

Briercliffe Lodge

Barnoldswick

Enter and View Report

Tuesday 5th February 2019

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:

Mrs Rebecca Eyton- Jones
Briercliffe Lodge
Barnoldswick
BB18 6BS

Staff met during our visit:

Mrs Rebecca Eyton- Jones

Date and time of our visit:

Tuesday 5th February 2019
10.30am-12.00 noon.

Healthwatch Lancashire Authorised Representatives:

Michele Chapman (Lead) Engagement Officer
Enter and View
Liz Butterworth 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 Rebecca Eyton -Jones, together with staff, residents and visitors, for making us feel welcome and taking part in the visit.

General Information

Briercliffe Lodge is privately owned by Gillian Eyton-Jones and Rebecca Eyton - Jones with places for seventeen residents. There were two vacancies at the time of our visit. The person in charge is Rebecca Eyton-Jones

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 5th February 2019 10.30am-12.00 noon-

We spoke to six residents, 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 six of the fifteen 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:

Located in a pleasant rural location Briercliffe Lodge presents as a homely and positive environment with an important focus on person centred provision.

The home has been family owned since 1988 and the manager explained how she and her sister in law had invested themselves in the business and that many of the staff were similarly experienced and long serving. The Mission statement underlining *“we aim to provide opportunities for people to enhance their quality of life by providing safe, comfortable and supportive environments.”*

The building and grounds appeared attractive and well maintained, with the living areas being clean and comfortable, and residents who responded describing it as *“warm”* and *“homely.”*

Likewise, residents who responded told us how much they enjoyed the home made food. The menu reflected a wide choice of meals, one resident remarking. *“The food is lovely, you get a choice, I had bacon egg and tomato for breakfast, you get a good cup of tea here.”*

Significantly, a great deal of thought had been put into involving residents with outings and activities. Residents told us how much they enjoyed days out, exercises and craft sessions.

A relative who responded told us that she was encouraged to take part in the days out by pushing her Mum around in her wheelchair, concluding, *“I looked around various homes and this seemed ideal.”*

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 searched for a website for the facility but were unable to find one. However; the manager told us that a new comprehensive website was currently under construction to replace an older one. We were provided with a “Guide for Prospective Residents” on request and this was very detailed and helpful.

The manager told us that a local “town bus” was available nearby and that shops were approximately half a mile away.

There is a marked car parking area to the front of the home including disabled access. The home was clearly signposted from Rainhall Crescent.

Green Amber

The external environment

The building is a large stone detached villa style property with a single storey extension to the side. Set in an attractive semi rural area with garden areas to three sides, many of the rooms overlook surrounding countryside.

The garden area to the front featured a long driveway overlooked by the main bay window and outdoor seated benches.

A more private side garden area contained raised beds planters and other outdoor ornaments.

A sign directed visitors to the main door and this was answered promptly by the staff.

The building and grounds presented as pleasant and well maintained.

Green

The internal environment/reception -first impressions

Staff made representatives welcome and we were able sign into a visitor’s book and use the hand gel provided.

The reception area was very homely with representatives noting the pleasant contemporary music playing on the radio and the two easy chairs, lamps, and table with soft furnishings highlighting the period tiled floor.

We saw up to date notices about Safeguarding, Dignity, the Mental Capacity Act and “How to raise a Safeguarding.”

The Healthwatch Lancashire poster was prominently displayed as requested and we were able to explain to the manager the role of Healthwatch Lancashire in the local Health and Social Care landscape. The manager also gave her time to show us around the home.

Key staff were identifiable by uniform and the dining area displayed a helpful and interesting photographic staff noticeboard.

Green

The observation of corridors public toilets and bathrooms

The age of the property dictated that some of the corridors were confined but these were not cluttered. We saw that signage in a written pictorial and colour coded format was present throughout the home to aid orientation. Decoration throughout was plain, bright and clean.

There were a sufficient number of public bathrooms for the number of residents with some of the bedrooms having private facilities. Bathrooms were furnished with either baths or walk in showers and presented as very clean and fresh smelling with adequate supplies of toilet rolls, towels and hand soap. We observed bathrooms to have appropriate adaptations such as grab rails and raised toilet sets. Adaptions were not colour coded but this must be seen in the context of the home not being dementia specific

As representatives were shown around we noticed a considerate “Hello” poster at the entrance to residents’ rooms. This detailed the names and photographs of the residents individual care team stating *“We are part of the care team with special responsibility for making sure you get all the help you need to take care of yourself and your belongings.”*

Green

The lounges, dining and other public areas

The lounge area overlooking the main driveway was warm inviting and very homely. Representatives noticed a “buzz” of conversation and residents who were confident and comfortable in their environment. Chairs were generally set around the perimeter of the room with the bay window having armchairs in a more convivial arrangement. A TV was on and some residents were watching, but it did not intrude on conversations in the room.

Representatives noticed an orientation whiteboard with the day, date month and year alongside a noticeboard with general information including the menu.

The dining area off the hallway was similarly comfortable with a sofa in the window overlooking the side garden. Seating in the dining area was arranged for

six people but the area was spacious enough to accommodate extra seating, the manager telling us that many residents preferred to eat elsewhere.

We observed tables to be set with tablecloths and condiments and noticed a “Meals Choice Explained” notice. The notice detailed breakfast times (from 6.30 onward), mid morning drinks, lunch, mid-afternoon tea, and supper. The notice invited residents to choose their meals in advance and asked for suggestions for favourites. Similarly, it was made it clear that residents could ask for refreshments at any time and relatives were welcome too. *“This is your home and you and your visitors are welcome to ask any member of staff for refreshments at any time day or night.”*

Food was prepared on the premises with the comments from residents who responded telling us *“they have their own cook” “it is “excellent” or “the food is lovely.”*

We saw that the menu offered an impressive choice with foods such as corned beef hash, bacon and egg, chicken dinner, fish, cottage pie salads, and burgers with desserts including egg custard, banana split, cheesecake, scones, banoffe, and fruit pies.

Green

Observations of resident and staff interactions

Interaction between residents and staff was positive and respectful, the manager was observed knocking on doors prior to entry and speaking about the residents with affection. Staff were friendly and open and there was a generally relaxed atmosphere about the place.

The home appeared to offer a wide variety of activities and we observed a yearly activity planner and a “dates for your diary” which detailed trips out to the Victoria tea room, hand and foot massage, flower arranging, residents meetings with cheese and wine, exercise to music and films and newspapers.

Residents told us that they went on coach trips and *“do exercises and games”* one resident reporting *“I go for a walk outside every day.”*

Indeed, the range of activities seemed to be a particular strength of the home with the manager showing us a photographic album of special days the home celebrated such as the Grand National and latterly the wedding of Prince Harry to Meghan Markle. A great deal of thought had gone into the special occasions with handwritten invitations, a wonderful spread of food, wedding cake, sherry and the provision of wedding hats for those wanting an authentic experience. The dining room turned into a wedding venue with balloons, flags and union jack bunting.

Green

Additional information

We were able to speak to the manager about the provision for Oral health care in respect of residents.

The manager told us that the home had a general hygiene policy which incorporated this and were not aware of any guidance from NHS England. The home had built up their own working relationship with healthcare providers and used a private local dentist with disabled access.

In the past they had used a private dental company who had visited the home but the manager felt that the charges were excessive.

The manager told us that residents had never had a visit from an NHS dentist and felt that a service to address this would be very helpful in terms of preventative measures.

Feedback from residents

Environment

"I have my own ornaments and furniture in my room. It's warm and if I'm cold I can turn the heating up"

"It's very nice here. It's the best place I've been in."

"It's alright, you get used to it. I'm happy with it. I help all the new ones when they come in here"

"I share a room, it's not my choice but it was the only one available when I came in"

"This is a pleasant room (lounge) and it is homely."

"I've got used to it. I like it. I'm a person who doesn't complain."

"It's very good so far, I have only been here a short time. I had a bad fall and was three weeks in hospital; I got a chest infection and a water infection and am feeling much better. I am partially sighted. I like this room (lounge) and the dining room. I have friends and family that visit".

Activities

"We do crafts, we made flowers. We have coach trips and we went to Townley Hall. I loved it - it was really interesting. I like to do colouring. I have colouring books and pencils and the carers go to the local shop for me to get more pencils and pens. I'm going to ask them to get me a pencil sharpener next time. I also do

word searches. They look after my money in the office and give me some when we go out so I can buy things”

“I haven’t been here long enough to find out, but I done chair exercises. There are talking books and someone is going to come and talk to me about them.”

“I will join in.”

“We do exercises and games. I like to do knitting. I knit for a charity. We go on outings and we went to Townley Hall. Tomorrow two of us are going into town to a café. The boss takes us in her car and the carers meet us there”

“I go for a walk every day outside. They let you do what you want. I read a lot and do my own sewing and knitting”

“There are not a lot of things to do but I like crafts and I join in.”

“I and the lady over there are going for a trip tomorrow for a meal and a look at the shops. I am looking forward to it.”

Care

“They are alright. I have no bother with them”

“The carers can’t do enough for you”

“Carers are very nice and they will do anything for you”

“When I’m in here (lounge) I have to shout for them if I need the toilet. They come as soon as they can. Sometimes I have to wait. I have a buzzer at night but they don’t always come quick at night as they have a lot of jobs to do like the laundry and things”

“I’d like to be more independent. You can’t be here and I miss being independent”

“I am well looked after.”

“My family looked around when I had my fall, and said it was the best of the lot.”

“The carers are marvellous. I can’t say a wrong word about them”

They are looking after me very well. They do all that they can for you, I don’t know how they do it.”

Food

“It’s very good. You have a choice of food and I love stew and dumplings and porridge for breakfast”

“The food is lovely. You get a choice. I had bacon egg and tomato for breakfast. You get a good cup of tea here”

“The food is O.K.”

“It takes me a long time to eat my food I’m a slow eater. Sometimes they get cross with me for being slow. If they let me get on with it I’d be better”

“They have their own cook and they ask you what you like. I like bacon and egg for breakfast.”

“They say I don’t eat enough and try and encourage me, but I eat what I feel like. I have no complaints about the food I like soups.”

“It’s excellent. We usually get a choice, I’m not really fussy but I like fish.”

Relatives and friends’ views

How do you feel generally about the service?

“I looked around various homes and this seemed ideal.”

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

Yes, it’s all done informally and I bring up various things. The carers are older and know everyone.”

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

“I know I could do it through the council.”

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

“Mum likes TV and going out. If there is a trip out Mum goes with the other residents and I meet her there .I push her round in her wheelchair then bring her back to the home.

Would you recommend this service to others?

“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 |
| Briercliffe Lodge Rainhall Cres Barnoldswick | | |
| Contact Name | Telephone Number and/or email | |
| Rebecca Fyter-Jones | 01282 816638 | |
| Name of Healthwatch Enter & View Authorised Representatives | Michele Chapman - Project Officer Jeanette Newman - Project Officer | |
| Date & Time of Enter & View | 10.30am 5/2/20 | |
| Were you happy with the Enter & View Arrangements prior to the visit? Comments- | | |
| Yes. I was initially a little irritated, I apologise. Sometimes I feel we are so over regulated it takes time away from my main job. | | |
| Please outline any Positive aspects of the Enter & View visit. Comments- | | |
| Hopefully the feedback to the CCG may be that domiciliary dental care may become available. | | |
| 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 | | |

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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.

Please come in a afternoon as mornings are very busy.

| | |
|--------------|---------------------|
| Completed by | Rebecca Eyles-Jones |
| Position | Partner Manager |
| Date | 5/2/19 |

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