

# **Swansea Terrace (Care Home) Preston**

**Enter and View Report**

**Tuesday 7<sup>th</sup> November 2017**

**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:**

Swansea Terrace  
108/114 Watery Lane  
Ashton on Ribble  
Preston  
PR2 1AT

**Staff met during our visit:**

Mark Quarmby (Manager)  
Cally Kenwright (Quality Manager)

**Date and time of our visit:**

Tuesday 7<sup>th</sup> November 2017 10.30am  
12.30pm

**Healthwatch Lancashire Authorised Representatives:**

Michele Chapman (lead) Project Officer  
Lynn Yates (Volunteers)  
Bev Evans (Volunteers)  
Efe Ejah (Volunteers)

**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 Mark and Cally, together with staff, residents and visitors, for making us feel welcome and taking part in the visit.

## General Information

Swansea Terrace is privately owned by Flightcare Ltd with places for 43 residents. There were two vacancies at the time of our visit. The person in charge is Mark Quarmby.

Information obtained from carehome.co.uk states that the home provides care for people from the ages of 65 and over who are affected by Dementia Old Age and Alzheimer's.

## Methodology

The Enter and View representatives made an announced visit on Tuesday 7<sup>th</sup> November 2017.

We spoke to ten residents, four staff and one relative, 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 on the environment and facilities.

As some residents were receiving visits, choosing to stay in their rooms or being nursed, we spoke with ten of the forty-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:

Swansea Terrace is a spacious purpose-built facility which while not particularly homely is neutrally decorated, reasonably maintained and clean. Residents reported enjoying the meals provided and representatives observed appropriate activities taking place.

The home displayed informative notice boards with relevant policies and indicated an “open door” approach to resolving queries or suggestions.

Staff spoke of the new manager in a positive light and residents generally appreciated the care staff.

However, it was clear from many respondents (staff, residents and relatives) that staffing levels were a significant issue.

Representatives believed that staffing levels had impacted on the effectiveness of the morning routine and that a disproportionate number of staff were new starters, agency staff or covering for others.

Based on the criteria, the Enter and View Representatives gave the home an overall score of:

**Amber**

## **Enter and View observations**

### **Pre-visit and location**

Prior to our attendance at Swansea Terrace we were able to access a comprehensive website in respect of Flightcare Ltd, but we did not see a brochure on display at the time of our visit.

The facility is located directly on a main road close to public transport and amenities however representatives considered the nearest bus stop to be some distance away.

The home is clearly signposted, but designated parking is limited, and we did not observe a dedicated disabled parking space.

However, we saw a parking area directly to the front of the property suitable for ambulances.

Unfortunately, the entrance to the rear car park was spoiled by a redundant commode which required removal. Representatives felt that this gave a negative first impression to the visitors to the home and was unattractive outlook for nearby neighbours.

### **Green / Amber**

### **The external environment**

Swansea Terrace is a spacious purpose built home immediately adjacent to a main road with limited front and rear garden areas. Gardens were well maintained, and we saw a secure rear large “yard” area complete with several benches and attractive planted tubs and baskets.

To the front of the home a small lawned area complete with a purpose built smoking shelter opposite the main entrance. It was clear where visitors should report, and the main entrance was secure.

The Manager and Quality Manager were on hand to greet us when we arrived, and were very welcoming.

### **Green**

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

The reception area in common with the rest of the facility was adequately decorated in pale colours, which representatives considered may have needed an update. However, representatives did not consider the atmosphere/environment to be particularly homely.

Although we were able to sign into a visitor's book, the antibacterial hand gel dispenser next to the visitor's book had run out of gel and was still empty at the time we left.

Notice boards were up to date and comprehensive, we observed a Relatives, Friends and Visitors information board complete with safeguarding information and we also saw that a suggestion box had been provided.

Further down the corridor key staff were identifiable by a photographic notice board. We evidenced a dedicated Safeguarding Awareness Board and the Healthwatch Lancashire poster was also prominently displayed.

## **Green**

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

The manager told us that all the bedrooms at Swansea Terrace had an en-suite toilet and sink and that further washing and wet room facilities were available in four public bathrooms.

Representatives observed the public bathrooms generally to be clean and modern and the manager told us that these had been refurbished in August 2017. All but one of the bathrooms was observed to be well stocked with soap, towels and toilet rolls however a bathroom on the first floor did not have a toilet roll and the toilet was soiled. We saw that public bathrooms had dementia friendly signage which was pictorial and written, however adaptations in the bathrooms were not colour coded. Corridors were wide, well-lit and uncluttered, we observed these to have prints and items of reminiscence. Some bedroom doors leading off from corridors had dementia friendly signage and were further identified by colour, number and person-centred photographs for residents wanting them.

The corridor on the first floor had a discernible odour.

## **Green / Amber**

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

The ground floor of the home accommodated the majority of public areas with three lounge /dining areas and ample dining facilities for the number of residents. We observed dining tables to be attractively set with condiments and table linen and evidenced that the residents had drinks beside them or were being offered drinks. We also saw that the daily menu was placed on each table and clearly displayed elsewhere.

Each lounge had a dining area, however the small lounge to the side of the building was not in use. The manager told us that they were in the process of consulting residents as to its future use.

The smaller lounge to the front of the home was furnished with a TV, armchairs and tables and we observed activity resources stored on the window sills, we also observed a “birthday board”.

A gentleman in a wheelchair was in sole occupancy of this room and the manager told us that this resident was easily agitated and preferred his own company.

Most residents were gathered in the spacious main lounge with some sat at dining tables and some in easy chairs around the perimeter of the room. The TV was on and we heard pleasant background music and some residents chatting to each other.

The activity coordinator had a table in the centre of the room where she was making poppies for Remembrance Sunday. The manager told us that the home provided transport should any of the residents wish to attend Remembrance ceremonies. We also observed a large noticeboard displaying a current activity schedule and photographs of previous activities such as an “animal visit”. We observed an orientation board detailing the day, date, activities, staff and menu.

Decoration throughout public areas was generally adequate and the hard flooring appeared clean and functional. However, representatives did not find the facility to be homely (being a little bare) and the arrangement of seating groups did not particularly encourage social interaction.

The manager also showed us a dedicated hairdressing room for use on hairdressing day although at the time of our visit this was being used as storage.

## **Green / Amber**

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

Staffing levels were mentioned as a significant issue by all groups of respondents. Many of the staff we spoke to at the time of our visit were either agency, newly engaged or covering for vacant posts.

It appeared that some residents on the first floor were in the process of being supported with their morning routine. We heard one lady shout for help and the manager told us that she had just woken up. The lady was attended to quickly, but it was unclear why she had not used a buzzer.

In the lounge areas we observed staff attending to residents promptly with assistance being given to eat and drink and being taken to the toilet. However, it did not appear that there was always an easy familiarity between the two.

Residents told us that they generally appreciated the food and said they were offered alternatives if they didn't like what was on offer. Similarly, two ladies who were vegetarian said that the home catered well for their needs.

We spoke to the activity coordinator and she told us that she tries to base her schedule on seasonal activities, and she was able to show us two paintings of trees which residents had engaged in.

In terms of person centred provision, the manager told us that the home had begun to personalise bedroom doors and we saw some doors with numbers names and photographs. He also told us that residents had the opportunity for regular one to one conversations with staff.

The notice board indicated that the home had an "open door" policy whereby the manager would listen to any queries or suggestions raised by resident's staff or friends and relatives.

**Amber**



## Feedback from residents

### Environment

*"My room here isn't as nice as my previous care home."*

*"My room is alright."*

*"We have to sit in the big lounge, I can't move about I have to watch TV which I'm not bothered about."*

*"Everywhere is lovely and clean."*

*"I have been here three years and I like it."*

*"It's alright for a short period."*

*"It's a case of you have to stay here."*

*"It's not where I would have chosen to end my life, But I can't look after myself."*

### Activities

*"I like doing activities."*

*"The activity lady is nice."*

*"The activity coordinator comes up with all sorts of ideas."*

*"I like doing the activities, but they don't take us out anywhere."*

*"There is nothing that suits me, so I don't join in."*

*"I do the activities but not through choice, the person that runs them is a bit overpowering."*

*"Most of the activities are all right."*

### Care

*"People are important."*

*"The staff are good."*

*"The staff look after you really well."*

*"The staff are alright."*

*"I'm not complaining about the carers."*

*"Yesterday was bad, they were short staffed, and I only got my breakfast at 11.55am and lunch is at 12.00."*

*“The staff are more caring than my previous care home.”*

*“They pad you up at night, so I don’t need the toilet.”*

*“I don’t get up in the night to use the loos as I use pads.”*

*“They are not so bad at coming, if I press the buzzer, sometimes it’s slow.”*

*“It was alright when I first came in, the care has gone right down.”*

*“I have a camera in my room.”*

*“Care services are OK.”*

*“I like the care here, I had an accident a fall at home, I was at Preston hospital and I am walking again with my stick.”*

*“They tell me what time I go to bed, I don’t think I can choose.”*

*“Relatives can come and go at any time”.*

## **Food**

*“It’s edible and reasonably hot, the choice is OK.”*

*“There is too much food, but it’s alright.”*

*“I get good meals, there is good choice and they are hot.”*

*“I am vegetarian, and the lady(cook) is, every day is a different meal.”*

*“The food is good.”*

*“It’s very nice.”*

*“The food is very good it’s like home made”.*

## **Relatives and friend's views**

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

*"It's very good, staff seem ok and friendly. But it's now 11.20am and mums only just got up, she has been waiting for staff to get her up. She is only just having her breakfast and its 11.35am."*

*"I think it must be a staff thing normally she would be up at 9.30am, dressed and waiting."*

*"Mum can't walk and if she needs attention in the night they have to go to her. They took her buzzer off her as she nearly strangled herself."*

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

*"Yes, they ring us if there any issues."*

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

*"Yes, I can happily speak to staff."*

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

*"The activity coordinator runs quizzes and dances and lets mum know."*

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

*"Yes, I would. Mums partner's in here too."*

## **Staff views**

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

*"We are very short staffed."*

*"I have only been here a short time and they do have staffing level shortages as do other care homes I've been in."*

*"A bit short staffed on the cleaning side. I am a housekeeper but I'm helping in the kitchen until the new chef arrives."*

*"We are seven today which is good sometimes we are five or six."*

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

*"I get a good feel from the new managers."*

*"Yes, we all act as a good team."*

*"Yes, I think good people at work make you feel more supported."*

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

*"I have had good induction training."*

*"I am new, so my training is up to date."*

*"I work for an agency. They have trained me."*

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

*"The attitude and atmosphere seems good so far."*

*"I have a laugh with staff and residents. I enjoy coming into work."*

*"Yes, I am happy here I like coming here."*

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

*"Yes, but it's a bit too early to see any flaws and all care homes have them."*

*"Yes, I would"*

*"Yes, it is a good place, the new manager is trying to get new staff in."*

## **Response from provider**

No response was provided at the time of publication.

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