

Freckleton Lodge

Preston

Enter and View Report

Tuesday 30th October 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:

Freckleton Lodge
103 Preston Old Rd
Freckleton
Preston
PR4 1HD

Staff met during our visit:

Mary-Ann Finch (Manager)

Date and time of our visit:

Tuesday 30th October 2018
10.30am-12.00pm

Healthwatch Lancashire Authorised**Representatives:**

Michele Chapman Engagement Officer (Lead)
Sue Turley Engagement Officer
Lynne 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 Mary-Ann Finch, together with staff, residents and visitors, for making us feel welcome and taking part in the visit.

General Information

Freckleton Lodge is privately owned by Karma Health Ltd with places for twenty eight residents. There were four vacancies at the time of our visit. The person in charge is Mary-Ann Finch.

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, and old age.

Methodology

The Enter and View representatives made an announced visit on Tuesday 30th October 2018.

We spoke to nine residents, five staff and one relative, where possible within the constraints of the homes' 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 nine of the twenty two 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.

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:

Freckleton Lodge is a modern low level twenty eight bed unit set in a pleasant village location. Surrounded by ample grounds and seating and it was nice to hear that the residents were actively involved in collecting eggs from the hens in the garden.

Feedback from all respondents was positive with staff stating they were happy in their work, and encouraged to deliver person centred care telling representatives "everyone *gets on.*"

Similarly, a family member told us that the service at Freckleton Lodge was "*excellent*" and "*nothing ever seems to be too much trouble*"

Residents who responded to us told us they liked the food and "*they look after me.*"

Representatives considered that the facility provided an appropriate level of dementia friendly décor and provision with the environment being clean, bright, and easily navigable. The facility had a choice of seating areas for privacy and the corridors were decorated in a manner which encouraged residents to interact with their environment.

Representatives observed the facility to be homely and lively with high levels of interaction between the staff and residents. Likewise, both staff and residents were happy and confident in their engagement with our team.

Staff were observed to be open and friendly and took time to attend and reassure residents if they became agitated.

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

Freckleton Lodge is a low level modern building set in the semi rural area of Freckleton not far from a main road. Shops and facilities are nearby but representatives did not consider them to be in the walking distance of the home.

The home was well signposted and set back from the road. We saw an ample car park with appropriate access and a raised decking with chairs for residents to sit out.

The facility website was comprehensive, informative and bright with positive images of the residents in social situations and enjoying days out.

Green

The external environment

The home is surrounded by reasonably well maintained grounds giving the residents a choice of several seating areas including a large patio area to the front of the main lounge. To the side of the property is a chicken run with the manager telling us that residents enjoy collecting the eggs each morning.

To the front of the property are several seating benches and we observed that the residents had made pumpkins which they left at the main door to celebrate Halloween.

It was clear where visitors should report to, and access to the home was secure. The door was answered in a timely manner by one of the staff members.

Green

The internal environment/reception -first impressions

The manager came to meet us and she was very welcoming. Unfortunately she had no record of receiving our Healthwatch letter and poster so this was not on display however, she readily agreed to our visit.

The manager told us that she was new to the post and introducing some minor changes and that the former manager continued to own the home and maintain a supportive interest. Later on we were able to meet the owner when she dropped by at the home.

Our first impressions were of a very bright, homely, and cosy environment. The interior presented as clean, well decorated, and fresh smelling. Flooring throughout was wood effect vinyl.

We observed the reception area to house a visitors signing in book with antibacterial hand gel in the entrance close by.

Staff were easily identifiable by uniform and the staff noticeboard had been made attractive by decorated photographs of the staff team with their name and title.

Green

The observation of corridors public toilets and bathrooms

Corridors were bright and welcoming with points of interest to aid navigation. We observed the corridors to be individually coloured with murals and pictures of familiar objects such as a telephone box, cinema images from the past and inspirational quotes. We saw that one corner of a corridor had been furnished with wooden benches to resemble an outdoor meeting space with the wall behind it decorated to resemble a tree. We noted the provision of various “twiddle boards” and puzzles to engage those with dementia alongside representations of butterflies flowers and interesting shaped mirrors.

Bedroom doors were of differing colours and resembled domestic front doors with panels and door furniture, alongside photographs and names of the residents.

Bathroom doors were uniformly coloured red and although not all had dementia friendly signage attached we noted directional signage was pictorial written and colour coded. The manager told us that all of the bedrooms at Freckleton Lodge are en suite and the team considered that the provision of a further three public bathrooms was sufficient. Bathrooms we saw were fresh, clean and provided with appropriate quantities of soap, toilet rolls and towels. Necessary adaptations such as grab rails and raised seats had been provided some of which were colour coded.

Green

The lounges, dining and other public areas

Freckleton Lodge is conveniently laid out over a ground floor allowing the twenty eight bedrooms easy access to communal areas. Served by three main lounges residents are able to choose a quiet seating area if preferred.

The team observed the lounges to be nicely decorated and homely with comfortable armchairs situated around the perimeter of the room alongside coffee tables.

At the time of our visit the majority of residents populated the “green lounge”, where an armchair exercise session was in progress to contemporary music. The residents were encouraged to move in their chairs holding pom poms creating much hilarity and high levels of social interaction with staff. We observed a visiting relative joining in the fun.

Several residents were in the “pink lounge” overlooking the front car park; a lady with her coat on seemed very agitated whilst “waiting for her son”. Staff told us

that her son often visited later in the day and that the lady was confused about the time. We observed the manager dealing with the resident displaying patience and kindness, reassuring her that her son would be visiting later, and initiating some physical reassurance.

We noted the provision of other seating areas around the home with two former bedrooms being utilised as private lounge areas for residents to meet medical professionals and other visitors if required. A seating area adjacent to reception was particularly attractive with retro inspired 70's wallpaper and brightly coloured seating, this area displayed a pictorial orientation board indicating the day, date, time, weather, and season.

The large dining area was situated close to the front door with sufficient seating to accommodate all the residents. One resident was having a late breakfast and we noticed how pleasant the environment was with a CD playing from the 1950s. Light wood coloured tables had just been cleared but we could see that table decorations and table mats were still in situ. A large and bright mural highlighted the rear dining room wall featuring citrus fruits, placed in front of this was a computer table monitor and keyboard which staff told us was for general use.

We did not see a menu on display and the manager told us that this was because she was making some changes, and that residents were asked in advance what they would like to eat with a choice of "two or three" meals. Representatives were shown a sample menu indicating choices such as corn beef hash and red cabbage, sausage and mash, liver and onions and chips and egg. Various deserts were available.

Green

Observations of resident and staff interactions

The manager and staff were very welcoming and chatty. The manager explained that she was new to the post and demonstrated her commitment by telling us it was her ambition to achieve an outstanding rating from the CQC.

There appeared to be sufficient staff on duty with two carers' one senior carer and the manager. They were supported by a member of laundry staff, a cleaner, and the chef.

We saw instances when the staff provided emotional support to residents who had become agitated and observed a carer walking a resident down the corridor arm in arm whilst chatting about her children and their daily lives.

Staff told us they were encouraged to provide person centred care via a key worker system and described the use of a "memory ball" in a group activity where they asked residents "what did you like to do when you were young?"

Activities seemed to be a feature of the home with a relative telling us that there were "lots of activities."

Green

Feedback from residents

Environment

"I like the bungalow on one level. I don't go in the garden."

"Go into the garden when it's nice. I'm not involved in the gardening as there's a gardener."

"It's not so bad. I am happy. It's nice, good."

"I like most things."

"I like it."

"I'm happy enough."

"I've got a room to myself."

"Horrible as it is. I like it."

"I don't like it at all. They don't give us any sweets."

"I like to sit outside in the sunshine when it's warm."

"My son's coming back soon."

Activities

"There are games we play."

"Chair based exercises today. I like listening to the music, and dominos games, and quizzes."

"We had a do yesterday for Halloween."

"Yes there are things to do like running away."

"I can't do much. I've got my book."

"We celebrate Halloween."

Care

"I'm happy here".

"The nurses look after me well."

"Everybody's friendly. There are lots of people to help me. I use a walker to help with my independence."

"The staff are nice."

"Sometimes, the rest of the time you go dirty."

"They look after me."

"Yes they look after me."

Food

"I like chicken, enjoy fish and chips. We eat together in the dining room or in a chair with a table on our knee."

"Meals are good. I like everything meaty. They get plenty of good meat."

"Alright - there is a choice."

"Yes nice."

Relatives and friends' views

How do you feel generally about the service?

"It's excellent. Nothing ever seems to be too much trouble for the staff."

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

"Yes my sister is informed."

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

"Yes"

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

"There are lots of activities and Mum has companionship."

Would you recommend this service to others?

"Yes."

Staff views

Do you have enough staff when on duty?

"Yes. I do laundry, watch the floor, activities, help with mealtimes, and help with cleaning."

"Yes, as long as everyone comes on duty."

"Yes we only have one lady needing a stand aid."

"Staff numbers are fine."

"We have Seniors Carers, Carers, Cleaning staff, and Cooks. Everyday there is six or seven staff. We all help each other."

"Yes, of what I've seen this month."

Do you feel supported to carry out person centred care?

"Yes I do, very much so."

"I would always say I need time with the residents."

"We have a key worker system. You get to spend some time with your residents, look after their clothes, and ensure they are bathed, etc."

"It's the resident's home, it's their house, the kitchen never shuts it doesn't in your own home".

"Yes I like working with older people, my friends. I have an empathy with people living with dementia."

"It's the little things such as the activities; if the residents don't want to do them we do a one to one."

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

"Yes in house plus doing courses for my own interest. The management have been brilliantly supportive of me."

"I have my care certificates (only been here a month) and a degree."

"I am building on my experience."

"Yes in house and online, and go out to training."

"Loads online, its password protected. We get a day off for the most modules completed and I won. It's a great incentive!"

"Kevin also comes in to do refresher training, Health & Safety, Food Hygiene, COSHH, and First Aid."

"Yes I've had training in the role. It can be hard to take everything in when you're new, everybody helps."

Are you happy working here?

"I love working here."

"I am happy working here."

"Yes."

"Yes 100%."

"Yes. There are a few other new people. Everyone seems to get on."

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

"I think the residents get really good care here."

"Yes I would."

"Yes I would be."

"Yes definitely."

Response from provider (Received by email 12/11/2018)

Re- response to draft report.

We would like to thank the three ladies who came , although we had not received a letter to say they were coming they were very friendly and was no issue in them being there.
We appreciate the feedback, and are now working on a picture menu board for the home.
Staff have been shown the draft report and are thrilled with the outcome of your report.

Thank you once again
Janie & Mary Ann

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