

Bushell House

Goosnargh

Enter and View Report

Tuesday 28th May 2019

10.30am-12.20pm



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:

Bushell House
Goosnargh
PR3 2BJ

Staff met during our visit:

Sue Barr (Manager)

Date and time of our visit:

Tuesday 28th May 2019
10.30am-12.20pm

Healthwatch Lancashire Authorised**Representatives:**

Michele Chapman (Lead Representative)
Jeanette Newman (Engagement Officer)
Zoe Keighley (Senior project 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 Sue Barr, together with staff, residents and visitors, for making us feel welcome and taking part in the visit.

General Information

Bushell House is administered by a board of 10 trustees and is funded by a private legacy. The organisation is non profit making. There were two vacancies at the time of our visit. The person in charge is Sue Barr.

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 old age, physical disability, and sensory impairment.

Methodology

The Enter and View representatives made an announced visit on Tuesday 28th May 2019 10.30am-12.20pm.

We spoke to six residents, five 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 six 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:

Representatives observed Bushell House to be an impressive historic building set in beautiful grounds and close to the local village both in terms of vicinity and community.

The manager was particularly invested in the home and the staff telling representatives “*no manager is ever better than their team.*”

All respondents spoke positively about their experience of the home with a relative telling us that he would “*wholeheartedly*” recommend the home.

Similarly, residents told us how much they enjoyed the food and how they were offered an alternative to the main menu if this was their preference. In terms of activities residents reported enjoying quizzes, exercises, and visits from the school and church with one resident describing how she was encouraged to go out, another stating “*there are plenty of activities.*”

Staff who spoke to us reported enjoying their job role and being supported by management. One staff member told us that she “*loved*” working at Bushell House and yet another reported feeling “*looked after.*”

Representatives considered Bushell House to be a homely and comfortable facility supported by a level of teamwork from the trustees down, resulting in an excellence in the provision of 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

Bushell House is an impressive Georgian country house established in the 1700's and gifted to the community as part of a charitable trust in 1743.

Positioned close to the centre of Goosnargh village representatives observed a covered bus stop within walking distance and the manager told us that a village shop and pharmacy were close by.

A public house with dining is situated across the road.

A parking area to the rear of the facility was limited however, additional on road parking was available.

Representatives were able to locate the entrance to building quite easily and noted the provision of a ramp access for wheelchairs.

The building is prominently situated and well signposted.

Green

The external environment

Set in large, exceptionally well maintained and mature grounds close to the village centre, the building is also served by a direct pathway to the local church.

The building has a typically Georgian façade with large windows overlooking the grounds and obelisk to the front. Wide hard surface pathways circumnavigate the grounds and representatives observed a large summerhouse with reclining outdoor chairs and a heater.

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

Green

The internal environment/reception-first impressions

Representatives were made welcome by the manager who made herself available throughout the visit. Both the staff and the manager were very helpful and engaged fully with the visit encouraging the residents to do likewise.

The manager "brought the home to life" explaining the history of the house and the charitable trust. She told us that the trust was maintained by a board of ten unpaid trustees from the local community and the facility retaining a non profit making charitable status.

The interior of the home was typical of the era with high ceilings, long windows and grand fireplaces. Decor was similarly typical with light colours on the walls and ceilings with thick patterned carpets, dark furniture, and other architectural features. The manager was able to point out an original oil painting of the founder's daughter.

The home had a relaxed and homely feel with houseplants, ornaments, and table lamps, a visitor's book lay open in the reception. The manager pointed out an original dinner gong at the foot of a stairwell and told us that this was still used each evening.

Representatives observed that a general noticeboard displayed items such as diary dates for the residents' information and advocacy contact details. However, we did not see a photographic noticeboard detailing key staff.

Antibacterial hand gel was positioned throughout the home and the Healthwatch Lancashire poster was prominently displayed as requested.

Green

The observation of corridors, public toilets, and bathrooms.

Corridors were wide, light and uncluttered with signage for orientation. Signage was clear but neither colour coded nor pictorial however, the manager explained that residents do not have significant dementia or nursing needs.

Public areas had been preserved in the style of the home and we saw attractive items of furniture such as a polished old dresser and a grandfather clock which added to the reminiscence and homeliness about the place.

Representatives considered that there were enough public bathrooms to service the number of residents (the majority of bedrooms being en suite). All the bathrooms observed were very clean with sufficient supplies of soap, hand towels and toilet rolls, and there was some adaption in the form of raised toilet seats and specialist bathing facilities.

Green

The lounges, dining and other public areas

Bushell House is a very comfortable and appealing home with a choice of public areas where residents can congregate and relax. The lounge area and the drawing room were typified by Georgian architecture with attractive soft furnishings and a range of armchairs arranged so as to encourage social interaction. The television was unobtrusive.

Representatives observed a range of daily newspapers and magazines on offer. Similarly, we observed well stocked library shelves, and games such as dominoes,

the activity schedule being supported by excellent links with the local community and church.

The brochure confirmed “*strong ties with local organisations, such as the flower club, the village school and various churches.*”

Likewise, we observed a Pilate’s instructor delivering a regular and well attended armchair exercise class.

A large dining area consisted of small tables of four sufficient to accommodate the number of residents. The manager showed us some adapted dining chairs which she called “Millie Movas” which allowed less able people to be pushed to the table easily by carers. The tables being attractively set with napkins and condiments and a bowl of fruit provided for snacks.

A blackboard indicated the daily menu for lunch as creamy chicken and mushroom with puff pastry topping or gammon and egg with potatoes carrots and green beans, followed by apple crumble and custard. The evening meal being carrot and coriander soup followed by smoked haddock kedgeree or sandwiches and a dessert of black cherry Pavlova.

Residents seemed very appreciative of the food telling representatives it was “very good”, “*home cooked* and there was “*chicken in a beautiful sauce*”. Yet another resident told us “*I’ve put on weight because of the food.*”

Elsewhere, the manager showed us a dedicated hairdressing salon complete with professionally equipped stations; where several residents were enjoying having their hair done.

Green

Observations of resident and staff interactions

Representatives noted an exceptional level of respect and consideration shown by staff to residents. We heard residents being addressed by their title and genuine enquiry as to their wellbeing. One resident described staff as “*wonderful*” and “*very caring.*” Staff told that they enjoyed taking residents out on a one to one basis and described taking a mini bus out on day trips.

When representatives spoke to staff about the home they responded positively citing person centred care as “*the top of their list*” and feeling “*looked after*” by the management team. One staff member told us that “*if I had known about this place I would have brought Mum here.*”

A relative we spoke to was similarly positive describing Bushell House as “*fantastic*”.

Person centred focus was evident in the provision of activities at the home and the integration with the local community, the activity coordinator telling us that she brought in her PAT dog which was appreciated by the residents. Community

integration was encouraged with coffee mornings, church attendance and visits by the local primary school and being invited to their plays.

Similarly, the hairdresser was in attendance and representatives experienced the salon to be a relaxing and pleasant environment with music playing, and a buzz of conversation the hairdresser telling us she enjoyed being with residents “*listening to their tales.*”

The manager told us that she felt very well supported by the trustees who each came with an “*area of expertise*”. Likewise, she demonstrated high levels of investment and pride in the home telling us that “*this is a hotel with care*”.

She also told us how much staff were valued which contributed to a stable staff base with minimal use of agency staff. The manager stating “*I appreciate my team we work together well*”.

Representatives were shown a refurbished professional kitchen and told the home employed two qualified chefs.

The team did not hear call bells during the time of our visit, the manager explaining to us that the call bell system was carried as a buzzer in carer’s pockets and this was because she felt that audible call bell systems were institutionalised.

This system also allowed the home to employ a hearing impaired domestic member of staff.

Green

Feedback from residents

Environment

"Lovely. It's more like your own home than a care home."

"I love my bed."

"Yes there are people of my own age here."

"My room is comfortable with nice views."

"It doesn't smell."

Activities

"There are plenty of activities if you want to do something."

"I can't see but I like music. They will play anything I want. "I like TV but everything is blurred - I don't think I have any special adaptations to help me join in activities but my eyes mean my TV is blurred."

"She does a good job of my hair."

"I don't like to go out. They (staff) try to encourage me but I say no I am quite happy here. Sometimes I go for Communion."

"I don't join in all the activities - I talk to a few people."

"I do the exercises sometimes. I like the hairdresser."

"I don't go out. I used to be a farmer milking cows. I can go outside when I feel better. I can just potter around rather than just sitting outside."

"The exercise classes make a nice change."

"I can get my hair cut."

"They let my grandsons wife cut it when they visit - she is a hairdresser."

"I Facetime or email most people - my phone doesn't work properly in my room."

"I paint on my tablet."

Care

"The care staff are helpful sometimes. On each ward there are at least two staff who will help you. I press a buzzer and get annoyed when I am kept waiting. I have to bear with them. On the whole I don't get cross for long."

"I have no complaints. They are kind. My daughter used to look after me now she looks after the young ones. She came to visit on Sunday with her sons which was nice."

“I’ve only been here a few weeks; I’m hoping to go home soon once I can prove I can look after myself.”

“I live every day as it comes, I’m certainly not disconcerted.”

“I wish I could speak to the other residents more, I have paralysed vocal cords and feel rude when they can’t hear me.”

Food

“It’s very good. I like the chicken in a beautiful sauce best. If I didn’t like the meal I would feel comfortable asking for something else.”

“I like the food. Home cooked. If I didn’t like it I could make do.”

“They are always the same meals but they are nice.”

“There is enough food. I get enough drinks - as much as I want. I don’t drink much.”

“I’ve put on weight because of the food.”

“I’d like more fresh fruit, not tinned fruit.”

“They will cook you something else if you don’t want what’s on the menu but sometimes it doesn’t turn out right.”

Relatives and friends’ views

How do you feel generally about the service?

“Fantastic. I have been looking at care homes for fifteen years as part of role in the fire service and I have never seen a care home better than this. My mum has been here for the last four years. Everything about it is good. Residents live in their own rooms and come together when they want to do things together, not like other places where you see everyone in the lounge all day. The building is lovely, the fire safety is good, they even have a pager which links into the fire alarm, meaning a deaf member of staff would feel it vibrate in the event of a fire, so she can be employed here. That’s what kind of company they are that they look after their staff. They even provide a BSL interpreter every year for training. It is without question a great place to live and work. Residents are well looked after and safe. The food’s great, the grounds are beautiful and well maintained. There is a summer house to sit in. Laura organises a lot of functions if you want to go to them. I can’t fault the care here.”

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

"Yes absolutely everything."

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

"Yes, Sue the manager or Rebecca and we get it in writing too. Not that we have cause to complain only to praise."

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

Yes. They do a lot of "God" things here which I don't do but my mum does them so it suits her fine."

Would you recommend this service to others?

"Wholeheartedly and I have put that on their website."

Staff views

Do you have enough staff when on duty?

"Yes you press the buzzer and there is no waiting before someone else comes to assist you."

"Yes."

"Yes they always make sure there are enough staff on. I never get stressed there is plenty of time to do my job."

"If someone phones in sick then the office and seniors willingly help."

"Yes, from my job role point of view (activity coordinator) I do 2.5 days a week. I fit in very well with the team and from what I know the home is well staffed."

"Yes."

Do you feel supported to carry out person centred care?

"Yes I have this lovely hairdressing salon where I can offer my hairdressing skills and give person centred care."

"Yes spending time with residents, not rushing them. Being able to ask things like "What do you want to wear today; when do you want to get washed?" These are signs we offer person centred care."

“There are always activities on offer. They do lots of things with the church and things like the hairdresser, newspapers, jigsaw puzzles and dominoes are favourites here.”

“Definitely, it is a lot easier for some activities, like shopping etc. to be done on a 1:1 basis. We can order mini buses easily enough too - we went to see the Blackpool lights and fish and chips.”

“Gosh yes.”

“I bring my dog in, she is a PAT dog, and the residents love her.”

“The local school come to the home once a month to read to the residents and welcome to go to their school plays.”

“We go to the church every Sunday.”

“The staff address the residents as Mr or Mrs out of respect, it’s a tradition. When we do Pilates I like to call the residents by their Christian names and they practice calling each other by their first names as it’s easy to forget.”

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

“Yes I trained for two years at college as a hairdresser and used to work in a care home. I can see to all the residents here myself.”

“Yes tip top training and if you identify something you want to do you just bring it up at appraisals and they look into it.”

“Yes, I did a few courses outside of the home for the role and I am involved in all of the training that the rest of the staff do.”

“I have my training externally as I’m employed in for Pilates once a week.”

Are you happy working here?

“I love working here absolutely! I have communication with the residents listening to their tales, I love it. I have been off sick and cut back on my workload but returned to this care home because I love being here.”

“Yes but my manager shouted at me. I always get support off my managers.”

“Oh gosh yes you’re looked after here.”

“The set rota means I can plan ahead. If anything pops up the management accommodate it. You work a weekend on and a weekend off on a two week set rota so you can plan your life. You can even plan for the Christmas period because you know what you are working.”

“Yes.”

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

"Yes I would. The staff, the cleanliness, the food is great. The staff eat the food the residents didn't have so that tells you how nice it is. Everything about here is good."

"Yes I like it here."

"Yes."

"This place is on the top of everyone's list!"

"Yes if I had known about this place I would have brought Mum here."

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
BUSHELL HOUSE RESIDENTIAL HOME. MILL LANE GOOSNARCH PRESTON PR3 2BJ.		
Contact Name		Telephone Number and/or email
SUSAN BARR		SUE.BARR@bushellhouse.co.uk 01772 865225
Name of Healthwatch Enter & View Authorised Representatives		Jeanette Newman - Project Officer
Date & Time of Enter & View	28/5/19 10.30am.	
Were you happy with the Enter & View Arrangements prior to the visit? Comments-		
YES. AN EMAIL AND POSTER WERE SENT.		
Please outline any Positive aspects of the Enter & View visit.		Comments-
THE THREE LADIES WERE CONSIDERATE AND CARING TOWARDS THE RESIDENTS AND MADE EFFORTS TO GATHER THEIR INFORMATION IN A MANNER LEAST INTRUSIVE TO THEM. IT WAS A PLEASURE TO HAVE THEM ALL VISIT US AND TAKE AN INTEREST IN WHAT WE DO.		
Please outline any Negative aspects of the Enter & View visit.		Comments-
THERE WERE NONE.		
Please use this space to comment on how you think we could improve your experience of		

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Registered office: P O Box 78, County Hall, Preston PR1 8XJ

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.

EVERYTHING WENT VERY SMOOTHLY AND I WOULD HAVE BEEN QUITE HAPPY TO HAVE HAD THE THREE LADIES HERE LONGER. IT WAS A PLEASURE TO SHOW THEM ROUND.

Completed by	Susan Barr
Position	Manager.
Date	28/5/19

Email response from manager of Bushell House received 25/06/2019

Dear Michelle

Thank you so much for your visit and report.

There are just a few points that I would prefer that we clarified although on the whole the report appears to be very well put together and thank you for your lovely comments and a very enjoyable visit. It was a pleasure to show you round.

Under the heading 'the external environment' the pathways are either tarmac, resin or paved. There is no gravel at all. I would prefer that this is rectified as it may put a wheelchair user off coming.

Under 'lounges dining and other public areas' In the paragraph beginning 'A large dining area' ...the chairs are adapted with Millie movas which allow less able people to be pushed in to the table easily by the carers. (Some of those residents may be wheelchair users but they can be used for any resident with mobility problems and these adaptations not only make it simple for the residents to be positioned at the table but take a huge strain off the staff. These are also great for the residents dignity as a heavier person can be moved swiftly in to the table rather than two staff trying to push a chair in with difficulty or moving everyone else to move the table closer)

Under 'observations of residents and staff' our hearing impaired member of staff is a domestic.

'Feedback from residents' Under 'Activities' I wonder if you would mind clarifying that it is the residents own mobile phone that has a problem with the signal? I do know that some mobile phone providers don't have a good signal here.

Just beneath that under 'Care' it says on each ward - please can that be changed to 'floor' as I would prefer that we don't give the idea that we are nursing. Thank you.

And lastly under 'Would you recommend this care home to a close relative' someone has said they get the food the residents *didn't* eat. They actually get the same meals as the residents - made up for them ready for their breaks.

I had a concern in the staff comments that one of the staff said that the manager had shouted at her? I am wondering if this is our deaf member of staff who goes by facial expression and can think that someone is shouting when they are not? We are certainly not given to shouting at anyone here and I have no reports of such a thing other than that particular member of staff who we support to understand what is actually being said and how it is being said. We employ an interpreter should we have any difficulty ensuring her understanding and I personally spend time reassuring her so that she is happy in her work. I have never shouted at any member of staff so I know that this is not referring to me. As I said I value every one of them and have a fantastic team. If there is something else that you picked up I would be very grateful if you would contact me to let me know. Whilst if someone has said this I cant dispute it I feel that comment does not accurately reflect what we are like here.

Again many thanks for your lovely comments and complementary description of the home. We are all very proud of it and feel privileged to work here.

Email response to manager of Bushell House 25/06/2019

Hi Sue

Thank you for your prompt reply to our report which will be included in the published version.

I am happy to correct the material facts in respect of both the external pathways and Millie Movas in the dining area, and this will be reflected in the published report.

Unfortunately I am unable to change direct comments received from respondents, however your response has been very helpful in clarifying the context of those comments and will be integral to the report.

Thank you for your hospitality and congratulations on the excellence of your service.

Many Thanks

Michele Chapman

www.healthwatchlancashire.co.uk

info@healthwatchlancashire.co.uk

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

Facebook: facebook.com/lancshealthwatch