

Adelphi Care Home

Chorley

Enter and View Report

Tuesday 2nd October 2018

10.30am-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:

Adelphi Residential Care Home

35 Queens Rd

Chorley

PR7 1LA

Staff met during our visit:

Alison Redshaw - Manager

Date and time of our visit:

Tuesday 2nd October 2018

10.30am-12.00 noon

Healthwatch Lancashire Authorised**Representatives:**

Michele Chapman (Lead) Engagement Officer

Jeanette Newman Engagement Officer

Lynne Yates Engagement 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 Alison Redshaw, together with staff, residents and visitors, for making us feel welcome and taking part in the visit.

General Information

Adelphi Care Home is privately owned by Mr B Brown with places for twenty seven residents. There were five vacancies at the time of our visit. The person in charge is Alison Redshaw.

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 2nd October 2018.

We spoke to ten 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 of 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 twenty 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:

Formerly two Victorian houses converted and extended, the building is typical of its period with high ceilings, narrow corridors and limited but attractive outside space.

Set in leafy surroundings very close to Chorley town centre one resident reported enjoying visiting the church and others going for walks with staff.

Representatives considered the environment of the home to be friendly, open and homely. Similarly, public rooms were observed as airy and clean with no discernible odour. Décor was generally in keeping with the period of the home but the team and felt that some updates were required particularly in public bathrooms.

Both staff and residents were comfortable and confident in their environment being happy to engage with representatives. The home was pleasantly busy with visiting professionals and relatives. We heard a staff member conversing with a medical professional about a resident, and the staff member was knowledgeable and caring, whilst maintaining confidentiality.

There appeared to be enough staff on duty and we heard very few call bells. Staff who responded to our visit demonstrated high levels of satisfaction with their job and the management of the home. One staff member believing "managers are very fair we are all treated the same and you can go to her with anything."

Residents who responded were generally happy with the home telling us they valued their independence, enjoyed the food, but would like more activities.

Respondents told us that the relationships between staff and residents were positive a resident telling us "staff are good; they are easy to be with and talk to." Likewise, one staff member reported that she "loved her job" and described the facility as "like a home from home."

We were only able to speak to one relative at the time of our visit who told us "Mum has been well looked after."

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 attempted to access a website for the home and could not find one. Staff told us that they were unaware of a website but had a Facebook page. A brochure was available at the time of our visit but this appeared to be in need of updating.

The home is located close to Chorley town centre and transport links, with shops nearby. We noted a parking area to the rear of the property with appropriate disabled access.

The home was clearly signposted and easily located.

Green

The external environment

The home is a large and extended detached Victorian property set in a pleasant suburban street close to Chorley town centre, and associated amenities. The property is set over a basement (with windows) and two floors a lift being available to all areas.

The exterior of the property appeared to be well maintained and surrounded by limited gardens and a courtyard, attractively furnished with outdoor seating, tubs, and planters.

It was clear where visitors should report to and the secured front door was answered in a timely manner.

Green

The internal environment/reception -first impressions

The manager of the home made us feel welcome and delegated a member of staff to accompany us. Our first impressions were of a very homely environment with décor appropriate to the period of the home.

In the porch of the home we observed a photographic notice board indicating key staff members. Staff members were also clearly identified by uniform.

We were directed to a visitor's book with wall mounted hand gel close by. A comprehensive noticeboard above this displayed the Healthwatch Lancashire

poster alongside general information including details of Advocacy services and an NHS Adult Safeguarding poster.

The designated reception area was situated adjacent the dining area and furnished with a settee, chairs, and a coffee table complete with magazines. The resident cat lived here and the environment appeared relaxed, friendly, and homely.

Representatives considered that there was generally a pleasant “buzz” about the place with visits from a GP, district nursing services and a podiatrist. It was nice to hear contemporary local radio with current news items, and levels of positive interaction between staff, residents, and visitors, with humour being a common ingredient.

Green

The observation of corridors public toilets and bathrooms

In common with the period of the building, corridors were a defining feature of the home but these were generally clutter free apart for some wheel chairs stored outside the “gold lounge.” Doors leading from corridors were indicated by signage in pictorial, written and colour coded format with bedroom doors being indicated by number, name, and residents photograph.

Staff told us that the home had five shared bedrooms with twenty two single rooms. None of the shared bedrooms were in use at the time of our visit. Similarly staff told us that the majority of bedrooms were en-suite or had washing facilities, these being supplemented by sufficient toilets and bathrooms on the corridors.

Public bathrooms although dated were very clean with sufficient supplies of soap, hand towels, and toilet paper. However, representatives noted that not all adaptations to the bathrooms were colour coded to aid those with dementia.

Green

The lounges, dining and other public areas

The home provided a selection of public areas which residents could use to relax there being two lounges and a conservatory all with comfortable seating. However, seating in these areas tended to be around the perimeter of the room and representatives felt that more face to face seating would have encouraged social interaction.

The “blue lounge” was populated by residents chatting, watching TV, and relaxing with one or two knitting or crocheting. We saw that staff were constantly in attendance engaging in conversation and asking if residents were OK. The residents

in the “blue lounge” were happy and confident engaging with representatives, residents telling us “they encourage you to be independent”. Another resident reporting “I get to walk, even though I can fall. Everyone looks out for me.”

The “gold lounge” was populated by residents who were a little more frail the staff taking great pride in introducing two of their older residents being 107 and 103 respectively. The décor in the two lounges was very similar being homely, clean, and bright with nice decorative touches such as lamps, mirrors, and paintings.

The large conservatory had recently been furnished with new blinds and looked out over the rear courtyard, this area being used as a quiet lounge/diner.

Dining was set over the conservatory and designated dining area with ample dining spaces for the number of residents. Representatives observed tables to be set nicely with table linen, napkins and condiments and floral table decorations.

A whiteboard menu in the dining area indicated a choice of two three course meals for lunch and tea, earlier we had seen a tea trolley complete with biscuits. A resident confirming “We get two choices at lunch and two sweets, and I wouldn’t have any hesitation in saying its pretty good.”

Staff members told us that a hairdresser and chiropodist were in regular attendance at the home with a basement room allocated as a hairdressing space.

Green

Observations of resident and staff interactions

The atmosphere at the Adelphi Care Home was very warm and friendly. We observed high levels of positive interaction between staff and residents. Likewise we saw evidence that connections with the local community had been encouraged when the home had hosted a successful MacMillan coffee morning.

We saw staff dealing competently with a visiting GP, a district nurse, and a podiatrist listening and then offering their informed opinion based on their knowledge of the resident. We saw correct moving and handling techniques employed and staff going out of their way to ask how residents were. Staff generally appeared to know the likes and dislikes of the residents. One respondent saying, “I always have time to have a chat with the residents,” and “we give them choice and dignity.”

Likewise, pointing out a resident who “likes a cuddle in bed in the morning and a little dance at night before getting in bed.”

We spoke to the Activity Coordinator who told us that craft activities were popular and that a bus was available for days out. Residents telling us that they would prefer “more singalongs, board games, and quizzes.”

One resident reported enjoying staff taking her into Chorley and another said “I have settled in I have got friends.”

Representatives considered that the home focused on resident’s independence and choice, observing the tea trolley being taken to residents who had chosen to stay in bed. Similarly residents told us that they were encouraged to wash and dress themselves wherever possible.

Green

Additional information

- The manager told us that she had requested that the provider introduce an updated brochure for the home.

- A resident told us about the process of her discharge from hospital.

“I have only been here for a short while. They wanted the bed in hospital, so where do you go? I came here at 7.30pm on a Friday night it seemed like a rush job to me. It was thrust on me so I didn’t like it at first. It was a bit daunting even though I was told I am only here for a short while.”

Feedback from residents

Environment

"Good, cosy, secure, and I feel safe."

"Not too bad at all."

"I am not disturbed by other people's visitors even though I don't get any."

"I feel comfortable and at home. You have lots of fun and John is really funny."

"I'm still here."

"Some of the floor isn't quite straight but it's pretty good."

"Bit difficult on the stairs and landing because it is a bit narrow for the staff to help me."

"There isn't a sink or a toilet in my room."

"Don't see anyone sitting around having a Gin or a Lager."

"Its comfortable. It's an old style building but I'm old and so are the other residents. It's an interesting cosy rabbit warren."

"I have settled in. I have got friends, no bills and heating, no gas bill to worry about paying for, and I get my meals made."

"Yes, I sleep well."

"Yes I do like it here."

"It's alright. They do what they have to do; I make the best of it."

Activities

"I have done some colouring and some other craft things which is hard work for me but worth doing."

"I get the chance to do little things and I like it, but I could do with more I think."

"I find enough to do."

"I have made little hats to go in the conservatory."

"My son takes me out and I do crafts."

"Radio programmes, music, TV - we don't have a lot of activities because we are always eating."

"I get my hair done every week and my nails get done as well."

"Staff take me to Chorley; I watch television and go across the road to visit. I wouldn't like it if I couldn't go out."

"They have a few things on - singing, dancing."

Sometimes we don't have enough to do."

"We could definitely do more."

"Need more things to do such as board games, cards and quizzes - they are difficult for me but I could work on getting it right with help."

"No sing songs in 6 weeks."

"I go out to friends and to see Father Marston and Father Stanley so I can go to confession and say my three Hail Mary's."

"I join in occasionally it depends what they do."

"I like music and movement."

"I don't see very well. I like music."

Care

"I go to the physiotherapist."

"On the whole the care is good. They encourage you to be independent and help you get yourself washed and dressed so it is helping me."

"Staff treat you with respect. Sometimes I think I'm not so sure but then I leave it. The boss herself is very good."

"Staff are good. They are easy to get on with and talk to."

"It's great they're very good."

"They do what you ask them to do. If they can manage it they will. They know everything about you and they are up to date."

"I dress and wash myself but I have to let someone take me down the stairs and they carry my things for me."

"I need hearing aids and glasses but I get out walking even though I can fall. Everyone looks out for me and I still get to go out."

"I am looked after very well."

"They are alright .It isn't always easy."

Food

Pretty good on the whole - some good and bad options but then it depends what you like."

"I wouldn't have any hesitation on saying its pretty good."

"I don't like cereal so we have bacon instead on toast."

"I feel like I eat as I would at home."

"If you don't want what is on the menu you can ask for a sandwich and they will get you one."

"Two choices at lunch and two sweets, it's good."

"We don't need to be fed so much food - we just keep stuffing ourselves. My food is brought to me."

"It's a whopping breakfast - toast and cereal. If we want we can have bacon."

"Feed you too much: full meal at both dinner and tea. I was used to a sandwich before."

"You put too much weight on because you are always eating and not walking."

"If you want full English you won't get it because no one wanted one and they took it off the menu. You can get bacon though."

"If you want fruit you have to ask for it."

"Big potatoes don't suit me."

"At one time you used to get a full cooked breakfast on a Saturday but they have knocked that off - you get just bacon now."

"If I went out for a beef burger and half a lager then that would suit me."

"I have a bowl of cereal and toast for breakfast which is enough for me."

"They give you what you like. It's what you would eat at home; chicken, fish and veg, plenty of variety."

"Oh yes! I do like the food."

"I like my dinner best, and egg and bacon and porridge first."

Relatives and friends' views

How do you feel generally about the service?

"Mum has been here three and a half years and I am very happy with everything."

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

"Yes I am."

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

"Yes, I know who to speak to."

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

"Yes, occasionally I stay. We came to the coffee morning."

Would you recommend this service to others?

"Yes, my Mum has been well looked after I have no complaints."

Staff views

Do you have enough staff when on duty?

"We are not understaffed apart from the odd shift."

"We are getting there now."

"Yes".

"Yes we do."

Do you feel supported to carry out person centred care?

"Yes, we give them choice and dignity."

"Yes we have activities, such as music and movement, reminiscence, working with glass jars."

"I always have time to chat with the residents."

"Oh definitely, yes."

"We have enough tables and chairs for everyone to sit down and eat together, for example Christmas Day and birthday parties."

"The manager is very fair we are all treated the same and you can go to her with anything."

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

"Yes, we have Moving and Handling, Food Hygiene, First Aid and Dementia training but I can't remember when."

"There is always someone to ask, and the usual courses."

"Yes I do."

"Yes there is always training going on and they insist on it."

Are you happy working here?

"Yes, I enjoy it."

"Yes, we all get on we are a good team."

"Yes, I love my job it's like a home from home."

"Yes, I have been here six years yesterday."

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

"Yes, the only thing that puts me off is it's dated, but it seems to suit their age."

"Oh yes definitely."

"Yes, possibly the décor could be updated for example the chairs in the dining room."

Response from provider

From: brown barry [<mailto:barry.brown2@blueyonder.co.uk>]
Sent: 02 November 2018 10:04
To: Info Healthwatch Lancashire
Subject: Enter and View on 2nd of October at Adelphi residential care home

Providers response:~

I have no factual corrections to report.

I would like to express my and my staff's appreciation at the way the visit was performed. The team were very professional and considerate, they conducted the viewing in a sensitive manner and the residents were pleased at the way they were treated.

Barry Brown

Proprietor

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