

Croston Park Nursing and Residential Home Preston

Enter and View Report

Tuesday 4th December 2018

10.30am-12.00pm



DISCLAIMER

This report relates only to the service viewed at the time of the visit and is only representative of the views of the staff, visitors and residents who met members of the Enter and View team on that date.

Contact Details:

Croston Park Nursing and Residential Care Home
Town Road
Croston
PR26 9RA

Staff met during our visit:

Bernadette Sumner (Manager)
Rachel Andrew (Senior Carer)

Date and time of our visit:

Tuesday 4th December 2018
10.30am-12.00pm

Healthwatch Lancashire Authorised Representatives:

Michele Chapman Project Officer (Lead)
Zoe Keighley (Senior Project Officer)
Lynn Yates (Project staff)
Lesley Miller (Project staff)

**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 Bernadette Sumner and Rachel Andrew, together with staff, residents and visitors, for making us feel welcome and taking part in the visit.

General Information

Croston Park Nursing and Residential Care Home is privately owned by Park Lane Healthcare Ltd with places for forty four residents. There were seven vacancies at the time of our visit. The person in charge is Bernadette Sumner.

Information obtained from Carehome.co.uk states that the home provides care for people from the ages of sixty plus who are affected by old age, physical disability, and sensory impairment

Methodology

The Enter and View representatives made an announced visit on Tuesday 4th December 2018 10.30am-12.00pm.

We spoke to nine residents, ten staff and three 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 of the environment and facilities.

As some residents were receiving visits, choosing to stay in their rooms or being nursed, we spoke with nine of the forty four 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:

Croston Park is an attractive historic building set in generous grounds and surrounded by countryside.

The care home is well integrated into the village community and has close ties with the church and the nearby junior and secondary schools. At the time of our visit we observed how cheerfully the facility had been decorated for Christmas and how welcoming the environment was.

Both residents and staff who responded to our visit reported very positive opinions about the home, one resident telling us *“I feel part of the community”* and *“they look after me.”* Likewise, residents described their environment as *“amazing”*, *“cosy,” “bright”* and *“pleasant”*.

However responses from residents in respect of food were more mixed.

The team observed staff to be very caring and eager to preserve the residents' independence with one resident telling us how he often went to the local pub and took the bus to other local towns enabling him to maintain relationships where he had lived previously. Similarly, interaction between residents and staff was observed to be respectful and kind.

Staff who responded to our visit were unanimously positive about their working environment in particular training. Likewise, all staff respondents said they were happy in their work, the home was like a *“big family,”* and that they would recommend the care home to a close relative.

A visiting GP told representatives that Croston Park was a “good home.”

There were occasions where residents appeared to wait for staff to attend, but these were dealt with quickly once realised.

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 to Croston Park Nursing and Residential Care Home we were able to access a comprehensive and well produced dedicated website. Likewise, the manager was able to supply us with a glossy A4 brochure detailing costs, a statement of purpose and full details about the home including residents' rights. With representatives believing that the inclusion of the latest Care and Quality Commission report was particularly beneficial for prospective residents and their families.

The facility is located in a pretty village setting close to small shops and a bus route with a GP surgery nearby. To the front and side of the building there is ample parking space with appropriate disabled access.

The home was clearly signposted from the main road.

Green

The external environment

The 17th Century facility is set in two acres of woodland by the River Yarrow in exceptionally attractive rural surroundings. The exterior of the house and the gardens appeared well maintained with later extensions to the building maintaining the character of the original.

Representatives noted that there were benches, tables, and parasols set out for use during warmer weather and pathways made the grounds suitable for those using adaptations.

It was clear to the team where reception was sited and the secured front door was answered by staff in a timely manner.

Green

The internal environment/reception-first impressions

The entrance area to the home was very welcoming with seasonal decorations. We observed a residents noticeboard detailing the activities and upcoming events at the home in particular the residents Xmas Party Day on Saturday 15th December.

The Healthwatch Lancashire poster was also prominently displayed as requested.

A beautifully decorated Xmas tree was surrounded by cellophane wrapped raffle prizes. We saw that photographs of various home champions were on display and

that an activity schedule was displayed alongside other items of interest to residents, including a notice detailing the next resident consultation meeting on Thursday 6th December 2018

We noted the daily activity schedule detailed activities such as music, bean bag games, crafts, films and bingo.

The atmosphere was very warm and homely, it appeared a resident had chosen to sit in this area to enjoy the general “buzz” about the place and we observed that she had been provided with a blanket to protect her from any cold.

Representatives felt that this demonstrated the resident was encouraged to treat the home as their own and had been enabled in her choices to move around the home freely.

Staff were easily identifiable by uniform and directed the team to a visitors signing in book alongside wall mounted hand gel.

The manager came out to greet the team and she was very accommodating allocating a member of staff to show us around.

Green

The observation of corridors public toilets and bathrooms

The building was typical of its age with the older parts being more restricted in the corridor and stair areas. Despite this all the corridors were bright, well decorated, and uncluttered. We observed corridors being decorated with artwork and noted that residents’ bedroom doors resembled domestic front doors being individually coloured and having a door number and door knocker. Doors to public areas such as bathrooms, displayed colour coded, pictorial, and written dementia friendly signage.

There were sufficient public toilets and bathrooms in the facility with some bedrooms having full en suite facilities and others a toilet and washbasin. During our visit we saw a team of cleaners and public bathrooms were observed to be clean with adequate supplies of soap, hand towels and toilet paper. Appropriate adaptations such as frames, grab rails, and raised seating were provided but not colour coded.

Green

The lounges, dining and other public areas

The architecture of the building was very impressive with high ceilings, long windows, and detailed cornicing. Decoration was sympathetic to the style of the home and we saw “swags and tails” curtains traditional armchair seating and thoughtfully placed cushions, and blankets.

The older central part of the building houses four separate lounges most having pleasant views over the grounds.

All the lounges were decorated to a high standard and each had a television although these did not dominate the environment. However, at the time of our visit the majority of residents seemed to prefer listening to Christmas music or dozing in their chairs. The lounges were of varying sizes with each being occupied and some quieter than others. Generally seating was arranged around the perimeter of the room with representatives believing that this could have been improved by being grouped around coffee tables to enable social interaction.

Representatives observed that juice for hydration was in plentiful supply both in the lounge and dining areas

A pleasant separate dining room was large enough to serve all the residents and we observed tables set with tablecloths, glassware, and crockery complementing the colour scheme of the room. A menu displayed the date, day, and the choice of food which was cottage pie with vegetables or fish in cheese sauce with vegetables. Desserts offered were apricots and custard and sticky toffee pudding. Residents told us that they were able to ask for snacks such as toast and other alternatives.

Staff showed us a dedicated hairdressing area which was also used by the visiting chiropodist.

Green

Observations of resident and staff interactions

Croston Hall appears to have a warm and friendly atmosphere with lots of positive interaction between residents and staff. We heard staff referring to residents as “sweetheart” and telling them how they had a “lovely smile.” We observed staff attending residents using correct moving and handling techniques whilst respecting their dignity. Similarly, when we spoke to staff their opinions were very encouraging with all respondents saying they enjoyed their job and felt supported to carry out person centred care. Residents responded similarly telling us how staff were “wonderful” and supported independence “they treat us as grown ups.” The vast majority of responses from relatives and friends were also very positive telling

us that they are kept informed, and made welcome by the home with one relative reporting “Its brilliant.” and “they do love her here.”

A visiting GP also advised the team “this home is very good.”

However one respondent raised worries about the toileting of her relative “she sometimes has to wait too long for the toilet, staff are busy.”

During our visit this resident was taken to the toilet by staff and left in private, when she had been in the toilet for some time the respondent knocked on the toilet door to see if her relative was ok and returned to our representative saying her relative “was in a mess” and unable to use the buzzer.

Staff were located and advised, acting quickly to resolve the situation.

Similarly we observed staff set a beaker and toast in front of a resident telling them she would “just be a minute”. After approximately five minutes the staff member had not returned and the resident asked representatives for assistance. Again, this was quickly resolved as the staff member returned at that moment.

One resident was able to detail to us how his independence was encouraged and supported by the home telling us that he often caught the bus to Wigan and Leyland where he enjoyed shopping. He also visited the day centre that he and his wife had formerly attended and had been invited to the Christmas party and panto. The resident told us that he enjoyed a pint in the local pub the Wheatsheaf and referred to the home as a “home from home” confiding that he preferred spicy food and that he is able to request bacon and eggs for breakfast. Similarly, he was able to choose where he ate his meals

The resident told us that staff offered him emotional support too with private one to ones and that he felt that he could talk to them “about anything”.

We did not observe any organised activities taking place at the time of our visit. However, staff were able to tell us about the upcoming Christmas celebrations and a Christmas party being scheduled for the 15th December.

Representatives considered that the home was particularly well integrated into the local community staff telling us how residents had been to the Christmas tree festival at the church next door and were hoping to receive the village into the home at the end of the Candlelight parade due to take place on Sunday 9th December.

Staff told us that the home had strong links with the local primary and secondary schools the children visiting the home with presents, and the “Friends of Croston” organising a visit from Father Christmas after the village Christmas Fair.

Similarly, representatives observed that the provider had invested a significant effort into decorating the home for the festive season with one resident telling us that she had had been involved in the decorations.

The nature of the village as a small tight knit community appeared to have a positive impact on staff turnover at the home with the majority of the staff being familiar with residents and some staff members having long service describing the home environment “like family.” Staff told us that they covered for each other in times of sickness and rarely used agency staff. Likewise, that they felt empowered to make suggestions to the manager and that she listened.

Representatives did not generally hear call bells in the duration of our visit but one call bell was heard in reception as we left the home and this had not been answered as we exited the building.

During the period of our visit there appeared to be sufficient staff on duty.

Green/Amber

Feedback from residents

Environment

"It's fine, very comfortable."

"It's amazing, I've a lovely room."

"It's grand."

"It's lovely, my room is very nice."

"Personally I like this room (lounge). We ladies sit together, everything is clean."

"It's all very cosy, a nice set of people here."

"It's nice and bright and pleasant."

"I feel part of the community."

Activities

"Suppose there are but I don't take part, I'm relaxing."

"There are different sorts."

"I like rounders' and going on my bike (laughs)."

"I like to join in."

"They try hard for us."

"I went to the church to see it trimmed up with some others."

"I am encouraged to walk outside."

"I take the bus to Wigan and Leyland."

"They take the time to chat to me on a one to one."

Care

"The girls are very nice."

"They look after me."

"The care is very good. I've no complaints, I couldn't wish for better. They don't talk down to you. They treat you like a grown up. We do appreciate it."

"It is good, they help me."

"They are very nice. You get as much attention as you need."

"The staff are A1. They are wonderful."

"It's easy going."

“It’s a home from home.”

“Relatives are always welcome.”

“They take the time to talk to me on a one to one. I can speak to them at anytime.”

Food

“It’s very good, no complaints.”

There’s a choice I think.”

“It’s good.”

“It’s lovely.”

“It is homely and good.”

“It’s very good.”

“It’s so so”

“Sometimes it’s awful sometimes it’s good. I prefer spicy food”

“I think it’s that Wiltshire Farm food. I ask them to make me bacon eggs and toast.”

“It’s adequate.”

“I can find a lot of fault with it.”

Relatives and friends’ views

How do you feel generally about the service?

“She has a difficult serious condition. She sometimes has to wait too long for the toilet. Staff are busy.”

“It is good. She sleeps all the time. She needs a hoist to stand up. I feel when I’m not here she is well looked after and safe.”

“Five star, they respect Dad’s dignity with independence, its brilliant.”

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

“Another closer family member sees to all that.”

“We go through the care plan on a regular basis.”

“They ring, give me an update. I feel very informed.”

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

"My sister would deal with this".

"We would mention to the carers then to the manager."

"Yes there is a procedure explained when we do his care plan. I would go straight to management".

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

"Yes we can join in. There seems to be more things going on now."

"Yes but my mum can't join in."

"He is coming back for the Christmas party. We can visit with his dog."

Would you recommend this service to others?

"I would because my Dad came in here and they treated him well. He needed care."

"Yes."

"100%. I would come here."

Staff views

Do you have enough staff when on duty?

"Yes, some day's people phone in sick but that can't be helped."

"Yes the majority of the time unless someone is sick."

"Yes, we did struggle a few years ago, but it is much better now."

"Generally there is."

"Yes, we do generally".

"Yes, there is three cleaning staff on everyday."

"Yes, sometimes we do get staff off sick, we don't use agency staff". "Normally, unless someone is off sick, we have a 'group chat' so staff know if there is a shortage".

"Yes."

"Yes, we do, most of the time".

Do you feel supported to carry out person centred care?

"Yes I do."

"Yes, we do, I am the Safeguarding Champion."

"Yes, on top of training."

"We are on the ball with that".

"Yes."

"Yes I do."

"Yes."

"Yes I do."

"Oh yes."

"Yes, very much so."

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

"Yes more than enough."

"Yes, I deliver the training".

"Yes, whatever training I ask for we get."

"We get training all the time; care is a lot better now".

"Yes."

"Yes we get enough training; I've just completed NVQ level 3 in leadership."

"Yes we get quite a bit of training and it's great that it is held on a day off so that you can really concentrate on the training".

"Yes, always".

"Oh yes, definitely."

"Yes".

Are you happy working here?

"I love it - I've been here for 14 years".

"Yes - been here 10 years."

“Yes I did leave a few years ago but I’m back now it’s like a big family”.

“Yes I am.”

“Yes.”

“Yes, without a shadow of a doubt.”

“Yes.”

“Yes”.

“Yes.

“Yes I am.”

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

“Yes, my brother in law was here.”

“Yes, I wanted my grandma to move here.”

“Yes, I have done.”

“Oh yes.”

“Yes.”

“Yes.”

“Yes, I would recommend it to family as well.”

“Yes, my grandad was here.”

“Yes.”

“Yes, it’s a very relaxed atmosphere 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
Croston Park Town rd		
Contact Name	Telephone Number and/or email	
Bernadette Roe	01524 601431 crostonpark@partshirehealthcare.co.uk	
Name of Healthwatch Enter & View Authorised Representatives	Michele Chapman -Project Officer	
Date & Time of Enter & View		4/2/18 - 10.30am
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-
The four ladies that visited acted professionally, they were warm and friendly which created a positive atmosphere		
Please outline any Negative aspects of the Enter & View visit.		Comments-
When four arrived it was overwhelming but I understand the need for four due to the size of the home		
Please use this space to comment on how you think we could improve your experience of		

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