.

## Feedback from residents

### Environment

*“The conservatory is not used enough because it gets cold when the doors are opened for the residents who smoke.”*

*“The clocks need to be larger with the date on.”*

*“I have been here three months it’s a very nice place.”*

*“I have a good bedroom with everything I need.”*

*“I like my bedroom, I am warm enough.”*

*“I don’t like my room, I just don’t.”*

*“I like it here it’s a nice place.”*

*“I wouldn’t change anything.”*

### Activities

*“Before Leanne (the current manager) we didn’t do anything.”*

*“I go out and there is entertainment every week.”*

*“I enjoy watching football on the park.”*

*“I join in the singing.”*

*“We go to Lytham on the bus. I like all the trips.”*

*“I like dancing.”*

*“I join in sometimes.”*

### Care

*“It’s improving under the new manager and new staff. There is no rough handling.”*

*“I like all the staff who do activities.”*

*“The staff are very good, they look after you well.”*

*“The staff keep my clothes nice and clean.”*

*“No issues at all.”*

*“Everyone is pleasant and nice.”*



*“Staff are alright.”*

## **Food**

*“Sometimes there is a bit of a backlash if you don’t like it.”*

*“We never see any fresh fruit.”*

*“You might have to wait if you want anything extra.”*

*“The food is very good we get plenty of choice.”*

*“I like the food, but the juice is watery they put a lot of water in.”*

*“It’s alright.”*

## Relatives and friend's views

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

*"It has been a rollercoaster over the past years. We love it now with the new manager."*

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

*"Yes, now the staff are a lot happier."*

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

*"Yes."*

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

*"Yes, a birthday party is being organised for my dad's 90<sup>th</sup> birthday today."*

### **Would you recommend this service to others?**

*"I would now it is so much better."*

## Staff views

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

*"We cover for each other."*

*"We have more staff, so we can do more jobs."*

*"Yes."*

*"If staff ring in sick that day it can affect staffing."*

*"If the manger gets notice of sick leave she will try and correct it."*

*"Staff levels are improving."*

*"We have plenty of staff."*

*"Yes, we do."*

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

*"I like the residents, I take time for them."*

*"Yes, I treat the person as a whole."*

*"The residents' needs are always put first."*

*"I am able to plan person centred activity."*

*"Leanne (the manager) is great."*

*"I feel very supported."*

*"It's very homely."*

*"Yes, I'd like to get more community links to get more people coming into the home."*

*"Yes, I have been encouraged to contact local nurseries."*

*"Yes, I do."*

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

*"We get plenty of training."*

*"Yes, I have done mandatory training and moving and handling."*

*"Whatever training, I feel I need the manager will put forward for me to do it."*

*"I have been DBS checked and I am doing training relevant to my post."*

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

*"I like it."*

*"Yes, I have been here 18 years."*

*"It's improved now because we don't have to make the beds, we have more time for cleaning."*

*"Yes, I have been here 13 years."*

*"The home has got a lot better since the new manager has taken over. Staff morale has improved."*

*"I feel very settled here even though I haven't been here long."*

*"I feel very welcome here it's a lovely place and the manager is lovely."*

*"I love coming here Leanne (the manager) is lovely."*

*"It's one of the best homes I have worked in the last 12 years."*

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

*"I would actually."*

*"Of course, I would."*

*"Yes, I would."*

*"Absolutely."*

*"Definitely."*

*"Yes, the staff are great."*

## **Response from provider**

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

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