

Croft House Freckleton

Enter and View Report

Tuesday 14th May 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:

Croft House
26 Kirkham Rd
Freckleton
PR4 1HT

Staff met during our visit:

Janet Finn-Hughes (Manager)

Date and time of our visit:

Tuesday 14th May 2019
10.30am-12.30pm

Healthwatch Lancashire Authorised Representatives:

Michele Chapman (Lead Representative)
Lynne Yates (Volunteer)
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 Janet Finn-Hughes, together with staff, residents and visitors, for making us feel welcome and taking part in the visit.

General Information

Croft House Rest Home is privately owned by Ammram Ltd with places for twenty residents. There was one vacancy at the time of our visit. The person in charge is Janet Finn-Hughes.

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 dementia, mental health condition, old age and physical disability.

Methodology

The Enter and View representatives made an announced visit on Tuesday 14th May 2019 10.30am-12.30pm.

We spoke to seven 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 seven of the nineteen 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:

Croft House is an attractive listed building set in its own grounds and situated in a semi rural village location close to local amenities.

The manager and staff were very welcoming, with staff who spoke to us reporting a positive experience of their work environment telling representatives *“Yes, it’s one big happy family”*, and *“it’s homely and friendly”*. Similarly, staff told us that they had sufficient opportunities for training; however, Healthwatch representatives observed that Moving and Handling practice may have needed a refresh.

Residents who responded were enthusiastic about the standard of food telling us it was *“beautiful”* and *“I have enjoyed everything”* one resident reported *“enjoying a tippie at night if I want”*. Similarly, the majority of residents who responded told us that staff were caring and *“they treat you right”* although one respondent clearly felt that staff were always *“dashing about they don’t seem to have time for anybody”*.

Responses in respect of activities were less positive with several residents reporting wanting to go out on regular day trips *“I’ve been here twelve months and there haven’t been any trips”*.

A relative we spoke to confirmed they would recommend the service to others.

In terms of environment the age of the building impacted on the space in the corridors making a *“tight squeeze”* in some areas. Likewise, the bathroom on the first floor pending repair may have had a detrimental effect on the residents in the bedrooms it serviced.

Based on the criteria, the Enter and View Representatives gave the home an overall score of:

Green Amber

Enter and View observations

Pre-visit and location

Prior to our Enter and View visit a representative attended Croft House Rest Home with an amended poster. At the time of our attendance the representative noted some environmental issues including outstanding grounds maintenance, and some debris sited at the side of the building. However, on the date of our visit the grounds had been tidied and the debris had been removed to a skip in the car park. The grass had also been mowed.

However, one of the decorative pots at the doorway contained a dead bird and representatives felt that this may have attracted vermin.

The home is easy to locate and situated in a very pleasant rural area with extensive grounds overlooking a local church. The brochure states that transport and local shops and facilities are “two minutes walk away”.

There was ample parking to the front of the home with disabled ramps to both the front and the back of the building.

All communication with the home prior to our visit was polite and helpful and the manager was very accommodating.

Green

The external environment

Croft House is an attractive Grade 11 detached listed building with two floors and an adapted roof space. At the time of our visit the garden areas were populated with various outdoor seating both to the front and the rear of the property. Indeed, we observed several residents sat out to the rear enjoying the sunshine.

The front door and reception were easy to locate the front door being prominently framed by symmetrical hanging baskets and topiary. Access to the home was secure and the door was answered in a timely manner by care staff who introduced us to the manager.

Green

The internal environment/reception-first impressions

Representatives were able to sign into a visitor’s book and observed that anti-bacterial hand gel was in plentiful supply throughout the home.

The manager made representatives very welcome and gave her time to show us around the building. Other staff were easily identifiable by uniform and we noted a comprehensive noticeboard detailing staff on duty that day, their name, and

role. However, we noted only the manager detailed for “sleep-in” duties that night.

The Healthwatch Lancashire poster was prominently displayed as requested.

Green

The observation of corridors public toilets and bathrooms

Representatives considered the environment to be comfortable and homely if not a little “tired” we thought that some of the mirrors and windows looked dusty. However, overall the environment was made appealing with ornaments, clocks and items of reminiscence such as cabinetry. Likewise, we noted that clocks and calendars had been used to orientate residents to the time, day, and date. Similarly, dementia friendly provision was evident throughout the home with pictorial, written, and colour coded signage on doors.

Corridors were somewhat constrained by the age of the building, in particular there was a “tight squeeze” on the stairs due to the stair lift. Representatives felt that this would have made the stairs difficult for those who were ambulatory including residents, staff, and visitors. Despite this, corridors and communal areas were generally uncluttered. Decoration throughout the home was of light colour and the carpeting looked new and of good quality.

There appeared to be sufficient public bathrooms to service the number of residents, however some bathrooms although clean and adequately supplied with toilet rolls, soap, and hand towels would have benefitted from update. Bathrooms were fitted with appropriate adaptations such as raised seats and grab rails, but these were not colour coded.

Several bedrooms on the upper floor were serviced by a bathroom and a separate toilet. At the time of our visit the bathroom was not in use pending a repair. Representatives did not consider the single toilet was sufficient to accommodate the number of residents washing and toileting needs, and the single toilet needed cleaning.

Green Amber

The lounges, dining and other public areas

Croft House is adequately served by three public lounges. Two of these were to the front of the property with a further one leading onto the conservatory. At the time of our visit one of the front lounges was in use by the regular hairdresser (and he seemed very popular), representatives believing that a dedicated hairdressing room would have enhanced the residents experience.

All the lounges had comfortable chairs mostly arranged around the perimeter of the room. However, other rooms such as the conservatory provided ample opportunity for social interaction.

Details such as mirrors, fireplaces, bookshelves, and ornaments enhanced the domestic environment and any TVs were unobtrusive.

The conservatory area was also used as a dining room, it was very sunny on the day of our visit and the conservatory was bright and attractive with direct access to the rear seating area.

Representatives observed the round tables to be nicely set with table linen, crockery, cutlery and flowers.

A comprehensive daily menu was clearly displayed on a whiteboard. The menu detailed a choice of breakfasts (including cooked) a lunch of gammon, cheese sauce, new potatoes, cauliflower and peas. An alternative of tuna salad was offered with desserts of fruit trifle or ice cream. Similarly, a light evening meal of sandwiches etc. was available.

Residents who responded to us were very appreciative of the food at Croft House telling us *"It's absolutely beautiful. There's a smashing chef. I've never known one like him. We had a lovely dinner yesterday"* and *"The food is good", "Good portion size"*.

Green

Observations of resident and staff interactions

There appeared to be sufficient staff on duty. The manager told us that the activity coordinator was on leave and another member of staff had been brought in to cover her shift.

We observed members of staff being familiar with residents and enjoying conversation, however, responses from the residents we spoke to were mixed with one resident telling us *"They (staff) are all lovely I have felt safe while I have been here"*.

However one resident told us that *"staff don't stop and talk", "Every time you look up there is always somebody dashing about, they don't seem to have time for anybody."* Similarly, *"My eyes are bad I didn't know there was a menu they don't tell me"*.

Representatives observed one carer engaging with a resident in a polite and caring manner but her body language did not reflect this with her hands in her pockets her body remaining upright and failing to lean towards the resident to listen. The carer cut short the conversation by asking the resident if they wanted a drink.

Likewise we observed a care worker on more than one occasion moving residents in wheelchairs with no footrests. Indeed, one female resident was instructed to “*lift her feet*” by a carer.

We were also concerned to hear one resident telling us that he was not hoisted by two people during the night rather being manually lifted by a male carer.

Aside from this the atmosphere was very pleasant with a number of residents receiving visitors and a general “buzz” about the place. We saw residents reading newspapers and others taking the opportunity to sit outside in the sunshine.

An activity schedule was displayed in the conservatory and a staff member was playing bingo with residents. However responses from residents who spoke to us about the activities at the home were less clear one telling us “*Nothing goes on here*” “*I get bored*” and another “*there are activities most days*”

Green Amber

Additional information

At the time of our visit we noted that a dedicated chef was on duty in the kitchen.

The manager told us that the activity co-ordinator was available 3 days a week.

A cleaner was on duty at the time of our visit.

Feedback from residents

Environment

"I like my bedroom it's all my stuff I have a TV."

"I think it is a nice room."

"I would rather be at home, it's not home. Some people are very nice some are not."

"Yes very nice."

"It's alright. I haven't a very big room and I have a wheelchair and frame to fit in. I always come downstairs."

"It's not so bad. My room's nice enough. They like you to get out of it. I have my own TV. I like to watch it in bed."

"I like the company."

Activities

"Nothing goes on here."

"I haven't asked them to sit outside. I would like to go out but I don't ask it would take too many people."

"I can't remember any activities."

"You can sit quietly or do something else."

"We go outside."

"We have activities most days; we used to go out on trips but not anymore".

I don't like the activities; I used to knit but can't do anymore. I get bored.

"I like the TV. There are dominoes and indoor skittles. I have been here fifteen months and I have only been out once to the hospital. They said I could go out in the nice weather."

"I go for a walk in my wheelchair with my husband or we sit outside."

"Eighteen months ago we had fish and chips and then went to the Lights. I'd like it if we went out for trips but I have to take my wheelchair so maybe I couldn't go. I would like to do some chair exercises; they would be good for me. I try and exercise every day."

"There is bingo or dominoes. There's four of us play that. I've been here twelve months and there haven't been any trips. I would like to go on outings but being in a wheelchair it's not easy."

“Sometimes my family come in they haven’t been for a while.”

Care

“The staff are ok.”

“Every time you look up there is always somebody dashing about they don’t seem to have time for anybody.”

“They are all lovely I feel safe here.”

“The care is good, well looked after.”

“There’s people and people.”

“Oh yes they do a wonderful job. One of the girls shaves us. I am lucky I can get about myself.”

“Yes they are caring. I can’t walk and need help in the morning. Two people help me out of bed and then one person washes me. When I go to the toilet I have my frame. I don’t need help with my food.”

“Nice place they treat you right. I stay down till after my tea then go to bed about 6.30pm. I have a bit of a decision about what time I go but not always. I say if I don’t feel so well. There are generally 2 carers to get me into bed or (name) on his own. He is big and strong and lifts me. They don’t use a hoist.”

“They’ve never took me out yet into the garden or anything like that. I’d like to sometimes. I’ve never asked as I think they should know. I keep my own company a lot. I’ve not even sat out at the front.”

Food

“No complaints about the food.”

“My eyes are bad I didn’t know there was a menu they don’t tell me. I just get given porridge.”

“I have enjoyed everything here.”

“Good, we get good portion sizes.”

“The food is nice, can’t grumble, I get a tippie at night if I want.”

“All the meals are included. There’s a menu and birthday parties.”

“It’s absolutely beautiful. There’s a smashing chef. I’ve never known one like him. We had a lovely dinner yesterday.”

"It's very good. They have a chef here. There is not really a choice of food, it depends what day. I don't know what we are having for dinner."

"I don't have a jug of water in my room. We have a drink mid morning."

Relatives and friends' views

How do you feel generally about the service?

"I think it's good. She's looked after."

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

"Well not really."

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

"No."

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

"Yes there are dominoes, bingo, and musical sessions. There is an activities person who comes in 3 times a week but she's on holiday this week."

Would you recommend this service to others?

"Oh yes."

Staff views

Do you have enough staff when on duty?

"Yes we do have enough staff on duty most of the time you can't control things sometimes. The staff number has been increased recently."

"Yes we do."

"Yes."

"Yes."

"Yes, we have enough staff."

Do you feel supported to carry out person centred care?

"Yes. We use first names and have time to spend on a 1 to 1."

"Yes."

"Yes."

"As the manager I get support from LCC and the CQC."

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

"We work with Learning Curve to extend our knowledge for example regarding diabetes and Parkinson's. Staff have been here up to 20 years. We can do training on line or from workbooks. Sometimes a trainer comes in for First Aid or Moving and Handling for example."

"Yes, we have plenty of training."

"Yes, plenty."

"Yes, we get in-house training."

"We get lots of training."

Are you happy working here?

"Yes it's a very good home. The manager is very friendly and will do anything to help."

“Yes I like it.”

“Yes it’s one big happy family.”

“Yes very happy.”

“Yes, I’ve been here fifteen years.”

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

“Yes I would. I have recommended it to people for respite as well.”

“Yes I would, it’s homely and friendly.”

“Yes I do recommend this home.”

“Yes, I did have had a relative live in the same care home I worked in.”

“Yes I would. The local GP put his mum in this care home.”

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
Croft House 26 Kirkham Road Greckleton PR4 1HT		
Contact Name	Telephone Number and/or email	
Jane Finn – HUGHES	01772 633981	
Name of Healthwatch Enter & View Authorised Representatives	Jeanette Newman – Project Officer	
	Michelle Chapman	
Date & Time of Enter & View	14/05/2019 10-30am	
Were you happy with the Enter & View Arrangements prior to the visit? Comments-		
yes healthwatch could be contacted By Phone also if nec		
Please outline any Positive aspects of the Enter & View visit.		Comments-
Very Friendly		
Please outline any Negative aspects of the Enter & View visit.		Comments-
Please use this space to comment on how you think we could improve your experience of		

Healthwatch Lancashire Limited
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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.

We at Croft House found it very helpful
and think you're doing a good job

Completed by	Janet Finn-Hughes
Position	R. Manager
Date	16.05.2019

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