

**Abode**  
**Poulton Le Fylde**  
**Enter and View Report**  
**Wednesday 28<sup>th</sup> August 2019**  
**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:**

Sonia Solanki  
Abode  
58 Moorland Rd  
Poulton le Fylde  
FY6 7EU

**Staff met during our visit:**

Sonia Solanki (Provider)

**Date and time of our visit:**

Wednesday 28<sup>th</sup> August 2019  
10.30am-12.30pm

**Healthwatch Lancashire Authorised Representatives:**

Michele Chapman Engagement Officer (Lead)  
Lesley Miller Project staff

**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 Sonia Solanki, together with staff and residents, for making us feel welcome and taking part in the visit.

## General Information

Abode is privately owned by Sonia Solanki with places for thirteen residents. There were four vacancies at the time of our visit. The person in charge is Andrea Coward.

Information obtained from carehome.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 27<sup>th</sup> August 2019 returning on Wednesday 28<sup>th</sup> August 2019 10.30am-12.30pm.

We spoke to five residents, and two staff at the time of our visit, 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 of 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 nine 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.

We use templates to assess the environment of a facility and gather information from respondents, to ensure that reports are compiled in a fair and comparative manner.

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

## Summary:

The Abode is a new service with the current provider taking over the facility in May 2019. Situated in a pleasant and convenient location representatives considered there were some minor environmental considerations, which the provider was addressing with an ongoing programme of upgrade and improvement.

Similarly, the provider told us that as resident numbers increased she would be addressing this with proposed staff increases.

Representatives were impressed by the level of independence that residents were encouraged to develop and felt that this could have been enhanced with the activity schedule and daily menu displayed in advance. Likewise, seating would have benefitted from being arranged to encourage social interaction and a little more in the way of soft furnishings to lounge areas.

Representatives considered that the home appeared clean and comfortable, residents appeared happy, and we received generally positive responses from the staff and residents who spoke to us.

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

The home is an older detached red brick building formerly a small nursing home, the current provider commencing service in May 2019.

Prior to our visit we attempted to review information from the home website and could not find one, when we spoke to the provider later she told us that there was no website or brochure available however details were available on carehome.co.uk.

Representatives found the home to be well signposted and easily located however; at our initial visit staff told us that they had not received our letter or poster and were reluctant to facilitate access. Representatives advised staff of the Healthwatch remit under that Care Act 2012 and arranged to return the next day.

The team found that the home to be situated in a pleasant village location on a main road close to local shops amenities and transport. The main lounge of the building overlooking the main road and a school sports ground creating interesting views for the residents.

There was an adequate car parking area to the front of the building with a side access ramp for those with disabilities.

### Green Amber

#### The external environment

Representatives considered that the external environment was in need of some maintenance with the parking surface being uneven in places. The garden areas to the front and the rear would also have benefitted from a regular maintenance schedule with the large lawn area to the rear of the building being a little overgrown. Despite this the garden area was relatively spacious and pleasant with mature planting and room for residents to sit outside should outdoor seating have been made available.

It was clear where the reception was situated and the secured front door was answered in a timely manner.

A banner to the front of the building described Abode as delivering “*person centred care including dementia.*”

### Green Amber

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

The Abode presented as a very homely and friendly establishment with the provider making us welcome. Representatives observed a visitor's book in use and antibacterial hand gel available. Staff were easily identifiable by uniform and we saw one staff member, the provider and a kitchen staff member during the time of our visit.

Healthwatch Lancashire had sent the provider a hard copy poster and letter in advance of our visit. Unfortunately however, the provider reported not receiving these and so our poster was not on display when we arrived.

Representatives observed up to date notices and posters displayed throughout the home but we did not see either the activity schedule or the daily menu featured.

The home appeared to be undergoing a period of update and redecoration, representatives observing clean paintwork what appeared to be new carpets and furniture.

The team observed residents to be very open and confident in their engagement with both staff and representatives, we observed residents being similarly confident navigating their environment and looking happy, clean and well dressed.

## **Green Amber**

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

Corridors were uncluttered and well lit with vinyl hard flooring. We saw that handrails and doorframes were colour coded and that signage was pictorial, colour coded, and written, both corridors and doors being individually labelled.

The team observed decorative chandeliers and items of reminiscence including a large red telephone box mural, and nostalgic prints such as "My Weekly" and "The Seafood Market." The provider also showed us that she was in the process of fitting small tea and coffee stations along the corridors.

Representatives considered there was sufficient public toilets and bathrooms to service the number of residents (with four of the bedrooms being en-suite.)

All of the bathrooms appeared clean and relatively modern with one toilet area being recently replaced. However, one downstairs toilet was malodorous (which may have been attributed to lack of ventilation in its internal position). All but one of the bathrooms we saw had sufficient soap, toilet rolls, and hand towels with one cloakroom lacking paper hand towels.

## **Green**

## The lounges, dining and other public areas

The lounge area was very spacious and light with windows to several aspects. The front aspect was particularly attractive with views over a school playing field, and armchairs arranged to maximise this. Armchairs positioned about the room were wipe clean vinyl and appeared relatively new however, representatives felt that a little in the way of soft furnishings would have made the environment more homely as would seating arrangements facilitating social interaction.

Public areas presented as very clean and we saw prints, ornaments and other decorative items enhancing the environment throughout the home.

A spacious conservatory to the rear of the building served as the activity room and dining room. Representatives observed there to be sufficient dining places for the number of residents with small round tables, comfortable dining chairs and attractive table decorations. Unfortunately the menu was not on display but the provider showed us the menu planner indicating a comprehensive choice of lunchtime meals. Main meals scheduled included popular choices such as cottage pie, sausage and mash, roast chicken, steak pie, fish and pasta dishes. Desserts included lemon sponge, apple pie, rice pudding and chocolate fudge cake (amongst others).

The menu indicated a lighter choice for the evening meal of sandwiches, quiche, and omelette, desserts being similarly light jelly, cake, blancmange and ice creams. Likewise, a supper menu of toast, scones and crumpets was available.

Representatives evidenced that residents had a choice of food at each meal and that responses from residents in respect of food were recorded as “*there is always a variety*” and “*the food is good.*”

Staff told us that the food was currently prepared by night staff which day staff “*finished off*”. It was intended that a chef be appointed as resident numbers increased.

The conservatory area was also used for activities with residents who responded telling us they “*walked round the garden*” and “*we play games in the conservatory*”.

Representatives saw an activity area complete with two CD players, books and traditional games such as, Old Maid, Dominoes, Bingo and Monopoly. Similarly we saw activities of reminiscence such as pictorial and written cue cards and “*That was the year that was*” alongside nostalgic photographs.

Representatives did not see any activities taking place at the time of our visit however the provider showed representatives an activity schedule which indicated that bingo and reminiscence therapy was available on that day.

## Green



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

Representatives observed a very positive atmosphere at the home with staff and residents enjoying laughter and “banter” together. Staff were aware of residents’ backgrounds and appeared responsive to requests whilst monitoring developing situations well. Indeed, each of the staff we spoke to reporting being happy in their work.

Residents were encouraged in their physical independence and seemed happy to engage with visitors, showing natural curiosity greeting visitors at the door.

We observed one of the residents persuading the provider to dance with her and this was received in a light hearted manner by the staff member.

Residents were able to navigate the environment by way of colour coded, pictorial and written signage with bedroom doors being personalised with the name and photograph of each resident. However, orientation in terms of the time, day, date and season would have been beneficial, (the clock in the lounge displaying the time incorrectly).

The majority of residents were in the lounge area of the facility chatting and watching the TV on low, however the conservatory area was vacant and this gave residents the opportunity to enjoy solitude whilst overlooking the garden.

Representatives observed each resident to have a table close by with hydration on hand, residents we spoke to telling us they were looking forward to lunch later.

There were three staff on duty at the time of our visit and this appeared to be sufficient at that time.

## **Green**

### **Additional information**

The provider took over the service in May 2019 and she told us that she was undertaking a continuous programme of improvement and upgrade.

The service was gradually increasing the number of residents with nine of the fourteen places in use. The manager told us that the upper floor of the home was vacant, pending further resident admissions.

The provider told us that the manager of the home was undertaking training and not available at the time of our visit.



## Feedback from residents

### Environment

*"I like my bedroom it's big enough."*

*"It's alright but there is no shower."*

*"It's lovely you know some you like some you don't. We have our own television in our room."*

*"Yes, it's okay, I'm only visiting, I have my own house."*

*"I want to go home."*

### Activities

*"I ring my son and daughter; they have a private health care company."*

*"I enjoy talking to people the most."*

*"I have friends here."*

*I'm able to walk around the garden. I've not noticed any entertainment. There are plenty of board games in the conservatory."*

*"There are activities if you feel like it."*

### Care

*"They ask me what I want and they bring it for me."*

*"I probably like them I don't know."*

*"Yes, they are alright, I would rather be at home."*

*"Yes, its okay, they look after us."*

*"Yes, I think they're okay."*

*"The medication is making my skin a mess."*

### Food

*"I like cake and biscuits."*

*"I like mince best."*

*"The food is okay, I like the porridge. There is always a variety."*

*"The food is good, we like the chicken."*

*"The foods alright, my favourite is chicken."*

## **Staff views**

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

*“At the moment yes we do.”*

*“It’s okay with the two of us, the manager comes every day to help out.”*

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

*“Yes I do.”*

*“Yes I do, when residents get a bit agitated and want certain things I do what I can to help calm them down.”*

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

*“We get plenty of training.”*

*“Yes I have done plenty of training such as manual handling, medication, food hygiene.”*

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

*“Yes of course.”*

*“Yes, it’s really good.”*

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

*“Yes I would.”*

*“Yes I think it is really good here.”*

## **Response from provider**

No response was received from the provider.

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