

Birch Green Care Home

Skelmersdale

Enter and View Report

Tuesday 20th November 2018

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:

Birch Green Care Home
Ivydale
Birch Green
Skelmersdale
WN8 6R

Staff met during our visit:

(Anne) Victoria Sudworth - Manager
Donna Briggs - Managing Director
Virginia Perkins - Head of Resources
Christine Stevens - Company Profile
Communication & Development.

Date and time of our visit:

Tuesday 20th November
10:30am - 12:30pm

Healthwatch Lancashire Authorised Representatives:

Jeanette Newman- Engagement Officer
(Lead)
Michele Chapman- Engagement Officer
Ella Pearson-Glover- 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 Victoria Sudworth, together with staff, residents and visitors, for making us feel welcome and taking part in the visit.

General Information

Birch Green is privately owned by Springhill Care Group Ltd with places for seventy four residents. There were twelve vacancies at the time of our visit. The person in charge is Anne Victoria Sudworth.

Information obtained from carehome.co.uk states that the home provides care for people from the ages of forty five plus who are affected by dementia, learning disability, mental health condition, old age, physical disability, sensory impairment and younger adults.

Methodology

The Enter and View representatives made an announced visit on Tuesday 20th November 2018.

We spoke to eleven residents, twelve 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 eleven of the sixty 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.

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 made.

Summary:

Birch Green Care Home is a purpose built facility for seventy four residents located near the centre of Skelmersdale. The rooms are single occupancy with eighteen having ensuite facilities. There are ample toilets and bathrooms conveniently located in public area's, which are clean and well equipped.

There are amenities close by such as cafes, shops and pub restaurants as well as a library and swimming pool. There are pleasant green wooded spaces in this built up area. The back garden provides a private space surrounded by woods.

Public transport can be problematic of an evening when buses do not pass the home. As Skelmersdale is known to have secluded footpaths, not on the main roads, representatives considered that not all visitors would feel happy to walk from the main bus station to the home in the evening. There appeared to be ample parking spaces at the home however, representatives had to park in the street on the day of their visit. It was thought that staff travelling to work may be utilising the parking spaces as representatives did not observe many visitors during their morning visit.

Representatives considered the environment of the home to be friendly, clean, light, spacious and homely with easy navigation points throughout the home. The interior has recently been refurbished to create a "hotel comfort" ambiance. Residents were consulted on the décor for their home and were shown "mood boards" to help make decisions. After research and advice the home has removed most of the typical dementia friendly signage and primary colour contrasts in order to create a "dignified" and calming homely atmosphere which they feel benefits residents, and relatives who may have struggled with their loved one being in a "childlike" environment. They are now monitoring the effect of these changes but already consider that it has reduced agitation in those living with dementia. Representatives observed a calm but energetic environment on their visit. Respondents told us the relationships between staff and residents were positive. Representatives evidenced a variety of activities were taking place inside and outside the home with relatives having the opportunity to join in; such as attending for the Sunday roast. The home has established good links in the community which supports their activities. Residents told us they enjoyed the activities on offer.

Residents and relatives we spoke to considered Birch Green Care Home to be a good place to live with good caring staff, good food and good activities.

All of the staff spoken to felt supported in their duties and able to offer person centred care. Representatives observed good interaction between residents and staff with an emphasis on inclusion, independence and person centred care.

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

Birch Green Care Home have an informative website and Facebook page. It clearly shows that Springhill Care Group seek to invest in staff and create community links in order to improve the quality of life of the residents and their families. As well as extensive information about the home's ethos it contains links to other helpful advice and support to aid people in their need to navigate the care system. Their Facebook page displays a vast array of activities and community events.

The building is located near to the centre of the town with footpaths to local amenities and green spaces. The Concourse shopping centre, Asda supermarket, West Lancashire College (Salon & Bistro), The Miners Peg, Viking Pub, KFC, McDonalds, Library, Nye Bevan Swimming Pool, and the Ecumenical Centre provide convenient leisure and socialisation points within walking distance. Pharmacies and an NHS Walk In Centre are provided locally.

The nearest bus stop is a few minutes walk away for local routes. The main bus routes from Southport, Wigan and Liverpool can be accessed via the main bus station based at the Concourse shopping centre a ten minutes walk away. Evening visitors would need to utilise the bus station. There is no train station located in Skelmersdale.

The facility offers parking for twenty plus cars on the sites car park and has designated disabled parking. There is parking in the adjacent street, however on our visit we did have trouble getting a parking space and noticed other cars had parked on the pavement.

The home is clearly signposted.

Green

The external environment

The external environment is well maintained and welcoming. There are planted areas, hanging baskets and a well maintained car park and pavement to the front which gives a cared for homely appearance.

There is ample pleasant seating in the back garden with eight benches and two large table and chair sets. An arbour with a heater is provided for smokers. All garden furniture is of high standard and well maintained. The garden is well laid out with planted areas, lawn and appropriate an path and ornaments. The garden setting is complimented by the surrounding woods, providing a private and homely atmosphere.

The main reception with instructions for visitors is easy to follow. The main door to the home is secured by a coded lock inside the porch area. We were given

entrance straight away by a member of staff who did not wait to enquire as to the purpose of our visit. The reception desk had no one in attendance. Although we were wearing clearly visible uniforms and lanyards for identification our ease of entrance left the Healthwatch representatives unsure as to the security procedure.

Green Amber

The internal environment/reception-first impressions

Upon being let into the building the Healthwatch representatives waited in the foyer area to be attended to. As the reception desk was unattended we signed into the visitors book which was out on display. We asked a member of staff could we see the manager who attended quickly. Healthwatch representatives had by this time struck up conversations with residents who were keen to chat.

The home was well decorated, homely, clean and spacious. There was a slight malodour in the reception area. The carpets, curtains and décor all appeared to be new and in good order. The reception desk in the foyer had an orientation aid (day & date), fresh flowers and a visitors book. By the visitors book there was hand sanitising gel for our use. There was an attractive raised display area in the centre of the foyer, which on this occasion had the Christmas raffle prizes on it.

Music was playing in the background and residents were sitting in the foyer area as well as in the lounge and dining areas off the foyer. Representatives felt there was both a lively and relaxed, calm atmosphere to the home.

In the foyer there was a resident's notice board, which included up to date information such as "Advocacy Access", an activities schedule and the Healthwatch Lancashire poster announcing our visit. On a sideboard there was a folder containing the newsletters of the Springhill Care Group with extensive information about Birch Green Care Home.

A poster included the staff uniforms and roles but no staff names were on display. Staff could be identified by the different colours of uniforms and name badges.

There was a four week menu attractively displayed on a stand just outside the dining area in the foyer.

A staff information board was displayed showing an emphasis on health and wellbeing of staff, for example access to a counselling service and a staff rewards and recognition. There was a notice board dedicated to the CQC information just off the foyer.

There was lots of useful information at hand for residents, visitors and staff which representatives felt did not detract from the homely interior and added to the caring atmosphere.

Green

The observation of corridors public toilets and bathrooms

There is limited picture signage being restricted to two toilet doors on the dementia unit. The manager explained the home has moved away from picture signage as it does not give the quality homely look they were aiming for during refurbishment. The manager explained that residents were consulted on the refurbishment and were shown “mood boards” in order to help them choose the décor for their home. The four corridors are identified with name plates; Orchid and Holly downstairs, and Poppy and Foxglove upstairs on the dementia unit. Names of residents and door numbers help residents identify their rooms. Upstairs dementia friendly memory boxes are additional features outside the bedroom doors. Not all have been replaced since the refurbishment, however the manager said they will be replaced. The corridors are off the central foyer areas which are used for resident seating on both floors, as well as the nurses station upstairs and the reception downstairs. Representatives felt the layout of the building and the glass doors to lounge and dining areas made it easy to navigate.

The communal areas were spacious and safe, clean and well maintained. The flooring looked new and in good condition throughout the building. There was no clutter in any of the corridors, lounges or dining areas.

Two hair salons one upstairs one downstairs were spacious, clean and specifically designed.

There were colour contrasting toilet seats and handrails in the dementia unit only. No other colour contrasts existed on doors or door frames. The handrails in the corridor are wood stained rather than colour contrasted. Previously primary coloured doors have been replaced with pale lemon doors which the management informed me had been purposely changed. The decision was made in response to research through Dementia UK and their dementia nurse. In going for a hotel comfortable look they feel they have created a calming homely atmosphere which has had positive effects on the residents who no longer seem agitated. The manager informed me that previously residents with dementia had kicked the primary coloured doors but have not done this since being painted pale lemon. When asked about the effects of the change in the door colours in relation to residents navigating to the toilets in a timely manner, the manager said they have not had an increase in residents soiling themselves and it is still being monitored.

The manager also felt family members would feel better about letting their relative go into a homely environment rather than one that had primary colours and a childlike feel which sent out a strong negative image of regression. Representatives observed residents seemed calm and not agitated.

There are ample public toilets and bathrooms throughout the building that are clean and warm, with adequate supply of soap and towels. Two toilets are in the foyer off the main lounge, one of which has disabled access. On each of the corridors there are two additional toilets, showers and bathrooms. All were clean with modern designs and new flooring. The home had adequate equipment for safe

bathing including hoists and specially designed baths to suit resident's needs. The representatives felt the warmth and cleanliness of the bathrooms would promote a positive bathing experience for residents.

Green

The lounges, dining and other public areas

All public areas appeared clean, spacious, comfortable and homely. There was music playing softly in the background at the time of our visit and residents appeared comfortable in their surroundings.

Downstairs there is a lounge, dining room, Bistro room and a foyer area. Upstairs there is a lounge, which includes a dining area, with a "quiet" room off it, offering privacy to residents and visitors. There is also a "Living Kitchen" area and designated dining area with ample settings for a pleasant dining experience.

Representatives felt the layout of the building lent itself to easy socialisation. Residents socialised in the foyer area whilst sitting next to each other in the lounge. There was a large dining room and a bistro style room for residents and visitors to interact without disturbing others watching TV in the lounge. The Bistro was being used at the time of our visit for staff training, however, we were informed that the room is used by residents and family for visits. The lounge downstairs had a large TV as the main focus of the room. Most residents were watching TV and some were chatting with each other. One resident did say that she could not hear the TV with people talking around her. Off the lounge is an enclosed garden with ample seating and level pathways which representatives felt would encourage residents to interact outside in good weather.

Bucket chairs with wheels on them made it easy for residents with mobility issues to be moved to different parts of the building to interact with others. We observed one resident being brought in a bucket chair to the lounge table to interact with staff and other residents. Despite not being physically able to do the crafting she was chatting and laughing with staff and another resident.

Some residents upstairs who have been compromised with dementia had been brought to the foyer area in front of the nurse's station where representatives observed frequent interactions with staff. There was also a jukebox style cd player and pictures offering nostalgia.

The ground floor dining room promoted a pleasant dining experience. There were ample modern tables and chairs in a spacious well decorated room and it was clean. The settings were nicely co-ordinated with the curtains and décor. Representatives felt the home had gone the extra mile with small vases and flowers on each table and a menu stand displaying the weekly menu at the entrance to the dining room, creating a pleasant dining experience.

The first floor dining room was equally as spacious with a lifestyle kitchen attached. In addition there was a large dining table and chairs in the lounge area.

The four weekly menu offered a choice for each meal time. Orders are taken in the dining room or in the bedroom on the day. We were told staff will arrange something the resident likes if they do not want the choices on offer. Special diets are always available.

A small sitting room upstairs off the main lounge provides a quiet place to receive visitors. The bistro area and dining rooms are spacious providing more privacy than the lounges.

Green

Observations of resident and staff interactions

There appeared to be ample staff on duty on the day of our visit with staff being able to chat with residents. Staff informed us they feel there are adequate numbers of staff and they appreciate staff being rotated around the units. The management staff proudly announced they look after and invest in their staff because they want them to be happy in work. They have a lower than average sickness absence. Agency staff are used to help support residents with complex needs who require one to one help, ensuring permanent staff are supported in their role.

Staff talked to residents respectfully addressing them by name. Representatives observed residents were comfortable laughing and joking with staff. One resident laughingly said they didn't get good food and the conversations that followed clearly showed she was teasing the staff. The staff are required to work over both levels of the home so they get to know all of the residents.

We observed that staff responded quickly to residents requiring assistance in four instances; for a drink; to go the toilet; to be given a doll, and to join the company at the table to take part in the conversation. There were no bells calling for assistance whilst the representatives were there.

There is a weekly schedule of activities taking place and an additional calendar for special events was downstairs. Upstairs in the dementia unit there is a lifestyle kitchen where living skills and baking events can take place with residents.

Staff have had "Oomph" training so offer exercise and "special resident" days.

All residents appeared to be in receipt of person centred care. The standard set by the management group aspires to ensure staff would choose to live in the care setting themselves if they needed care. Memory boxes and activities evidenced the individual focus for residents. Dementia awareness training has been given to residents and their families in order to create an inclusive and understanding environment for those with dementia.

The Activity Coordinator (Gill Seddon) told us that she had been in post for three years. She is the lead in the Wellness Team which consists of two full time and two part time staff.

She explained staff deliver a structured “Lifestyle Programme” over the two units where the day is split into morning and afternoon sessions. The afternoon sessions are designed so that the TV is not the focus of the lounge and music, crafts, games, card making are offered. Staff also deliver a “What the Papers Say” group which examines and discusses what is in the news. The purpose of this is to stimulate conversation and to reassure residents who may have heard and been upset by current events.

The care group are heavily involved in forging links with the local community particularly the local school and a learning disability group, Learning Stars, who come in to entertain residents.

Gill told us that her team make great efforts to include family and friends in the daily life of the home with an active Facebook page with videos, newsletter and website. Each Sunday friends and family are invited for a roast dinner which Gill said is particularly popular.

Recent events included Halloween where the home was decorated and local schoolchildren came in to carve pumpkins and display their costumes.

Likewise, a themed Remembrance Day was arranged including a large scene of handmade poppies constructed by the residents.

At the time of the Royal Wedding the home had erected a marquee in the grounds and after enjoying the wedding on TV (with a Bucks Fizz) the community were invited to eat in the marquee.

Gill described other social occasions hosted by the home, including a “safari” comprising of skunks, rabbits and meerkats. At Christmas the residents visit a local pantomime using Dial a Ride. Those that cannot go to the theatre are treated to a later visit to the home by a pantomime company.

At the beginning of December local schoolchildren gather on the facility car park to sing carols by candlelight. Up to two hundred and fifty people take part and the community are fully involved.

Every year the home holds a Christmas fayre for which the residents produce crafts to be sold on a stall with the money reinvested into resident activities.

Residents go on outings at least once a month. These have included shopping trips on a canal barge and some male residents enjoyed a trip to a snooker club.

The reception area of the home has a public display area which is the focus of the entrance to the home. At the time of our visit the activity coordinator and residents were engaged in preparing the Christmas display.

Gill told us that she had been nominated for The Great British Care awards and that she had also received an internal award for her work in End of Life palliative care.

We spoke about the how the provider had prepared to accommodate and consider LGBTQ issues. The activity coordinator had described to us how they had dealt sensitively with a resident living with dementia who crossed dressed, previously unknown to the family. Staff advocated for the resident with the family, explaining to them that their relative may have previously chosen to dress in this way in private before entering the care home and wished to do so now. Staff supported the resident by pointing out that the care home was now effectively the resident's home and that his choice should be respected. Representatives felt this was a good example of person centred practice.

Green

Feedback from residents

Environment

"We have been here for twelve years so that says a lot. I was lonely and things got me down so I brought myself in here. It fits the bill."

"It is friendly. If new people come in we go and welcome them. It is clean."

"Pleasant and quiet. There is a good feeling about the place."

"I like it here. It has a nice feel"

"It's smashing, it's friendly."

"I think it's very good to have places like this. I was frightened at home. You can feel safe here."

"Yes it's very nice, the people are friendly here."

"Yes I have a lovely room and everybody is really friendly."

"The rooms are very nice. Mine is big and I like it."

"Yes I like my room, I come in and out of it."

"I have only been here a year, I came in when my eye sight went. The room is a bit small but they want you to mix with everyone else in the communal areas."

"I'm not allowed out yet, not on my own."

Activities

"There are concerts and singing. I do the raffle which makes a lot of money for our funds."

"We are going to have a quiz now. We have dominoes and armchair exercises."

"Bingo, quiz, I like going to the Toby pub to the buffet."

"I will join in with what there is."

"Yes (she) gives me lots to do."

"There are quizzes and singers come in."

"I'm a smoker so I like to go outside and have a cigarette."

"Some activities which I enjoy; dancing, singers coming in. We also have quizzes-general knowledge."

"There is a variety, not too bad. The access to local amenities is not good."

"I used to go to the day centre in Ormskirk, I liked it there. It would be good if I could go there more. I can't even see the TV here, or hear it to be honest."

Care

"I wouldn't like to go anywhere else".

"We have a carer with us when we have a bath. I like a bath not a shower."

"I can't complain. They look after me."

"They are kind."

"They do everything they can for you. You are well cared for."

"Everybody is very nice, you couldn't complain about anybody."

"I feel a bit neglected sometimes. These dementia ones need a lot of attention."

An odd staff member doesn't smile."

"They look after me well."

"The staff are lovely here."

"They always ask if I need anything."

"They look after me, the staff are nice and that's what matters."

"There is a lack of staff, they really do need more. They're not here that often."

"I really like it here, there's plenty of staff. I can walk around the house and look at the view which I like."

"They definitely need more staff."

Food

"It's alright for me, I like potato's or chips."

"Some things are alright."

"The food is reasonable to good."

"The food is very good. Look now - a cup of tea and fruit. Fruit all the time."

"It could be better."

"It could be improved."

"Some things are awful."

"Oh no it's terrible food ha ha ha joking!. I'm not telling you what I like ha ha ha ha." (very good interaction between staff and this resident.)

"There is a choice of food. I always find something I like."

"We get well fed here, sometimes I can't decide from the choice which to have."

"Everything they do is pretty good."

"Obviously you aren't going to get what you have at home, we get soup and sandwiches for tea."

Relatives and friends' views

How do you feel generally about the service?

"Great, my spouse is the resident. They get confused and can forget things but seems to be happy and that's what matters to me."

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

"Definitely!"

"I haven't been told at times if my relative has been taken to hospital. I sometimes find out later than I would like to. I do eventually find out."

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

"Yes I would know how but I haven't needed to."

"Yes, I have just made a complaint actually. When I saw him this morning for the first time, he had the same jumper and neck brace as he did when I saw him yesterday. So, obviously he hasn't been changed which isn't good enough."

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

"Staff always tell us about the activities so we can join in if we want to."

"I get involved with bingo, they (staff) encourage me to have a go which is good."

Would you recommend this service to others?

"Yes I would."

"The care here has been fantastic, everything he needs."

"Other than that incident from this morning, it is great. Everyone is lovely and I am happy to have him here."

Staff views

Do you have enough staff when on duty?

"To be fair yes."

"Yes we do."

"I think so, and they have recently increased staff for events."

"Yes I am the leader of the Wellness Team and there are four of us two full time and two part time."

"Yes there are always quite a lot of staff"

"Generally yes. There can be days with sickness that we are short but generally we are well staffed."

"It depends really, we cope! There's obviously sickness and whatever. But most of the time we do."

"Yes we make sure staff are well looked after too, we have occupational health and wellbeing benefits. Staff are able to access one to one sessions from the counselling services if they need to."

"Yes there are always quite a lot of staff."

"Generally yes. There can be days with sickness that we are short but generally we are well staffed."

"We have a lot of staff on, with varying dependency units."

Do you feel supported to carry out person centred care?

"Especially lately as we now have more staff."

"In the main yes unless there is an emergency, like some staff being off sick."

"Very much so."

"The management and directors support us and encourage the choice and empowerment of the residents".

“Yes we have not long become part of the “Oomph” project.”

“Yes we are getting better all the time. We are getting more dolls for the residents with dementia.”

“Yes we swop between levels, upstairs and downstairs as upstairs can be more demanding.”

“Activities work better with two people rather than one.”

“Yes I really do. I think everyone has the right to be treated with dignity and respect. Every resident is an individual with different interests and abilities. That’s the way we treat them - as we would want to be treated.”

“Every activity revolves around the individual. Different activities, whatever works for the residents. We do a lot of one to one activity which gives the residents dignity.”

“I don’t carry out personal care so I couldn’t say.”

“Yes we have a learning and development sector, which is about achieving for your careers and development of care. This is at the top of our agenda. We try to create an environment which is person centred for the residents, but also for the staff. We take the employee voice very seriously, staffs sit down with the board and we offer reverse mentorship.”

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

“I have lots of training.”

“Yes there is an awful lot of training.”

“I have done many training courses in the time I have been here - in house and online. The NVQ lady comes in to assess us, she is here now.”

“I actually organise all the training. The company is very much behind staff training.”

“Certainly! We have lots of training alongside mandatory training. We are very keen to raise awareness around dementia and we have even delivered dementia training to our non-dementia residents.”

“Yes we have had the Oomph training. We have also had training in the correct use of hoists and the correct way of lifting residents out of bed. The training looks after me as well as the residents.”

“Yes we are always up to date with training. If you are ever unsure you can get support from seniors, it is great.”

“Yes there is loads of training, I have just done first aid.”

“We offer plenty of opportunity for training.”

“Yes we have had the Oomph training. We have also had training in the correct use of hoists and the correct way of lifting residents out of bed. The training looks after me as well as the residents.”

“Yes we are always up to date with training. If you are ever unsure you can get support from seniors, it is great.”

Are you happy working here?

“I love it here. It’s like being part of a family.”

“Yes.”

“I love it here. I have worked here for sixteen years.”

“I am very happy I have been her three years prior to that I was in retail.”

“As soon as I walked in here I knew it was the job for me I love it. Seven members of staff from this home have been nominated at the Great British Care Home Awards in Manchester on Saturday.”

“Yes they have staff meetings and carry out the actions from them, and the door to management is always open.”

“Yes we are always well stocked to see to the resident’s needs. Pay is lower than I would like but that is the same in all the care sector.”

“Yes I love it, I am due to retire next year but I might stay a little longer.”

“Absolutely, I feel I have lots of support.”

“Very supported, I have had room to grow and I feel like part of the family. Everyone is approachable and supportive, it’s lovely.”

“I have been here fifteen years; I have enjoyed my time here. There’s so much going on, we are a big family.”

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

"Absolutely yes."

"Very happy."

"Yes I would."

"Yes definitely."

"Yes everyone is treated with dignity and respect. Staff care and they go the extra mile. It's nice to see."

"Yes definitely I wouldn't say that if it wasn't true."

"Yes definitely, I have had one of my family members here."

"Yes definitely, my relative was in here at one point."

"I would if I needed to yes."

"Yes I would, I already have had a relative here."

Response from provider

Firstly, thank you for the report. We as a team at Birch Green Care Home are very pleased with the report and the positive comments made and how the Home is rated as “good’ we would choose this home for a loved one.” I think the comments and feedback overall is excellent and really does show how we work as a community within Birch Green Care Home.

At Birch Green Care Home, we always strive to do our best at all times to improve the quality of life for our residents. As well as providing person centred care, we encourage and enable involvement of residents and families in activities and events.

We are part of the Springhill Care Group and invest significantly in our workforce to ensure we strive to achieve our vision to be the employer of choice within the local community. Through working with local colleges, universities and our dedicated learning resources, we provide learning and development opportunities for our staff team to enable them to be the best they can be and to ensure they have the skills and knowledge to provide the highest standard of care.

We provide person centred care for every individual as observed during your visit and this is also demonstrated in individual care plans. We also have good relationships with external professionals and we now have a weekly ward round with our local GP surgery, which is having a positive impact with staff, residents and also family members.

Whilst planning for our recent refurbishment, residents and families were involved in selecting wallcoverings, colours and furnishings, in addition to sourcing expertise from dementia experts, including our own Admiral Nurse.

As a learning organisation we are constantly looking at how we can improve our service. We note in your report the comments with regards to the reception desk being unattended when you arrived at the Home. During peak visiting hours the reception area is attended however, I am sure you will appreciate given the nature of the service, on occasions this may not be the case. I would like to reassure any reader there is a door control system at the Home controlling who accesses the building. With regards to the procedure in the event the reception is unattended, staff will be reminded of the procedure once the visitor has been given access to the building.

We manage and monitor our cleanliness within the home very closely. During the enter and view visit, as noted in the report, there was a ‘slight malodour’ in the reception area. I would like to reassure any reader that all areas throughout our home are cleaned to a high standard and if malodours are noted, they are managed straight away by managing the source of the odour, washing and deodorising the areas. We also have an infection dry mist control machine within the home which we use throughout the home on a monthly basis or when we require to, to remove any infection control hazards.

Once again, we are pleased with the report and the numerous positive comments and observations made throughout the report and are very pleased that the enter and view representatives would indeed choose Birch Green Care Home for a loved one.

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
Birchgreen care home Wyke Steelmersdale.		
Contact Name	Telephone Number and/or email	
V Sudworth	01695 50916	
Name of Healthwatch Enter & View Authorised Representatives		
		Jeanette Newman - Project Officer
Date & Time of Enter & View	20/11/18	
Were you happy with the Enter & View Arrangements prior to the visit? Comments-		
Yes-		
Please outline any Positive aspects of the Enter & View visit.		Comments-
nice friendly approachable staff.		
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		

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.

No concerns.

Very informative on the phone
Prior to visit.

Very helpful and dignified on the
day of the visit

Completed by	<i>W. Booth</i>
Position	<i>General Manager</i>
Date	<i>3/12/18</i>

www.healthwatchlancashire.co.uk

info@healthwatchlancashire.co.uk

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

Facebook: facebook.com/lancshealthwatch