

Across the Bay

(Care Home)

Morecambe

Enter and View Report

Tuesday 12th December 2017

10.30am-12.20pm



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:

Across the Bay
479 Marine Road East
Bare Village
Morecambe
LA4 6AF

Staff met during our visit:

Melanie Cooper (Manager)

Date and time of our visit:

Tuesday 12th December 2017 10.30am-
12.20pm

Healthwatch Lancashire Authorised Representatives:

Michele Chapman Project Officer (Lead)
Linda Brown Senior Project Officer
Lawrence Houston 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

Acknowledgements

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

General Information

Across the Bay is privately owned by MR J G Haslam and Mrs J M Bailey with places for 24 residents. There were no vacancies at the time of our visit. The person in charge is Melanie Cooper.

Information obtained from carehome.co.uk-states that the home provides care for people who are affected by old age.

Methodology

The Enter and View representatives made an announced visit on Tuesday 12th December 2017

We spoke to seven residents, three 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 seven of the 24 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:

Across the Bay is an impressive Victorian building on the seafront at Morecambe with views of Morecambe Bay and the Lake District beyond.

Served well by local amenities the manager has also developed links with the local community inviting the pupils of a nearby nursery school to visit on a weekly basis.

Staff, relatives and residents spoke well of the home. The staff reporting long periods of employment and being “happy”. Representatives felt that the culture of the home reflected in the confidence and comfort of the respondents who seemed welcoming and happy to engage with us.

The facility was particularly notable for the level of person centred provision and homely environment. The activities and food being appreciated by the all residents and relatives who responded to our questionnaire.

Staff at the home had produced a thoughtful and unique “Christmas at Morecambe Bay” brochure which included serving a replicate wedding breakfast of the managers upcoming family wedding on the 29th December 2017.

Representatives also saw staff initiating conversations with residents and observed them proactively asking if they were “ok.”

The manager was similarly proactive voluntarily engaging in a research programme with the University of Manchester. “Exploring Gentleness in Employee Care-Giving.”

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

Prior to our visit we were able to access a comprehensive and informative website. We also spoke to the manager of the home and all our contact was positive and helpful.

The facility is located on the main road Marine Road East alongside the shore line and is well served by local transport local facilities and nearby entertainment venues.

At the time of our visit there was sufficient on street parking directly across the road from the home.

The home has a ramp and disabled access leading to the ground floor.

Green

The external environment

Across the Bay is an attractive Victorian building set over a basement and 3 floors. Staff informed us that the building had formerly been used as a holiday home for “young ladies” from industrial towns.

Residents told us that they had selected the home for its aspects of Morecambe Bay and the Lake District beyond maximised by outdoor seating and tables provided for them.

Representatives considered that both the home and garden appeared well maintained, with the garden area being supplemented by planted pots and tubs.

The reception was approached via a set of steps and was easily identifiable. The front door was secured and was answered in a welcoming manner by the manager.

Green

The internal environment/reception -first impressions

The reception on the first floor was warm and welcoming with homely décor and soft furnishings. Representatives were able to sign the visitor’s book provided and use the wall mounted anti-bacterial hand gel.

We did not see a photographic staff noticeboard however, staff were easily identifiable by uniform. The Healthwatch Lancashire poster was displayed elsewhere in the small reception area adjacent the dining room on the ground floor.

A main noticeboard was positioned close to the reception area on the first floor and representatives observed that this displayed safeguarding information, the

Complaints Policy and information about activities alongside a weekly menu. There was no discernible odour throughout the facility.

Green

The observation of corridors public toilets and bathrooms

Public areas and corridors were typical of the period of the building seeming narrower at the top of the building. Although there was a passenger lift to residential floors representatives considered those with mobility issues may have experienced problems negotiating the flights and half flights of stairs.

Representatives observed that those residents who had wanted, had personalised their doors with photographs. Toilets and bathrooms were indicated by colour contrasting and pictorial signage and colour contrasting toilet seats and grab rails.

Sufficient public bathrooms were available on each floor and staff told us that some rooms had their own toilets. Representatives considered that all the public bathrooms were warm, clean and well stocked with hand towels soap and toilet rolls.

Public areas were considered generally uncluttered however the public bathroom on the ground floor was temporarily storing a delivery from the pharmacy which had arrived that morning. Staff were in the process of relocating this and explained that inside the boxes were sealed blister packs which did not contain controlled drugs.

Green/ Amber

The lounges, dining and other public areas

The first-floor housed the two public lounges both overlooking the views across the bay. The smaller of these containing a number of comfortable winged armchairs, tables, bookshelves and a TV turned on low. The larger lounge was similarly appointed with cosy armchairs, thick carpeting and curtains.

At the time of our visit this lounge was being used to host a gentle exercise session delivered by an external activity professional using bright and exciting music. Staff were happy to join in and encouraged residents to take part.

Representatives considered that the facility had a very homely feel with tables, plants and ornaments creating an environment that was relaxed but also promoted social interaction. Seasonal decoration was cheerful and colourful with representatives noting that a celebration brochure had been produced titled “Christmas at Across the Bay.” Residents and relatives were invited to activities and meals throughout the festive season and representatives were impressed by the selection of three course meals on offer and diversity of activities, visits and trips.

Particularly thoughtful was an “invitation” to the managers family wedding breakfast on 29th December 2017 which consisted of a replication of the wedding breakfast served in the large dining room at the home.

The dining room being well presented with tables settings of colour coordinating linen, along with condiments and small gold Christmas tree table centrepieces.

Representatives observed that fruit juice /drinks were readily available in the lounges.

Observations of resident and staff interactions

In addition to speaking to respondents about their experiences of living and working at Across the Bay representatives conducted observations of the person-centred provision and interaction between staff and residents.

Many staff had been employed for long periods of time with two staff telling us they had been employed for “18 years” and “over 30 years.” This was observed in the apparent comfort and confidence in staff interaction with residents and visitors and professionalism reflected from the top down with staff reporting a supportive culture.

Representatives observed the atmosphere to be relaxed and content with the main lounge enjoying a sociable, lively and fun day. We observed that residents and staff appeared to know each other well and that staff knew residents’ names and backgrounds.

Representatives observed staff engaging residents in conversation about the view across the bay and watching dog walkers. This prompted one gentleman to reminisce about “the sea freezing over in 1947”.

There was a comprehensive activity schedule and residents told us that they enjoyed weekly trips out in the minibus. The schedule was thoughtfully arranged to cover pampering activities such as manicures, mental stimulation with “What the papers say” anagrams and physical stimulation with gentle exercise.

The “Christmas at Across the Bay” brochure detailing “Christmas pie tasting”, “Carols with the choir” a visit to see “Oliver” and reminiscence activities.

Staff also told us that they also resourced “memory boxes” from the library service.

The manager told us that after some considerable effort she had managed to establish links with a local nursery who visited each Thursday providing companionship, much to the resident’s delight.

The home had been pleased to work with The University of Manchester in research focused on “Exploring Gentleness in Employee Care giving”

Feedback from residents

Environment

“Happy with room and happy with small TV lounge.”
“My room is very nice.”
“I like my room, it has enough space.”
“It’s homely and cosy. The bathrooms are kept clean and it’s comfortable.”
“I enjoy living here.”
“It’s comfortable.”
“It’s a lovely environment, It’s a beautiful view across the Bay.”
“My room is comfortable.”
“They could do with another toilet near the lounges.”

Activities

“There’s games and stuff to do if you want.”
“They do the exercises.”
“You can choose to join in with activities.”
“I like the exercise.”
“I like to do the puzzles which I buy myself.”
“I like to do crosswords.”
“The home does exercises which I don’t like to join in because it makes my arms ache.”
“I like cards bingo and dominoes.”
“I like it when the children come.”
“I don’t do a lot, but I am happy to watch what’s going on.”
“We have sing songs.”
“I can choose whether I take part in activities or not.”

Care

“They’re nice and they’re very obliging.”
“I’m happy enough here.”
“You can have visitors whenever you want.”
“They’re good.”

“She promised to bring up my yellow Warfarin book, but she hasn’t I’m still waiting.”

“I am happy here the staff are great. They are kind and caring.”

“Staff let you be quiet sometimes.”

“The staff take good care of me.”

“The staff go the extra mile.”

“Staff got me some comfortable slippers.”

“Everybody is lovely and kind.”

Food

“We’re always well fed here.”

“It’s nice.”

“They are always nice dinners here.”

“They always ask me what I want. I don’t like fish, so when it’s fish they make me egg and chips instead.”

“I am happy with the food.”

“I only asked for one shredded wheat and she gave me two, but I only wanted one it’s too much.”

“The food is brilliant. I get a choice at mealtimes.”

“The food’s good. There is a good variety.”

“I look forward to finding out what’s for dinner.”

“The food is always good and I enjoy it. They always ask if want any more.”

“You get a choice at mealtimes and there is an alternative if you don’t like them.”

Relatives and friends' views

How do you feel generally about the service?

“I am very happy with the service my relative has been here 12 months.”

“When we chose this home, the staff made us feel so welcome. Another relative told us that the home was the best.”

“My relative is happy here but I think she will settle in better when a ground floor room becomes available. She would sometimes like to go to her room without having to ask.”

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

“Yes and what I don’t know I ask. I feel confident that I will be informed.”

“Yes.”

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

“No.”

“Yes.”

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

“Yes, certainly I have been in a sing a long and done the exercise.”

“They have a dedicated minibus and residents go out weekly during the summer.”

Would you recommend this service to others?

“Definitely and I have done.”

“Yes.”

Staff views

Do you have enough staff when on duty?

“Yes.”

“Yes, we do.”

“Yes.”

Do you feel supported to carry out person centred care?

“Yes, we do.”

“I have previously worked in care homes it was stressful and we had time slots. It’s not like that here we try to promote independence and do their nails and dance with them.”

“Yes, we get time to spend with residents. Where I used to work I was only allowed to spend 15 minutes with each resident.”

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

“I am happy with my ongoing training.”

“Yes.”

“Yes.”

Are you happy working here?

“We have a sympathetic manager.”

“I am very happy I have been here a long while.”

“I like the residents.”

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

“Yes certainly.”

“Yes, definitely I would.”

“Yes.”

Response from provider

CERFICATION WAY
 Leyland
 PR26 6TY
 01524-235179

FEEDBACK FORM FOLLOWING ENTER & VIEW BY AUTHORISED REPRESENTATIVES

Healthwatch Lancashire values any constructive comments that would help to enhance our practice of the Enter & View process. Could we therefore ask the service provider to use this form to provide feedback to help us evaluate our effectiveness?

Organisation Address	Premises –if different
479 MARINE RD EAST MARSHAMBE WA4 6AF	
Contact Name	Telephone Number and/or email
Melanie Cooper	01524 410625 Office Across The Bay.co.uk
Name of Healthwatch Enter & View Authorised Representatives	Michele Chapman -Project Officer
Date & Time of Enter & View	12/12/17 10.30am
Were you happy with the Enter & View Arrangements prior to the visit? Comments-	
Yes I was -	
Please outline any Positive aspects of the Enter & View visit. Comments-	
Were courteous & polite - welcoming did not intrude - friendly -	
Please outline any Negative aspects of the Enter & View visit. Comments-	
None.	
Please use this space to comment on how you think we could improve your experience of	

Healthwatch Lancashire Limited
 Registered in England and Wales No 8430248
 Registered office: P O Box 78, County Hall, Preston PR1 8XJ

www.healthwatchlancashire.co.uk
info@healthwatchlancashire.co.uk
Twitter: @HW_Lancashire
Facebook: facebook.com/lancshealthwatch