

Albert House Residential Care Home Colne

Enter and View Report

Tuesday 29th January 2019

10.30am-11.50am



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:

Sharon Scully
Albert House Residential Care Home
22 Albert Rd
Colne
BB8 0AA

Staff met during our visit:

Sharon Scully (Manager)

Date and time of our visit:

Tuesday 29th January 2019 10.30am- 11.50am

Healthwatch Lancashire Authorised**Representatives:**

Michele Chapman (Lead) Engagement Officer
Lesley Miller (Engagement Officer)
Liz Butterworth (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 Sharon Scully, together with staff, residents and visitors, for making us feel welcome and taking part in the visit.

General Information

Albert House is privately owned by Albert House Residential Home Ltd with places for twenty nine residents. There was one vacancy at the time of our visit. The person in charge is Sharon Scully.

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, Eating Disorders, Old age, Physical Disability, Sensory impairment.

Methodology

The Enter and View representatives made an announced visit on Tuesday 29th January 2019 10.30am-11.50pm.

We spoke to five residents, six 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 five of the twenty eight 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:

Situated on a main road in a prominent position Albert House is close to transport and public amenities.

The home and staff were very welcoming and we observed a comprehensive menu and activities on offer at the time of our visit. The grounds and the facility appeared well maintained and attractive with a raised seating area to the rear of the house for enjoyment in the warmer months. We observed maintenance staff and cleaners at work during our visit.

However on our “walk through” of the Butterfly dementia suite representatives experienced a strong smell of urine which the manager explained was caused by the incorrect use of a laundry bag.

All feedback from staff who responded was very positive with staff telling representatives that they enjoyed their work and felt supported by management, one describing feeling “*proud*” of the home. Similarly, the relative we spoke to said they would recommend the care home to others.

The majority of residents reported that there were activities and “*there’s always something to do.*” However, one resident told us “*there’s not a lot to do here.*”

Comments around food were similarly diverse however two residents reported preferring larger portions and another stated “*You get plenty to eat.*”

The majority of residents who responded experienced positive interactions with staff using words such as “good” and “lovely” and “*they look after us well.*”

Representatives observed the environment as generally homely and pleasant the manager reporting an ongoing decoration programme which residents were involved in. Representatives believing that carpets may well have benefitted from replacement at this stage.

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

Albert House is a double fronted Victorian stone building set in the heart of Colne, with surrounding countryside close by. The home is prominently situated on a main road and bus route close to local shops and other amenities.

The facility has a limited parking space to the rear of the building, with space for six cars. The home is clearly signposted from the main road and there is a fully accessible ramp to the front door.

Prior to our visit we were able to access a comprehensive website and a brochure was available at the home on request.

Green

The external environment

The external environment is pleasant, well maintained and there is seating to the front of the building. The manager told us that residents enjoyed sitting there in the warmer months. Likewise, the rear external garden area was popular with residents in the summer, when this was enhanced by outdoor seating with plants, flowers and decorative tubs.

The reception area was easily located and secure. The front door was answered in a timely manner by the manager.

Green

The internal environment/reception-first impressions

The manager and staff at Albert House made representatives feel very welcome. We were able to sign into the visitors' book provided and we were asked for identification. We were able to use the antibacterial hand gel provided and noted that this was readily available throughout the building.

The atmosphere appeared warm and homely with clear notice boards throughout. We saw information about Safeguarding, a Complaints procedure and Advocacy services. Similarly, a daily menu was available and a weekly activity schedule. A well organised photographic staff noticeboard was placed near reception, and this was made more interesting with a short job description by each profile.

Leaflets were displayed advertising an upcoming residents and relatives meeting.

Staff were easily identifiable by uniform.

Green

The observation of corridors, public toilets, and bathrooms.

The architecture of the building dictated that the ceilings were high and corridors narrow with ornate decorative features. Despite this, corridors were bright and uncluttered with some artwork on the walls. In the “Butterfly unit” dementia specific area there were attractive murals of flowers and butterflies, one end of the corridor being an open window image leading onto a country lane. Dementia friendly signage was observed throughout and bathrooms had appropriate adaptations but these were not colour coded. Representatives considered that there were sufficient numbers of public bathrooms to service the number of residents and these were clean and well stocked with ample supplies of soap, hand towels and toilet rolls.

However “The Butterfly” unit had a discernible odour which the manager explained was due to a non-waterproof laundry bag being used in error.

Green Amber

The lounges, dining and other public areas

The home is serviced by three equally comfortable lounges and dining areas sufficient to accommodate the number of residents. We observed the dining areas to be populated by small tables set with table linen crockery, condiments, and a hand written chalkboard. The menu offered Quorn bolognese with penne pasta or minced beef and Yorkshire pudding with roast potatoes and cabbage and poached pears and cream. Residents told us that they were offered a choice of meal the day before. We saw that a menu displayed elsewhere for the evening meal indicates Broccoli and Stilton soup or cheese topped crumpets, and baked beans or sandwiches followed by lemon drizzle cake.

Residents had the opportunity to sit in different areas within the lounges, some of these were within sight of the televisions and some were quieter. At the time of our visit residents were listening to a local radio station and there was a pleasant “buzz” of conversation between the occupants. Similarly, we observed other homely touches in the lounge areas such as fresh spring flowers and bowls of fruit.

Seating was comfortable and mostly around the perimeter of the room, but this did not appear to inhibit social interaction.

However, representatives considered that flooring throughout was somewhat “tired” and may have been due replacement, the manager telling us that a redecoration of one lounge was planned and residents had been consulted about the colour scheme.

The manager also told us that the dining hatch was open all day so that residents could eat and drink when they wanted, a poster confirming “Hot or cold drinks and snacks are available any time.”

The area preceding the dining hatch housed some impressive pieces of artwork produced by the residents as the result of a six week art course delivered by a staff member. At the time of our visit a staff member was playing board games with two residents at a table.

We observed a hairdresser was available, and at the time of our visit she was working in a pleasantly furnished and dedicated hairdressing room upstairs. The manager told us that the hairdresser had been coming to the home for over ten years and was familiar with the residents.

The home is serviced by a small passenger lift and an additional chair lift.

The manager told us that the facilities at the home were increased by a basement floor housing utilities and a staff training room.

Green

Observations of resident and staff interactions

The management and staff were well organised and professional having read our previous Enter and View reports prior to our visit. It appeared that there were sufficient amount of staff for the number of residents' and any call bells heard were answered quickly.

We observed the delivery of care to residents to be considerate and professional, staff knocking on doors before entry and showing residents' empathy and respect when moving and handling. Similarly, staff responded positively to our questionnaires telling us they were "proud to show people round" and they were "very happy" in their work.

The manager had created a unique role for a staff member which acknowledged her commitment to equality and diversity .The "Helping Hand" post seemed a successful addition to the team, with board games and physical activities such as indoor skittles being facilitated and supported by the post holder.

Likewise, the staff team told us that they encouraged a friendly and supportive environment welcoming friends and relatives of residents and former residents to join the activities and meals at the home. The activity schedule displaying sessions such as hoopla, quizzes, movies, sing-a-longs and pamper sessions.

During our visit a carer overheard a resident telling representatives that she would love to have Euthymol toothpaste, the carer responded positively to this by telling the resident that she would get her some and advise the resident's family member of her preferences.

Green

Additional information

During our visit we had the opportunity to speak to the manager about the provision of oral health services at the home. She was able to tell us that the home had an oral health policy and that the majority of residents were registered at the private dental practice across the road.

In contrast to this, the home had experienced difficulties in registering at the local NHS dentist due to capacity and accessibility, the surgery lacking wheelchair access or a ground floor treatment room.

Feedback from residents

Environment

"I've got my own room, it's alright. It's kept clean here."

"My room is the biggest and I like it. It's lovely. I love sitting in this big lounge and I'm nice and warm at night."

"I like it here. I have my own room with my own things in it. I like it."

"It's basic."

"Not the same as being at home. It's a bit depressing. Everyone goes to bed and then there's no one left to talk to."

"It's taken my life away living here. I liked my own freedom and it's restrictive here. I worry about my home being empty and I've got to get rid of everything. You read about people and it's not safe with an empty house. Your quality of life over 80 is not good. Being here is exhausting as others are either deaf or poor sight. There's no peace and quiet here. We had a video on the other day to watch and you couldn't hear it as everyone was talking - residents and families visiting. They were so loud talking you couldn't hear. They put music on at meal times - no one asks us if we want on."

Activities

"There's not a lot to do here."

"There's plenty going on. We have outings in the summer. I used to cycle and walk. I've made some friends here."

"I have some friends here."

"There's always something to do. I like reading books and newspapers. I used to cycle when I was younger. I have a friend here and we make things together and do things together - play games like I Spy."

“You can join in activities if you want to. I like reading and doing Sudoku and crosswords.”

“I like to read but my eyes are a bit blurry now. I got new glasses 6 months ago, but they are just basic.”

Care

“The carers are very good.”

“The carers are lovely. They are very good. I’ve never heard any of them raise their voice to anyone.”

“The staff are lovely and look after us well.”

“The majority of the carers are alright.”

“I can’t say as there’s one staff standing here and I feel intimidated. (The member of staff replied “say what you want we want to help”).

“Some of the younger carers are a bit silly and not observant.”

Food

“The foods alright, I like the mince and onions.”

“I don’t think the food could be better, my favourites are sausage and mash and ginger sponge and custard.”

“The food is OK my favourites are egg and chips and bacon butties. At breakfast I like the porridge.”

“It’s reasonable food. Sometimes you want more and sometimes we are offered more.”

“Most of the food here is good. You get plenty to eat.”

“I want more food sometimes and it’s not always offered.”

Relatives and friends’ views

How do you feel generally about the service?

“It’s early days but so far so good.”

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

“Yes I do.”

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

"I don't but my sister would."

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

"No."

Would you recommend this service to others?

"Yes."

Staff views

Do you have enough staff when on duty?

"Yes we have everything we need and it is all cooked fresh in the kitchen".

"Yes we have enough staffing levels."

"Yes we do."

"Yes."

"Yes I feel we have enough staff."

"Yes."

Do you feel supported to carry out person centred care?

"Yes I do."

"Yes."

"I don't do person centred care in my role."

"Yes."

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

"I've been a chef for seventeen years."

"Yes we do, we get e-learning and training coming in."

"Yes, e-learning there is a training list on the white board and we can sign up to any training."

"Yes we do."

"Absolutely we get face to face training, e-learning and kept up to date."

“Yes I get online training.”

Are you happy working here?

“Yes I am, I moved from a job that I wasn’t happy in to work here.”

“I’ve been here over 4 years and I’m very happy.”

“Yes I am.”

“Yes, I am very happy here.”

“Yes, I wouldn’t be here if I wasn’t.”

“Yes I really enjoy it, I’ve been here 2 years.”

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

“Yes I would.”

“Yes definitely - the staff are great and the home is clean.”

“Yes I would.”

“Yes.”

“Yes I would, I’m proud to show people around.”

“Yes.”

Response from provider



Leyland House
Lancashire Business Park
Centurion 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
ALBERT HOUSE RESIDENTIAL HOME, 22 ALBERT ROAD CANE B88 0AA.	
Contact Name	Telephone Number and/or email
SHARON SCULLY	01252 862053 sharon@alberthousecare.co.uk
Name of Healthwatch Enter & View Authorised Representatives	Michele Chapman - Project Officer
	Jeanette Newman - Project Officer
Date & Time of Enter & View	29 th Jan 2019 10.30 - 12.00
Were you happy with the Enter & View Arrangements prior to the visit? Comments-	
YES - WAS PROVIDED WITH POSTER AND LETTER INFORMING ME OF THE PENDING VISIT A COUPLE OF DAYS PRIOR. I CONTACTED HEALTHWATCH LANCASHIRE WITH A COUPLE OF QUERIES PRIOR TO VISIT	
Please outline any Positive aspects of the Enter & View visit. Comments-	
STAFF AND RESIDENTS FELT EMPOWERED TO SPEAK OUT IF THEY WANTED. SOME RESIDENTS JUST ENJOYED CHATTING. STAFF WERE ^{ABLE TO} EXPRESS HOW PROUD THEY ARE TO WORK AT ALBERT HOUSE.	
Please outline any Negative aspects of the Enter & View visit. Comments-	
SOME RESIDENTS WERE A LITTLE UNSETTLED AFTER THE VISIT NOT FULLY UNDERSTANDING WHY 3 PEOPLE HAD BEEN IN THE HOME TALKING TO THEM AND OTHERS. TIME - WOULD HAVE BEEN BETTER A LITTLE EARLIER - TO ALLOW	
Please use this space to comment on how you think we could improve your experience of	

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TIME
P/O

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.

HOWEVER, THE VISIT FINISHED SOONER THAN PLANNED AND LUNCH WENT AHEAD ONLY FRACTIONALLY LATER THAN NORMAN (SOME RESIDENTS FIND ROUTINE HELPFUL)

AS REGISTERED MANAGER I FOUND THAT HEALTHWATCH'S VISITS HIGHLIGHTED A COUPLE OF THINGS FOR IMPROVEMENT

1. A STAFF MEMBER REQUIRING FURTHER TRAINING AROUND COLLECTING SOILED LAUNDRY TO PREVENT INFECTION CONTROL RISKS & CAUSE OF MMRBOUTS.
2. HIGHLIGHTED A RESIDENTS VIEW OF MEAL PORTION SIZES - TO WHICH ON PREVIOUSLY ASKED HAD NOT RAISED THIS STAFF.

BOTH, HAVE NOW BEEN ACTED ON WITH A POSITIVE OUTCOME FOR ALL PARTIES.

OVERALL, I FOUND THE EXPERIENCE POSITIVE. THE AUTHORISE REPRESENTATIVES WERE ALL VERY FRIENDLY AND THE LEAD REPRESENTATIVE EXPLAINED CLEARLY HOW THE WISHED TO PROCEED DURING THE VISIT AND WHAT WILL HAPPEN AFTERWARDS - RE A REPORT.

Completed by	SHARON SCULLY
Position	REGISTERED MANAGER
Date	30-01-2019

Healthwatch Lancashire response 06/02/2019

From: Michele Chapman
Sent: 06 February 2019 15:14
To: 'info@alberthouse.co.uk'
Subject: Draft Report

Dear Sharon

Please find attached the draft copy of the Enter and View report for your consideration.

Thank you for your response to our Enter and View visit this helps us to improve our reports and the way in which they are carried out.

In respect of the timing of the visit this has always been problematic and we have tried several approaches to this. We generally try to avoid “pressure points” such as early mornings/evenings as we appreciate that this is a busy time for the home. Similarly, afternoon visits have not always been successful in terms of feedback as a number of residents appear to prefer a nap at this time. Hence the majority of Enter and View visits take place mid-morning.

The numbers of representatives who attend are generally proportionate to the size of the home in order to gather a representative feedback from staff residents and relatives. Feedback has to be presented in a proportionate manner to reflect a fair impression of the home.

I am pleased to hear that the residents and staff at Albert House felt empowered by our conversations with them and hope that this outweighed any unsettled residents after we had left.

Representatives who visited Albert House enjoyed a positive experience at the home and appreciate your feedback and hospitality.

Many Thanks

Michele Chapman

Engagement Officer (Enter and View)

01524 239100

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