

Eric Morecambe House

Morecambe

Tuesday 6th March 2018

10.20am-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:

Eric Morecambe House
Harrow Grove
Morecambe
LA4 6ST

Staff met during our visit:

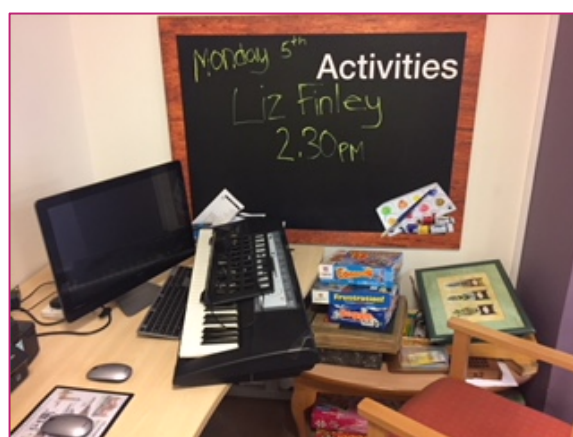
Nicola Spedding (Manager)

Date and time of our visit:

Tuesday 6th March 2018
10.20am-12.00pm

Healthwatch Lancashire Authorised Representatives:

Michele Chapman (Project Officer) Lead
Lawrence Houston (Project Officer)
Liz Housden (volunteer)



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 Nicola Spedding, together with staff, residents and visitors, for making us feel welcome and taking part in the visit.

General Information

Eric Morecambe House is privately owned by Anchor Trust with places for thirty four residents. There were two vacancies at the time of our visit. The person in charge is Nicola Spedding.

Information obtained from carerhome.co.uk states that the home provides care for people from the ages of sixty five plus who are affected by dementia and old age.

Methodology

The Enter and View representatives made an announced visit on Tuesday 6th March 2018 10.20am-12.00pm

We spoke to six residents, four staff 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 six of the thirty-two 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:

Eric Morecambe House is an attractive purpose-built facility set over three floors. Representatives considered the home to be clean, homely and well presented with the exterior being well maintained, however parking space was limited.

Comments from the staff, residents and relatives we spoke to were generally positive with staff reporting being well supported and having ample training opportunities. Residents we spoke to were similarly positive with one resident reporting “all the staff do their best to please you and help you” and “I feel listened to.”

Staff presented as being warm, friendly and professional. We saw confident and familiar interaction between staff and residents with staff showing respect for residents by knocking on doors before entering.

The environment was comfortable and appeared well managed with appropriate information advice and timetabled events and menus being displayed on notice boards.

Representatives were impressed with the level of innovation the provider employed in respect of provision for residents namely a computer station and a “Tovertafel” interactive virtual reality device. (the device projects images onto a flat surface which the residents can interact with.)

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

Eric Morecambe House was purpose built in the late 1980s by Anchor Housing Trust. Set over three floors the facility accommodates thirty four residents with two vacancies at the time of our visit.

Prior to our visit we were able to view a dedicated and informative website and a brochure was available to download.

The facility is located close to local shops and a bus stop is nearby.

The parking is somewhat restricted, but we observed that parking was available in the approach road. Representatives did not observe a dedicated disabled parking space, and one space was obstructed by a skip. The home is clearly signposted with the approach to the main reception accommodating wheelchairs.

Green/Amber

The external environment

The external environment is pleasant and well maintained with a patio area suitable for residents to sit out in warmer weather. The area being secured with decorative fencing and a gate. We noted that raised planters and bird feeders added interest to the area as did a contemporary bubble fountain and outdoor lighting.

Signage from the car park identified the reception area on the lower ground floor. The intercom to the entrance was answered in a friendly and timely manner.

Green

The internal environment/reception - first impressions

Reception is located on the lower ground floor leading directly from the car park. Directly from the reception area were designated storage areas for larger items such as scooters. We observed the area to be spacious and comfortable with homely furnishings and a sofa. The area was secured by an intercom system and we were able to use a signing in book.

A noticeboard displayed general health and safety advice. The Healthwatch Lancashire poster being displayed elsewhere in the main lounge.

A photographic key staff information board was in the process of completion.

We did not see anti-bacterial hand gel provided. However, first impressions were of a very clean, uncluttered and pleasant environment.

Green

The observation of corridors public toilets and bathrooms

Corridors were wide, well-lit and clutter free and in common with the rest of the facility there was an excellent standard of cleanliness and a fresh smell.

Communal areas at the end of corridors had been thoughtfully furnished with items such as sofas, coffee tables and table lamps. We observed books, magazine and newspapers throughout the home. Representatives observed that Dementia appropriate signage was provided in public areas of the home and that a resident noticeboard in the corridor opposite the main lounge displayed advocacy and complaints information.

A “Keeping Customers Safe” hotline was displayed alongside acknowledgment of the “Johns Campaign” encouraging flexibility and cooperation around services delivered to those with Dementia.

Staff told us that most of the rooms were en suite with a toilet and sink in each room. Four of the double rooms (intended for couples) also have a shower room.

There were a further two public bathrooms on each floor and these were large enough to house a shower, bath, and hoist however, adaptations were not colour coded.

Representatives noted that the public bathrooms were very clean with sufficient supplies of soap, hand towels and toilet rolls.

Green

The lounges, dining and other public areas

The main lounge on the ground floor was situated as a central “hub” to the building with access through two separate doors to the corridor and French doors to the patio outside.

Representatives observed that seating was arranged in small groups around tables to encourage social interaction and that a television was on low and so did not impede conversation. There was a convivial atmosphere and we saw residents chatting to each other and staff in a relaxed manner asking how their families were.

We also noted an activity corner in the lounge area indicating the visit of an entertainer at 2.30pm that day. This area was complemented by an electronic piano keyboard and we observed the provision of internet access and board games such as Connect4. An activity board displayed the weeks activities, religious services and birthdays of residents and staff.

Close to the activity area was a ceiling mounted “Tovertafel” box enabling virtual reality interaction for residents.

Likewise, there was an orientation board detailing the day, date, season and the weather in a written and pictorial format. A red “post-box” was provided in the corridor.

There was seating at two tables in the lounge area for those wishing to eat there, with the dining room providing further seating sufficient for the number of residents.

During our visit we saw residents being offered tea and coffee from a trolley and that dining tables were set with table cloths, napkins and crockery.

The dining room was light, spacious and clean with the menu being displayed outside in the corridor. The menu appeared very impressive with the lunch on the day of our visit being beef in ale pie or cod in cheese sauce accompanied by minted peas and creamed root vegetables and jacket wedges. Dessert being apricot and almond crumble with custard or peaches and cream. The menu offering alternatives on request for residents wishing to choose so.

Staff also showed us an attractive hairdressing salon staffed alternately by a ladies hairdresser and a barber.

Green

Observations of resident and staff interactions

Staff were confident and happy to engage with representatives and were easily identifiable by their smart uniforms. There appeared to be sufficient staff on duty, with cleaning staff being particularly noticeable.

We observed both care staff and kitchen staff having the time to interact with residents and we saw a care staff member holding a resident’s hand and asking her “are you ok?” and reassuring them “not to worry.” Similarly, we heard a resident offering to help set the tables at lunchtime.”

Staff appeared respectful and caring knocking at doors and waiting for a response. Similarly, they were aware of residents’ names, families and likes and dislikes.

We observed both care staff and kitchen staff as having time to maintain conversations with residents and their visitors. One resident reporting “being listened to.”

Kitchen staff told us that they had the opportunity to host “theme nights” where they would make meals to complement the subject of an evening’s entertainment. One example being an interactive video of the Britain’s south west coast for which they served Cornish pasties.

Staff told us that an activity coordinator comes in Monday to Friday.

Green

Feedback from residents

Environment

"I have a nice bedroom, go up and see it."

"I have a very comfortable room."

"It's very nice and clean."

"Good laundry service."

"The room's good and they have a good laundry service."

"I have no complaints at all, just want to tell people what a wonderful place this is."

"I have a lovely attachment with the place."

"My room is like a little flat, I have my own bathroom and its really nice."

"I would always choose to come here."

"I wouldn't go anywhere else."

"I like my room it's cosy and homely."

"My room is nice I have my own phone."

"Everything is alright."

Activities

"We have quizzes, chair exercises, board games, and a very nice craft teacher who listens to you."

"There is a good little choir and a nice person helping them."

"I have chosen not to go out because of my health, but I could do."

"My daughter takes me out."

"I don't do any activities, but I like jigsaws."

"I don't do too much walking as I have to be careful about my chest."

"My family take me out."

"The hairdresser comes in to do my hair."

"We have evening games sometimes."

"I go out to with my grandchildren and stepchildren, they are very good to me."

"We go out for trips and we play games."

"We've made things, we made hedgehogs."

"There is not enough to do, I was expecting days out to see different places and its never happened."

Care

"The older staff are good, the younger ones, maybe not so good."

"The staff are very pleasant."

"I have no complaints."

"My family can visit when they want."

"I am very contented."

"They have good staff."

"All staff do the best to please and help you."

"On the whole staff are very good, they help me. I can talk to them they are very eloquent."

"I have never found any staff treating people other than properly."

"People are treated fairly here."

"Staff sit down and have time to talk."

"I can't praise staff enough, they're really good."

"They will come and have a chat with you, ask what's wrong and then I feel better."

"You can have a laugh with the staff as well there's no sour faces."

"If you have a question they'll always come and listen."

"I feel happy enough here."

"The staff are terrific, they always make time for you."

"If you have a question they'll always come and listen."

"My family can visit at any time."

"I get woken up at 6am every morning when I haven't asked them to do it. I haven't mentioned it to them. Perhaps I should, it makes a long day."

"There is nothing to complain about at all."

"I would go home tomorrow if I could, but I had a lot of falls and my family persuaded me to be cared for."

"There is nothing I could put my finger, on other than I would rather be in my own home."

Food

"The food is wonderful there is a big choice."

"Not brilliant but good."

"There is plenty of choice and some treats."

"There is a choice and it's very nice."

"There is plenty of choice enough variety and it's always good."

"The food is very good."

"They are two good lads." (kitchen staff).

"The meals are lovely."

"There is either sandwiches or the main meal. I have sandwiches because I like them."

"We usually get a choice of two things. The food is very good."

"The food is pleasant it's edible."

Relatives and friends' views

How do you feel generally about the service?

"It's excellent my relative has been here for two and a half years."

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

"Yes, we are".

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

"Yes of course."

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

"Yes, we have seen activities taking place."

Would you recommend this service to others?

"Yes definitely."

Staff views

Do you have enough staff when on duty?

"Yes, we do."

"Yes, I really enjoy the activity coordinator coming in Monday to Friday."

"Staff help each other out."

Do you feel supported to carry out person centred care?

"I am not a carer, so I don't deliver care." (cleaner)

"Yes, we cover everything."

"There is a great support system."

"There is always support available if needed."

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

"Yes, and training is always on offer."

"We have shared learning within the team, and there are progression opportunities."

"We have had new Tovertafel training."

"Yes, I have had training in other Anchor homes and E Learning."

Are you happy working here?

"Yes, I am."

"I enjoy the socialising."

"Yes, this is one of the best homes I have worked in."

"Love it most definitely."

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

"I have mixed feelings, there could be more going on. But a lot of the residents don't want to join in anyway."

"Definitely."

"Yes, they will adapt care plans for residents."

"Yes, the facilities are good especially the adapted bathrooms."

"Definitely."

Response from provider

A response from the provider can be found below.

www.healthwatchlancashire.co.uk

info@healthwatchlancashire.co.uk

Twitter: [@HW_Lancashire](https://twitter.com/HW_Lancashire)

Facebook: facebook.com/lancshealthwatch

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
ERIC MORECAMBE HOUSE HARROW GROVE MORECAMBE LA4 6ST		
Contact Name	Telephone Number and/or email	
NICOLA SPEDDING	01524 831104	
Name of Healthwatch Enter & View Authorised Representatives	Michele Chapman -Project Officer	
Date & Time of Enter & View	6-3-2018 10-20am - 12pm	
Were you happy with the Enter & View Arrangements prior to the visit? Comments-		
YES - NO CONCERNS		
Please outline any Positive aspects of the Enter & View visit. Comments-		
ALL ASPECTS WERE POSITIVE - ALL WHO VISITED WERE POLITE AND COURTEOUS TO ALL THEY SPOKE TOO.		
Please outline any Negative aspects of the Enter & View visit. Comments-		
NA		
Please use this space to comment on how you think we could improve your experience of		

our Enter & View visit. Your views are very important to us at Healthwatch Lancashire and we appreciate, in anticipation, your time to complete this form.

NA.

Completed by	N. Spedding
Position	Home MANAGER
Date	22-3-18