

# **Favordale Residential Home for Older People Colne**

**Enter and View Report**

**Tuesday 5<sup>TH</sup> March 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:**

Sarah Williams  
Favordale Residential Home for Older People  
Byron Rd  
Colne  
BB8 0BH

**Staff met during our visit:**

Sarah Williams (Manager)

**Date and time of our visit:**

Tuesday 5<sup>th</sup> March 2019  
10.30am-12.30pm

**Healthwatch Lancashire Authorised Representatives:**

Michele Chapman Engagement Officer Enter and View (Lead)  
Zoe Keighley Senior Engagement Officer  
Lynne Yates Engagement Team

**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](http://www.healthwatchlancashire.co.uk)

## Acknowledgements

Healthwatch Lancashire would like to thank Sarah Williams, together with staff, residents and visitors, for making us feel welcome and taking part in the visit.

## General Information

Favordale is owned by Lancashire County Council with places for forty five residents. There were five vacancies at the time of our visit. The person in charge is Sarah Williams.

Information obtained from carehome.co.uk states that the home provides care for people who are affected by dementia old age and Alzheimer's.

## Methodology

The Enter and View representatives made an announced visit on Tuesday 5<sup>th</sup> March 2019.

We spoke to six residents, two staff and one relative, where possible within the constraints of the home routine, people's willingness and ability to engage and access to people in public areas. Discussion was structured around four themes (Environment, Care, Nutrition and Activities) designed to gather information concerning residents overall experience of living at the home.

The team also recorded their own observations of the environment and facilities.

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

Favordale Home for Older People is a 1960s purpose built facility situated in a convenient location close to local amenities.

The internal environment was considered to be clean and comfortable with an ongoing schedule of improvements in progress at the time of our visit. However, there were some minor issues with grounds maintenance which we understood would be addressed during the upcoming season.

Representatives were impressed by the homes welcoming and convivial atmosphere and the attention to person centred provision and activities such as “The Men’s Club” providing dinner, card games, and beers for male residents. Likewise, interactions between staff and residents were caring and supportive. Representatives observed staff sharing humour with residents and offering reassurance when needed.

Residents who responded to us generally responded positively telling us *“Everyone laughs”* and *“The staff are really good at looking after us.”* However, responses from residents in respect of food were more mixed. *“It’s not the best, but its fine though.”*

A relative we spoke to reported high satisfaction levels with the service describing the activities as *“brilliant”* and *“the care is literally second to none.”*

Staff were happy to engage with us and transparent however, those that responded to us appeared demoralised telling us that *“Everybody is rushed off their feet; everyone works really hard on reduced hours”* and *“I feel stressed; this is the hardest it’s been. We would love to spend time with the residents but there isn’t enough time.”*

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

General details of the Lancashire County Council care homes are available on the Lancashire County Council website and a dedicated brochure was available at the time of our visit. The illustrated brochure is very clear and concise with sections in respect of the care assessment process, the facilities, and a helpful question and answer section.

Favordale Residential home for Older People is conveniently located off the main Colne Rd close to local shops and transport and serviced by a local railway station. Prominently situated the home is easy to find, however foliage has begun to obstruct the signage and this may need cutting back during the next grounds maintenance visit.

Due to ongoing improvement works parking was somewhat restricted at the time of our visit. Despite this we were able to find somewhere to park and considered that in normal circumstances there would have been ample parking spaces to service the home.

The home has appropriate disabled access.

## Green

### The external environment

Favordale is a purpose built facility typical of the era (1966) with additional works in 2005 and an ongoing programme of maintenance by the provider Lancashire County Council

There are sufficient areas of grounds and seating for residents to enjoy a pleasant outdoor experience during the summer. Generally these were adequately maintained however the central outdoor area needed a “clear up” due to debris of wood and a broken seating bench.

This area housed several rabbits who accessed the garden during the day and had inevitably impacted on the environment. The rabbits were a nice homely touch and very popular with residents who had named them and enjoyed watching them coming and going. The manager told us that a large “run” was planned alongside some general improvements to the grounds and that volunteers had offered to contribute to these improvements.

The main reception area was easily identifiable and it was clear where visitors should report to. The secured front door was answered in a timely manner by staff.

## Green Amber

## **The internal environment/reception-first impressions**

The reception area was very with attractive with “conservatory style” seating being bright and airy with full length windows overlooking the front of the home. We saw comfortable cane style armchair seating and wall mounted photographs of residents alongside some large foliage plants.

The internal reception was very pleasant too and our Healthwatch Lancashire poster was prominently displayed as requested. Similarly displayed was a pictorial staff noticeboard.

We were able to sign into a visitor’s book and use the hand gel provided.

The manager Sarah was very obliging; she took time to show representatives around the building and was helpful in answering any of our questions. Sarah told us that the home was divided into three designated areas Nonya View, Pendle View, Wycoller View, and a day centre.

## **Green**

### **The observation of corridors public toilets and bathrooms**

Representatives observed a wealth of informative and interesting noticeboards throughout the corridors of the home. A great deal of effort had gone into preparing these covering topics such as “Falls Awareness” “Mental Capacity” and “We Support You” the latter displaying one page profiles of the staff.

The public positioning of the notice boards was particularly helpful to the care home community as a whole informing staff, relatives, and residents equally.

Facility specific information was displayed similarly, with notice boards dedicated to Family and Friends, Compliments Complaints and Comments, Friends of Favordale and clear Menu Choice boards in pictorial and written format with meal times shown with a clock underneath.

The team felt that orientation around the home was supported by comprehensive dementia friendly signage being pictorial and colour coded, with each of the three areas of the home being named too.

Corridors were generally uncluttered and made comfortable with occasional chairs tables and plants, one corridor in particular affording clear views of the central landscaped area and the rabbits and wild birds on the feeders. A gentlemen resident telling us that he preferred sitting there reading and watching the animals in the garden.

Corridors in the areas subject to additional works in 2005 were generally brighter than the original corridors having contemporary lighting and plain carpeting whilst the bedrooms had en-suite facilities. However, we observed that corridors

elsewhere were subject to a continuing programme of improvement which included floor surfaces and lighting.

Representatives observed each of the public bathrooms and found them to be adequately adapted, clean, and stocked with sufficient supplies of soap toilet paper and hand towels. Some of the bathrooms were older than others and it was nice to see that character had been added to some bathrooms to make them more homely. For example we saw the addition of a roll top bath with claw feet and murals on plain walls giving the impression of open windows with views.

Some residents' bedroom doors leading from the corridors were personalised with memory boxes. We saw that one resident had photographs of himself in the armed forces, his red beret and a photograph of himself meeting Prince Charles.

## Green

### **The lounges, dining and other public areas**

Each area of the home consisted of a lounge, dining room and small kitchenette for drinks and snacks. A main lounge being centrally located and overlooking the internal garden.

Each area appeared very homely with easy chairs, TV or radio and views over the grounds. Hydration was in plentiful supply and we also observed tea and biscuits being served.

The main lounge was spacious with vaulted ceilings and floor length windows, it was characterised by armchairs placed around coffee tables to encourage social interaction. The activity coordinator and a volunteer were in here sat around a table with a few of the residents attending "Happy Pancake Day" residents being invited to join in "flipping pancakes" and enjoy music bingo and a chat. Likewise, we evidenced a comprehensive activity schedule including "Sing a Longs, OOMPH Sessions, and Exercise to Music, Quizzes, Painting, alongside one to one time.

There was a birdcage with budgerigars in the corner.

However, representatives observed a lack of dedicated storage space in the main lounge with wheelchairs stored in one corner containing a tall cupboard with cardboard boxes on top.

Representatives considered that that the dining areas were sufficient for the number of residents. The tables appearing well presented being furnished with tablecloths, crockery and condiments with table centrepieces and comfortable dining chairs.

The daily menu was displayed throughout the home and the manager advised us that meals were served on a three week rotational basis. On the day of our visit lunch was mushroom soup, assorted sandwiches, or pancakes followed by jam

sponge and custard. The evening meal was sausage casserole and sweet potato bake, followed by fruit flan and cream.

The manager showed the team a 1950s reminiscence room which painstakingly recreated a living room of the era with an old portrait of the queen, ornaments, books an old fashioned sofa populated with soft toys and dolls for “doll therapy”. A vintage display cabinet contained Coronation mugs, and original packaging for bygone items such as “Robin starch”, “Fussels custard” and “Fairrie sugar cubes”. The manager advising us that one particular resident found great comfort pottering about this room.

Likewise a dedicated hairdresser was busy with ladies sat waiting for their hair being done. The environment replicated a high street salon and the hairdresser was very engaging generating a buzz of activity in the room and stimulating social interaction.

## Green

### Observations of resident and staff interactions

Representatives observed high levels of person centred provision with both the manager and staff enjoying genuine chat and news sharing with residents. The manager appeared to know all the residents and as we “walked through” with her we experienced residents approaching the manager instigating conversation about their personal lives. The manager was very happy to engage and it was clear that these interactions were a normal part of the homes routine.

The atmosphere throughout the home was convivial and relaxed we heard people chatting and laughing whilst others sat reading the paper or looking out over the grounds.

We witnessed staff speaking to residents in an empathetic and thoughtful manner reassuring one resident that *“you have lived with us for two years; you have come to be with us for company and a bit of help.”*

We saw residents who wanted to engage in activities given the opportunity to do so. At the time of our visit a pancake tasting session was in progress in the main lounge this was well attended and the residents appeared to enjoy it. The manager explained that efforts were made to personalise activities. For example, a Men’s Club” offered dinner, card games, and a beer for male residents.

We spoke to staff members in the lounge and they were enthusiastic about the enrichment of the residents’ experience providing pamper days, reminiscence sessions and one to ones.

We spoke to one resident who preferred to sit in the corridor overlooking the grounds. As we sat with him a conversation ensued with the building contractors who agreed to provide an extra rail at the top of the corridor incline specifically to



assist him. Furthermore, the same resident was delivered a new purpose fit wheelchair by NHS wheelchair services during the period of our visit.

Representatives were told that the provider strived to build relationships with the local community hosting a “Friends of Favordale” group and taking the opportunity to use volunteers from the community and students from Nelson and Colne College.

Representatives considered that there appeared to be enough staff on duty and we did not hear any call bells at the time of our visit.

## Green

### Feedback from residents

#### Environment

*“It’s adequate; I have everything I need for daily use.”*

*“Everyone is safe - I like to make sure.”*

#### Activities

*“A lady came round, an activities coordinator and told me what was available. But I prefer my own company.”*

*“Everyone helps everyone.”*

*“Everyone laughs.”*

*“I like to sing and dance.” (lady said this whilst she was playing musical bingo.)*

#### Care

*“I am very happy with the level of care. I like to be independent.”*

*“The staff are really good at looking after us.”*

*“They know who needs more care and who doesn’t.”*

#### Food

*“The food is OK I like fish and I prefer to eat on a Friday and they poach it for me especially.”*

*“It is a three week menu, but there is one day when the only choice is liver or scampi and I am not keen on either. So I just have a bit of scampi.”*

*“Not the best, but its fine though.”*

## **Relatives and friends’ views**

### **How do you feel generally about the service?**

*“I wanted to keep him at home, we managed it for six years until it got too much, and carers were becoming unreliable. When we got him settled here I felt guilty but it was a weight off our shoulders and we had a sense of reassurance.”*

*“I think a lot of the carers are volunteers, it’s amazing.”*

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

*“If there are any issues they let us know.”*

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

*“I know how to complain should I need to the manager but not sure if I needed to make a big complaint.”*

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

*“Certainly”*

*“The activities are brilliant, he is in a wheelchair so he can’t go on every one as it takes two carers to look after a wheelchair user but he has been on barge trips, day trips and afternoons at the pub.”*

### **Would you recommend this service to others?**

*“Yes.”*

*“The care is literally second to none.”*

## **Staff views**

### **Do you have enough staff when on duty?**

*“Everybody is rushed off their feet; everyone works really hard on reduced hours.”*

*“We are rushed”*

*“Residents need a lot more care.”*

*“There are only two of us on this unit, it has always been the case, the residents needs are greater than what they ever were.”*

### **Do you feel supported to carry out person centred care?**

*“I feel stressed; this is the hardest it’s been. We would love to spend time with the residents but there isn’t enough time.”*

*“We have the residents to get ready, laundry to do, medication to give, we have two residents here that can take up to thirty minutes to get ready - we just don’t have enough time anymore.”*

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

*There are all different courses available.*

*“All different courses - dementia, we have our own work book, moving and handling, safeguarding and wellbeing.”*

### **Are you happy working here?**

*“Due to not enough staff we don’t feel like we get enough job satisfaction anymore.”*

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

*“So busy on this unit, if you would have asked this question two years ago I would have said yes.”*

## **Response from provider (received from provider by email 28/03/2019)**

Hi Michele

Thanks for the report we are happy with the report

Regards

Sarah Williams

Registered care manager

Favordale H F.O.P

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