

Cuerden Grange
Bamber Bridge
Enter and View Report
Tuesday 11th June 2019
10.30am-12.10pm



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:

Susan Ainsworth (Manager)
Cuerden Grange
414 Station Rd
Bamber Bridge
Preston
PR5 6JN

Staff met during our visit:

Susan Ainsworth (Manager)

Date and time of our visit:

Tuesday 11th June
10.30am-12.10pm

Healthwatch Lancashire Authorised Representatives:

Michele Chapman (Lead Representative)
Jeanette Newman (Engagement Officer)
Lesley Miller (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 Susan Ainsworth, together with staff, residents and visitors, for making us feel welcome and taking part in the visit.

General Information

Berkeley Village and Cuerden Grange is privately owned by Cuerden Developments Ltd with places for forty seven residents. There was one vacancy at the time of our visit. The person in charge is Susan Ainsworth.

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, old age, physical disability.

Methodology

The Enter and View representatives made an announced visit on Tuesday 11th June 2019 10.30am-12.10pm.

We spoke to eight residents, and eight staff (no relatives were available at the time of our visit), 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 eight of the forty six 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:

Cuerden Grange is part of the Berkeley village /Cuerden Grange complex with Cuerden Grange being the residential provision for people over sixty five.

Representatives found the environment to be clean and homely with a relaxed but busy atmosphere. We observed positive interactions between staff and residents with a residents being appreciative of their care telling us *“The carers help me. They are gentle and patient. They talk to me. I like them all - every one of them.”*

Representatives observed activities in progress and evidence of other activities including trips out. Staff told us that they were supported by relatives in respect of activities and residents told us activities were *“good.”*

Residents who responded to us were positive about their experience of living at Cuerden Grange, with staff who responded reporting employing *“teamwork”* and being happy with their working environment.

Representatives considered that the manager encouraged a culture of personal development amongst her staff, and a continuing environmental update of the home.

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 representatives were able to access a care group website and a brochure was available from reception. However, the brochure displayed the previous manager's details and required updating.

Cuerden Grange/Berkeley Village is set on the main A6 at Bamber Bridge close to all local shops and amenities. South Ribble Business Park is within walking distance with two large supermarkets nearby, one housing a pharmacy.

Cuerden Grange being the residential care home provision of the complex.

A bus stop is very close by, with a railway station in the village of Bamber Bridge.

The facility has limited parking area and representatives observed disabled access to the main reception. The manager told us that the care home serviced residential, step down and respite residents.

The home was clearly signposted.

Green

The external environment

Cuerden Grange is a two storey purpose built facility situated in prominent but limited grounds at the head of the main road in Bamber Bridge. The building and grounds appeared well maintained with bench seating for residents to the front and rear of the home.

The garden areas to the rear being hard landscaped with ornaments, planters, and flowers.

Representatives found it easy to locate the main reception.

Green

The internal environment/reception-first impressions

The secured front door was answered in a timely manner by the manager and staff, who were very welcoming. Indeed, the manager made herself available throughout the duration of our visit.

A visitor's book was in use and representatives were encouraged to use this and the antibacterial hand gel provided.

The reception area presented as homely and bright with informative wall displays such as the successful record of "React to Red." A nearby stand served as the "Gift Shop" and representatives saw that the residents had produced hand made crafts

during their activities. Representatives observing hand painted coat hangers, jewellery and scarves for sale.

Representatives did not see a photographic staff noticeboard however, the Healthwatch Lancashire poster was prominently displayed as requested.

Green

The observation of corridors public toilets and bathrooms

Corridors were largely uncluttered and made light and interesting by wall murals and noticeboards. We observed a pictorial and written activity schedule alongside a poster detailing proposed minibus trips for 2019. These included the Buddha Temple at Ulverston, the Laurel and Hardy museum, an aquarium visit in the Lakes, the windmill at Lytham St Anne's, and a trip to Blackpool. Other upcoming events included a singer performing on Fathers Day.

The home was serviced by a lift with the landing area outside being made into a pleasant resting point, furnished with a coffee table and two armchairs. Representatives considered this provision to be both private and homely with Radio 4 playing and the addition of mirrors, ornaments and dried grasses.

Representatives considered that the home had sufficient public bathrooms to service the number of residents, the bedrooms also being en-suite. All the bathrooms were clean and well supplied with soap, toilet rolls and hand towels. We were shown one of the bathrooms which was regularly being used by the hairdresser, although this was bright and clean representatives felt a dedicated "salon type" room would have enhanced the residents pampering experience.

Throughout the home we observed dementia friendly signage to the doors which was written, colour coded and pictorial. Orientation to bedrooms was aided by personalised bedroom doors with one resident displaying photographs of her pet dog.

Green

The lounges, dining and other public areas

A dedicated activity room was in use at the time of our visit, many residents were gathered there playing board games. The room was to the front of the building and overlooked the main road. The room was very busy with residents and visitors enjoying board games. A keyboard sat in the corner and paper mobiles hung from the ceiling with murals of the countryside on the walls. Staff told us that the home was regularly visited by members of the local church and pupils from a nearby school.

Lounges were clean and comfortable with a range of seating which encouraged social interaction. Lounge areas were available on each floor, the upper floor

being a combined lounge diner; however at the time of our visit the majority of residents were in the activity room.

Dining areas consisted of small round tables set with crockery, table linen, and table decorations. Representatives observed that hydration was readily available throughout the home in the form of various fruit juices.

During our visit the menu was written up on the boards in the dining areas. Breakfast was noted as porridge or bacon, sausage, and poached or scrambled eggs. "Dinner" was corned beef hash with beetroot or turkey salad with coleslaw. Poached fish in parsley sauce or roast chicken with new potatoes and vegetables was offered for "Tea", with fruit jelly and cream for dessert.

Residents telling us that they enjoyed the food it was "*very good*" and "*we like those cakes they send across.*"

Representatives observed that food was prepared in a separate kitchen area on site. However, this did not appear to affect the residents dining experience with food trolleys being transported the short distance appropriately contained.

The team observed that the décor in some areas of the home was generally "tired" and in need of general update, with the manager telling us that a programme of redecoration was underway.

Green

Observations of resident and staff interactions

Staff who spoke to representatives reported they believed there was sufficient of them on duty (apart from days of sickness) and the "*seniors help out.*"

However, representatives observed that there was continuous stream of call bells and that there appeared to be a slow response to these with staff seeming "*thin on the ground*" at times. Despite this where interaction occurred it was very positive with residents and staff appearing happy and animated, residents reporting that the staff "*have got time for you.*" Similarly, we heard staff calling residents by their name and residents chatting appreciatively with the visiting chiropodist.

Likewise, staff, residents and the manager were open and transparent in their engagement with representatives.

The home employed a dedicated activity coordinator, the team observing that activities were a particular focus for the home with an upcoming events calendar offering residents the chance to go out on coach trips.

Residents who responded to us spoke well of the staff telling us "*they make my breakfast they are very good,*" and "*they look after us*".

Representatives observed staff moving residents taking care to maintain their dignity and using correct moving and handling techniques.

Green

Additional information

The deputy manager told us that she was leaving Cuerden Grange shortly to take up a manager's post at a nearby home. She particularly praised the company and her former and current managers for the opportunities and personal development offered.

Feedback from residents

Environment

"There is nothing wrong with here, but I prefer to be at home."

"I like it, it's very nice."

"The rooms are fine, very homely."

"Its very good."

"I am very comfortable."

" A lovely bedroom."

"Great, I am a widow. I would rather have gone to family but I came here. I am quite happy. No one bothers you and if you have a problem they can help with they do."

"Yes I like it here. It is cosy. My bedroom is nice."

"I would tell other people to come and live here."

"I didn't choose to come here. I didn't know about it. The hospital sent me. I was concerned and anxious. I think anyone would be. But it's worked out good. If I had a home to go to I would like to go home but I am stuck here. I have no choice."

"They are very good to us. I couldn't manage without them."

"I have been here eight years. It is comfortable I like it."

"You work all you life to get a home then you need to sell it and get nothing from it."

"It's very pleasant. People are nice. Staff are nice with me."

"It's comfortable but I am always cold."

Activities

"The activities are quite good; they keep us busy, when we can keep awake."

"We're going out tomorrow, can't remember where though."

"I come in here to watch TV, talk to people, and have my dinner and tea, so its company. I like doing this. I am not active but very happy."

"I watch TV, play simple games, roll skittles - I enjoy it."

We do activities. I like playing the games and I go out on trips."

“The woman downstairs (referring to the activity co-ordinator) is very good at organising things.”

“The TV is low now with subtitles which I can read with my glasses on. We turn it up if we are all interested in the programme.”

“Played dominoes with school children this morning and we will play Bingo this afternoon. I’ve just had my nails cut - he’s been looking for me to do them.”

“We watch TV and play dominoes. There is not a lot to do but I am okay.”

“We go out once a month. We go to the church and they invite us for tea. There is a right good tea on the first Monday of the month. We couldn’t go as my son who normally takes us was working.”

Care

“Yes, I like it here .It can be lonely at home.”

“They are nice and friendly.”

“They look after us.”

“I get a lot of help. They come and talk to you.”

“Their very good they look after you.”

“They check on me and I get up in my own time. They talk to me and make my breakfast. They’re very good.”

“I would give them 20 out of 10 - very good.”

“The staff are very friendly. They have got time for you. They will call, are you alright? when they are passing.”

“I need two staff to help me go to the toilet. They are very good. Sometimes they say “Can you give us a minute?”

“When the evening staff come on they ask if you are ready for bed if they think you have had enough TV. But I can stay up if I want to.”

“I get up and go to bed when I want. The carers help me. They are gentle and patient. They talk to me. I like them all - every one of them.”

“The carers help you if you need it. I try to do things for myself while I can but they will help you.”

“When I came here they got me going again. My throats playing up, so they have referred me again. I’m on pulp food while they are sorting it out. I’ve had a pace maker put in since being here and it was worth it. They have been really good.”

“It’s me that gets frustrated not them.”

Food

“Very good, it won’t suit everyone, I like anything with chips.”

“It’s very nice.”

“Yes the meals are alright. They come round with the menu. You just have to say what you want when they ask you.”

“Its all good, I like it all.”

“There are plenty of food and drinks.”

“We all go to the dining room to eat.”

“I would feel comfortable asking for an alternative meal if I didn’t want what was on the menu, but I haven’t had to as they are very good.”

“They pulp it all together but it’s alright.”

“It’s alright. The portions are enough I don’t have a big appetite. We like those cakes they send across.”

Staff views

Do you have enough staff when on duty?

“Yes.”

“Most of the time we do.”

“Staff and families assist with outings.”

“Yes, we do.”

“Most of the part, sometimes due to illness, there should be extra sometimes”.

“Yes, most of the time, depends on last minute illness.”

“Yes.”

“Yes we are a team of 5 - 2 on laundry, we work on a rota.”

“Yes, always plenty and the senior staff help out.”

Do you feel supported to carry out person centred care?

“Yes, it’s about personal preference, knowing when people want quiet.”

“It’s spending one to one time.”

“Yes, we all support one another; we’re also supported by the families.”

“We have great success with families”.

“Yes, we work well as a team and are given the right tools.”

“Yes, we are given all the information, good communication with residents.”

“Yes, I’ve had lots of training.”

“Yes, I shower residents and help feed them if necessary.”

“Yes I do.”

“Yes, in the morning I assist residents to dress and bathe if necessary.”

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

“Yes, there is lots of training.”

“Yes, we are kept up to date”.

“We get lots of training.”

“Yes we have booklets and are called in for updated training.”

“Definitely, we get training for moving and handling, we get enough training.”

“Yes paper based booklets.”

“Yes we do.”

“There’s plenty of training, we can request additional training.”

“We get plenty of training, too much.”

Are you happy working here?

“Yes I am.”

“Yes you get good days and bad days.”

“Yes, we have a good team and support system.”

“Yes, I’ve been here a while, we get stressed some times but everyone helps.”

“Yes I am, it’s well organised, the staff are very nice and the residents are manageable.”

“Yes I’m very happy.”

“Yes I’ve worked here a number of years.”

“Yes, I’ve been here a long time, it’s very homely.”

“Yes, I have been developed and supported by my manager. I start a new job on Monday as a manager at a local home.”

*“The manager **Name** has been very supportive.”*

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

“Yes, I will be very sad when I go.”

“Yes I would, it’s so much better now.”

“Yes, I have done.”

“Yes, I would, there has been family of friends in here.”

“Yes I would.”

“Yes I would.”

“Yes I would do.”

“Oh yes I would.”

Response from provider (by email 31/07/19)

Good Morning Michele,

I would like to thank you for your recent visit to Cuerden Grange Residential Home it was lovely to meet you and your team, I have read the report and happy at what you have included in this report and look forward to you publishing this report about our lovely home.

Kind Regards

Mrs Susan Anisworth

Registered Manager

Cuerden Grange Rest Home

414 STATION ROAD

BAMBER BRIDGE

PRESTON

PR5 6JN

01772 629532

www.healthwatchlancashire.co.uk

info@healthwatchlancashire.co.uk

Twitter: @HW_Lancashire

Facebook: [facebook.com/lancshealthwatch](https://www.facebook.com/lancshealthwatch)