

Coniston House Care Home Chorley

Enter and View Report

Tuesday 18th June 2019

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:

Coniston House Care Home
Coniston Road
Chorley
Lancashire
PR7 2JA

Staff met during our visit:

Donna Norton Manager

Date and time of our visit:

Tuesday 18th June 2019
10:30am - 12:30pm

Healthwatch Lancashire Authorised**Representatives:**

Jeanette Newman - Engagement Officer (Lead)
Nick Colledge - Engagement Officer
Lynn 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 Donna Norton, together with staff, residents and visitors, for making us feel welcome and taking part in the visit.

General Information

Coniston House Care Home is privately owned by Rochcare (UK) Ltd with places for forty three residents. There were no vacancies at the time of our visit. The person in charge is Donna Norton.

Information obtained from Carehome.co.uk states that the home provides care for people from the ages of sixty five who are affected by dementia or old age.

Methodology

The Enter and View representatives made an announced visit on Tuesday 18th June 2019.

We spoke to six residents, seven 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 on 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 forty three 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:

Coniston House Care Home is a purpose built facility based within the local community. It is pleasantly maintained and close to local amenities. The internal décor is designed to add interest and aids navigation around the building to increase the residents independence. Most residents and family members spoken to expressed approval of the environment and friendliness of good care staff. One resident reflecting the responses of most other residents commented *“Hopefully I’m here till I die - I’m happy here.”*

Healthwatch Representatives observed lots of positive interaction between staff and residents during our visit. We observed staff and management to be happy and confident in the service they are offering and keen to introduce further improvements in the future. Examples given were: the introduction of electronic systems, which will minimise paperwork and allow staff to spend more time with residents; and widening the door access from the small lounge in order to open it up into the foyer area. This will enable more residents to connect with each other and visitors coming into the home through the main door entrance.

The home has evidence of a variety of activities taking place both inside and outside of the facility with many respondents stating they have plenty to do. From observation not all residents were receiving the maximum benefit they could from activities taking place in the home. For example, compromised residents could only see the back of the chairs and not the residents doing armchair exercises in the same room. Other residents would have benefitted from being sat by someone they could engage with during lunch time. It is felt these are easy adjustments that can be made by the home.

Residents who we spoke to told us the food was good and plentiful. The home has a two weekly menu and an innovative “Night Bite” menu to ensure residents know they can access food when they want. The home also has a satellite kitchen accessible to visitors and residents to enable them to make drinks and snacks throughout the day. Representatives observed the environment to be relaxed and homely.

One late resident’s partner was present at Coniston House during our visit so we have included Jeannie’s story about her partners 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

Coniston House has a comprehensive website clearly displaying the homes features and services. It offers specialist dementia care. The site highlights the care home has Wifi, a hairdressing salon, a quiet lounge and enclosed gardens as well as communal lounges and dining rooms. There are clear contact details and a brochure is available for enquirers.

The facility is based within a built up area of the community on a main bus route. It is situated close to Chorley town centre, shops, cafes, supermarkets Asda and Morrisons, pharmacies, health centres and places to visit.

Coniston House is clearly signposted from the road. There is a parking area including two disabled access spaces.

Green

The external environment

Healthwatch representatives observed the external environment of Coniston House to be well maintained and pleasant to look at. Features such as ornate gates, a canopied front entrance, hanging baskets, a smooth carpark surface, and a landscaped corner making optimal use of the parking area, were observed by the representatives as contributing to a homely welcoming ambience.

To the back of the facility is access to a secure maintained garden with a Pagoda and ample seating for residents to enjoy. Pots and baskets have been planted by the residents with the help from the maintenance team. One resident remarked:

“I help with the gardening. The garden is lovely. They bought me geraniums and pansies to plant.There is a beautiful seating area and I like to sit under there (pointing to the pergola in the garden).”

It is clear where visitors should report to as the entrance is canopied. The home has a secured access to the front of the building. However, as both a bell and bell/intercom system were both in situ representatives were unsure as to which was working to get attention.

The door was answered in a timely manner by a welcoming member of staff who greeted us and went for the manager straight away.

Green

The internal environment/reception-first impressions

Representatives found the manager Donna to be welcoming, friendly and chatty, giving an air of confidence in the service provided at Coniston House. We gave her a further explanation of the Enter and View process and she appeared keen to show off the facility. We observed decorative artwork such as flowers, butterflies, birds and poems painted on the magnolia paintwork on the walls and up the stairs. Representatives observed the artwork added interesting focal points which contribute to a homely relaxed environment. There are stylish comfortable looking chairs and tables in the foyer area which during our visit were frequented by two male residents happily watching the comings and goings of visitors, staff and other residents. Opposite the front entrance is a small lounge which Donna felt would be useful to open up into the foyer area in order to allow more residents to benefit from being able to watch the comings and goings of residents and visitors. Representatives observed the busy foyer area to have a friendly relaxed welcoming atmosphere.

There was a visitor's book and hand gel available for our use. The notice board was up to date including items such as a competition 'How have I promoted dignity in the home I work in'; weekly and monthly activities schedules; and a poster to celebrate the upcoming National Care Home Open Day, which the home had been themed into a butterfly garden party with the local Mayor in attendance. Other statutory notices were on display, as was the Healthwatch Lancashire Enter and View poster announcing our visit. A staff board displays staff photographs with their names and roles and different coloured uniforms making them easily identifiable to residents and visitors.

Green

The observation of corridors public toilets and bathrooms

Representatives observed the corridors to be cleverly used to create spaces where residents could sit or wander; reflecting a homely atmosphere. As well as the foyer and quiet lounge adjoining it the corridor had another corner which had been named 'The Library'. This area benefited from different furniture and wallpaper creating what representatives felt to be a cosy little nook for residents to sit and relax on the corridor whilst still feeling connected to others in the home. During the visit one resident took a Healthwatch representative to The Library area in order to share their views of the home. The representative considered it felt natural, cosy and homely. The corridors were observed to be clean and clear of clutter. There was a slight malodour when coming in and out of the lift used to access the top floor. Representatives felt this area was not representative of the rest of the home and would benefit from investigation as to why the malodour exists.

Some wheelchairs were safely tucked under a stairwell in the hall leading out to the garden. The door to the garden was ajar with residents freely visiting the

garden during our visit. The corridor walls are prettily decorated with flowerpot stencils, keeping the outdoor garden theme, and indicating the way to the garden for residents. Representatives felt an empty small cupboard under the staircase partially hiding artwork detracted from the pleasantness of the area. It was felt the space would be better utilised with a small chair for residents who didn't want to go outside but may want to sit by the door.

Representatives observed that gated stairs and a spacious lift with adequate lighting ensures residents safety whilst they are moving around the building.

There is dementia friendly pictorial signage on toilet and bedrooms doors and the toilet doors are painted pink to make identification easy for residents. Residents bedroom doors are painted in attractive shades of dusky lilac, wedgewood blue and sage green rather than primary colours which representatives felt created a warm calming homely atmosphere. As well as individual colours on bedroom doors there is also the name of the resident, a picture of a bed and an individualised picture which we were informed is chosen by the resident. Representatives observed one resident being directed to their room and successfully locating it. The corridors surrounding the bedroom doors are also themed according to the resident's interests helping them to identify the location of the room whilst acting as aids for reminiscence. For example, one area had pictures of footballers whilst another had parrots on the wall with the words "The early bird catches the worm". Another resident had chosen vintage style pictures relating to Blackpool. There was also an interesting local Chorley town centre theme with pictures highlighting the changes occurring over the decades. Some parts of the corridors had names such as "Hollywood" with pictures of stars such as Marilyn Monroe and Elvis Presley. We observed this contributed to residents being able to navigate the building easier and locate their rooms.

There are ample communal toilets close to lounges and dining rooms. These have dementia friendly colour contrasted handrails and toilet seats. All appeared clean with an adequate supply of soap and towels.

Green

The lounges, dining and other public areas

Representatives observed the home to look comfortable with dining and lounge areas to both floors. The addition of the quiet room and other 'corners', such as the library and foyer, imaginatively decorated and furnished, provide extra seating and connect the areas of the home. Residents were observed to be moving freely around the home, not containing themselves to one area. This made the facility feel relaxed, comfortable and homely.

Residents and relatives made positive comments about the cleanliness of the building. However, representatives observed some chairs in lounges looked tired but generally clean. The vinyl wood effect flooring in the dining areas did not

appear to be as bright as it might be and the dark green patterned carpet in one of the lounges looked dated. The wallpaper in the downstairs diner was bright and opulent adding to the homely ambience. Representatives observed ample tables and chairs of various styles to give a pleasant dining experience. However it was felt the tablecloths and settings could have been laid out better to make the dining experience more attractive. During our visit we observed a large number of residents did not utilise the dining tables but remained in their lounge chair eating off TV tables whilst a number of places at the dining tables remained vacant. Representatives considered it would be beneficial for residents to be encouraged to move from their chair and socialise with others for meals.

We observed meal menus on display with a choice of options. However the menus in the two dining rooms did not display the same meals indicating one had not been updated for the day. There is a two week menu in place at Coniston House. Residents told us they enjoy the meals and they can have what they want. One resident commented *"It's very good. I don't eat meat so they provide me with tasty alternatives"*.

A 'Night Bite' Menu was on display reminding residents and staff that residents could access a range of tasty snacks during the evening and night if they wished to do so. Representatives felt this to be good person focused practice adding to the homely atmosphere.

The provision of a satellite kitchen at Coniston House means visitors and residents have access to make drinks and snacks if they are safely able to. We observed this to be a welcoming attraction to visitors. One resident remarked *"You can go to the kitchen and get a snack. I like that it is good"*.

The garden area pagoda is also seen by residents as an extension to the building for smokers as the door is kept unlocked throughout the day.

Representatives observed designated seating arrangements around the building promoted social interaction. In the lounge an exercise activity was taking place during our visit. Representatives observed good social interaction taking place between the instructor and the residents participating in the activity. However, representatives felt other residents who were unable to participate in the activity could have benefitted from watching the activity if the room had been laid out differently (as participants had their high chair backs facing those residents whose mobility was compromised).

Representatives observed a cluttered corner in the lounge blocking access to the piano and a games cupboard. This was felt to be an unnecessary barrier to residents wanting to utilise these activities.

Green

Observations of resident and staff interactions

There appeared to be enough staff on duty at the time our visit. They took time to respectfully talk to residents and addressed them using their name. The maintenance person told us he knew the names of the residents and we observed he interacted with them, helping them in practicalities such as turning their TV on. He disclosed that he has been included in the dementia training and is feeling very comfortable in the environment knowing he can get support from care staff when it is needed. We observed two residents wandering in the corridors were spoken to by several staff. Staff generally appeared positive about the staffing levels meeting the needs of the residents whilst acknowledging that it could sometimes be difficult due to a number of residents requiring the use of two staff. A staff member referring positively on the impact the good staffing levels and support they are able to give residents said “..... *you can see it and you can feel it.*” All staff spoken to said they would recommend the care home for a close relative. During our visit we noticed lots of good interaction between staff and residents; hugs, kisses, joking and laughing, and little chats with quieter residents.

Most residents spoken to told us they were happy and well cared for in the home. That care staff have time for them and there are activities for them to do. One commenting “*There’s all sorts of things going on. Never a dull moment.*” There is an activity schedule at the home which includes activities such as exercise, singing, crafts, games and a hairdresser. There was also evidence of the upcoming ‘Butterfly garden’ event and lavender bags being made in the quiet room. Staff and residents also indicated the residents regularly go out on visits. “*We like to spend time with every resident but it can be difficult. We arrange trips out with three or four residents at a time - that’s a lovely way to give them more personal attention*”.

Representatives observed residents being supported by staff to be independent and retain life skills. They did gardening, set tables for lunch, pegged out laundry, made snacks and one resident had helped with administration tasks. We observed doll therapy, personalised doors and pink toilet doors with signage benefited residents in maintaining their dignity and self esteem. However, during our visit not all residents appeared to be interacting with staff or other residents. One said “*Some people aren’t nice are they. They don’t want to talk to me and they never crack a smile*”. Representatives felt some residents who were not mobile may benefit from an increased sense of belonging if staff ensure the resident is physically positioned to be able to socialise with others and join in the activities to a greater level. For example, by joining a number of residents around the larger dining table there are more opportunities for residents to engage with others and by repositioning an activity others can watch or verbally join in.

Green

Additional information

Feedback from residents

Environment

"Excellent I have never been in a care home before. I find it very good. They care for you".

"I have no complaints what so ever. My room is nice".

"It's beautifully clean and everyone is cared for well and I am exceptionally happy".

"I hate being here".

"I have no complaints. There are a lot of people worse off than me. It's alright".

"It's a great place. It's good fun. It's the lovely ladies (staff). My room has nice photos and a nice chair".

"I like it. I had a bit of lunch in the quiet room yesterday".

"Hopefully I'm here till I die - I'm happy here".

"It's friendly and clean. The bedroom is clean - there's plenty of space with big wardrobes. I sleep well".

"Only thing is that things go missing. I lost my socks and shoes that my brother brought in for me".

"I had some slippers and socks and a blouse stolen. Stealing is the lowest of the low".

Activities

"I help with the gardening. The garden is lovely. They bought me geraniums and pansies to plant. I smoke a few cigarettes and that is how it is. Obviously not inside - outside. There is a beautiful seating area and I like to sit under there (pointing to the pergola in the garden)".

"I do a lot of reading. I am reading The Mail now. I love listening to music like this (currently playing in the background - Mario Lanza). I used to be in a choir when I was young. I like gardening here too".

"I like dancing when the singer comes. We go into town to a pub for a bit of lunch. There's so many things to do. I help with breakfasts and laying tables".

"There's all sorts of things going on. Never a dull moment".

"I can't watch TV because of my vision, but I like being in here (the lounge) as I like a bit of noise. I like to listen to the radio".

Care

“Some of the care looks excellent. People get moved around and taken care of”.

“All the carers seem nice. One gentleman is very good”.

“Some people aren’t nice are they. They don’t want to talk to me and they never crack a smile”.

“I have no grumbles, only praise. They are wonderful. I would recommend it”.

“They do look after me. The girls help me and give me a shower”.

“They look after me very well. They see I have a drink. I wouldn’t like their job (carers)”.

“The staff are good - they are nice girls. I can’t walk as I broke my hip but they bring you things right away. You have a laugh with them - I have nicknames for all the staff. They work really hard. Some people don’t realise how hard they work”.

Food

“It’s very good. I don’t eat meat so they provide me with tasty alternatives”.

“You get enough and if you want more its no problem. Sometimes I have lunch then finish off with more toast and marmalade. There’s no hesitation in letting me have it”.

“You can go to the kitchen and get a snack. I like that it is good”.

“If I were on my own I’d have burnt toast and cold tea. I can’t grumble at all about the food here. There’s enough of it and I have a good appetite”.

“A beautiful lady does the cooking. My favourite is bacon butties. If there’s something I don’t like I tell them. They find me something else”.

“Good food and good service. I like everything”.

“It’s good food - you wouldn’t starve. They have a good choice - the afters are good ... cakes and that”.

Relatives and friends’ views

How do you feel generally about the service?

“It’s brilliant. We can’t fault it at all”.

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

“My brother actually has a son who lives locally and is kept informed about his father’s care. So we are not involved in that”.

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

“We could go to any of them (staff members). We have to travel a distance and they are very good on the phone when we ring up”.

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

“Yes we are aware of them but we come to visit once a week at lunchtime. They invite us for a meal which is nice”.

Would you recommend this service to others?

“I would come here. It is the best. (Used to be a district nurse)”.

One relative shared her experience



Jeannie

“My partner was here for 2.5 years and she died just before last Christmas”. Jeannie said that she was a retired nurse and in speaking about the care her partner had received commented, “She wouldn’t have had better care - even at St Catherine’s (the local hospice) - the care here was phenomenal”.

Asked about how they chose this care home Jeannie said, “I was needing to find some temporary respite while I was receiving medical treatment. That temporary respite turned into my partner staying on here permanently”.

“At the time the place was just out of ‘special measures’, but they brought in the current management team and ever since things have been really good. The best thing was the staff and the food - she loved the grub.”

“The staff have been excellent too - they get down and talk to the residents at their level - they give big hugs. There’s not many of them but they’re

always there when needed. I've met some really nice people and I still come in every 2-3 weeks because many of the staff are now friends. When my partner died the cook came in on her day off to 'say goodbye' - I was really impressed".

"It was the little things that made the difference. My partner had worked as a secretary and when she first came in she enjoyed getting involved in office activities - the staff would sort out 'filing' for her to do. The activities are essential - Viv organises lots of activities. We had trips out to Blackpool illuminations, a visit to a 'petting zoo', shopping trips, as well as going for lunch. Events are also organised in the evenings, so that family can attend too".

In terms of improvements Jeannie said, "No where is perfect - people are always losing things".

Staff views

Do you have enough staff when on duty?

"Yes everyone seems well looked after, cared for, it's nice".

"Yes you can see it and you can feel it".

"We have a senior and three carers on. Sometimes you can struggle because you need more than one member of staff with a person but you find another carer".

"Yes generally. There is always the odd occasion but I could say no care home could ever have enough staff. We have at least six people need hoisting which needs two staff".

"It varies. The staff are very good and step in to cover. We have also got some new bank staff".

"We've always got enough - we all help each other if we are struggling. We all muck in. We also have access to bank staff if we need them too".

"It can be difficult getting cover - when staff are off".

Do you feel supported to carry out person centred care?

"We redecorate when we can and it's looking nice again".

"Yes I make sure everyone is comfortable. Turning their TV's on etc and I know the residents by name".

"Yes we get training from outside professionals and the senior team here".

"We know residents and can have conversations with them. Some you can't communicate with when getting them up but we try. We are confident we know who they are".

"I try to spend time with the residents. Quite a lot of them like 'make believe' and we have a little chat".

"Yes I do. We can have a laugh. People can go downstairs if they want and downstairs residents can come up here".

"We have the 'resident of the week' programme on rotation which allows us provide a greater focus on the needs of each resident".

"We like to spend time with every resident but it can be difficult. We arrange trips out with three or four residents at a time - that's a lovely way to give them more personal attention".

"At the moment we don't get enough time with residents - there's too much paperwork, but we are soon looking to introduce electronic systems which should allow us more time".

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

"I have had all the dementia training and any of the staff will help me out".

"Yes we get good training".

"Yes we have plenty of training".

"Yes we have in house and booklets".

"God yes - she's strict on training - we have regular training to ensure we stay updated".

Are you happy working here?

"Definitely yes".

"Yes there is a lot of cohesion here. The management are approachable and residents are happy. It's a nice environment".

"I love working here - it's great - Donna (the manager) is very helpful".

"I like helping people - making them smile".

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

"Yes the staff are brilliant; Really nice and willing to help".

"The maintenance staff are fantastic".

"100% yes".

"The food I would give six to eight. Make residents something they enjoy".

"Yes I love it. It's a nice place to work".

"I am always happy at work with the residents. They do not deserve to see miserable faces. They would get bored".

"Yes I would recommend it".

"Yes I would. In fact I have actually done that".

"I would yes - I would come here I know the girls would look after me".

"I'd be happy to be here as a resident".

Response from provider

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
Coniston House Care Home Coniston Road Chorley Lancashire PR7 2JA		
Contact Name		Telephone Number and/or email
Donna Norton		01257 265715
Name of Healthwatch Enter & View Authorised Representatives		Jeanette Newman - Lead Officer
		Nick Colledge – Engagement Officer
		Lynn Yates – Engagement Officer
Date & Time of Enter & View	Tues 18 th June 2019	
Were you happy with the Enter & View Arrangements prior to the visit? Comments-		
Yes very happy Gave notice that they were visiting, had time to put up posters informing people that the visit was happening		
Please outline any Positive aspects of the Enter & View visit. Comments-		
3 very friendly Representatives came along, chatted with residents' staff and visitors putting people at ease A very pleasant experience		
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.		

I feel the whole process is an excellent way to show people what goes on in a care home, getting feedback from our Residents and their families but also how the staff feel on the day to day running of the home.

On the day of the visit the home was preparing for a butterfly garden party, we were raising the butterflies ourselves to release on the day, the residents found the experience fascinating

The day was a huge success, one of the residents opened the party with a speech that brought tears to our eyes especially the dignitaries that were in attendance.

<i>Completed by</i>	<i>Donna Norton</i>
<i>Position</i>	<i>Registered manager</i>
<i>Date</i>	<i>13/08/19</i>

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