

Heather Grange

Burnley

Enter and View Report

Tuesday 19th February 2019

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:

Heather Grange
Queens Rd
Burnley
BB10 1XX

Staff met during our visit:

Laura Taylor (Deputy Manager)

Date and time of our visit:

Tuesday 19th February 2019
10.30am-12.00pm

Healthwatch Lancashire Authorised Representatives:

Michele Chapman Engagement Officer (Lead)
Zoe Keighley Senior Engagement Officer
Lesley Miller Engagement staff
Liz Butterworth 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 Laura Taylor, together with staff, residents and visitors, for making us feel welcome and taking part in the visit.

General Information

Heather Grange is privately owned by MHA with places for seventy residents. There were two vacancies at the time of our visit. The person in charge is Laura Taylor

Information obtained from carehome.co.uk states that the home provides care for people from the ages of fifty five plus who are affected by Dementia and Old age.

Methodology

The Enter and View representatives made an announced visit on Tuesday 19th February 2019.

We spoke to three residents, eight staff (four were unavailable due to being too busy) 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 of the environment and facilities.

As some residents were receiving visits, choosing to stay in their rooms or on a scheduled mini bus trip, we spoke with three of the sixty eight 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:

Heather Grange is a purpose built, well maintained, and beautifully presented care home set in a convenient location close to local amenities.

It was clear that the provider invested in the fabric of the home as at the time of our visit we observed the floor of the entertainment room was being replaced.

Representatives observed the facility to have particular areas of strength in respect of the activities offered and the provision of a natural meeting point at Reuben's coffee shop. Similarly, the facility offered a wide range of options relating to what, where and when to eat.

However, feedback from respondents in respect of food was mixed with one resident telling us *"the food is not so good"* and another *"the food is very good, we get a choice"*. Yet another respondent told us that *"the food is not as good as it was."*

All the residents who responded spoke well of the care team telling us *"you can't fault them"* and they are *"excellent"*. Similarly, the residents clearly enjoyed the range of activities on offer explaining *"we go out on trips"* and *"we have been making cards."* One relative told us *"I don't have much time but I do join in the exercises."*

Responses from staff were difficult to collate with some staff members explaining they were *"too busy"* to speak to us whilst others offered concise answers. However, all the staff members who chose to respond to us said that they were happy working at Heather Grange and would recommend the care home to a close relative.

Other respondents told us that the home was in a process of change and they considered this may have had an inevitable impact on the delivery of service and the turnover of staff. They told us that the provider was aware of this and had held meetings to address any of the issues raised.

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 visit we were able to view a comprehensive and easily navigable website. On arrival at the home we obtained a Methodist Home Accommodation information pack specific to Heather Grange complete with welcome letters, details of services, and a copy of the activities schedule. However the personal welcome letter from the care home manager was out of date as it transpired she had left, and the position was vacant at the time of our visit.

The facility is located nearby the main Colne Road and as such is close to public transport and amenities.

The streets close to Heather Grange appeared congested with parked vehicles and the car park area to the front of the home seemed insufficient to accommodate the requirements of seventy residents, staff, visitors and visiting professionals. However, representatives were able to locate two spaces on the car park and observed that the home had disabled access and some specifically allocated parking including that for the facility minibus.

The home was clearly signposted, and easily located from the main Colne Road.

Green Amber

The external environment

The exterior of Heather Grange was attractive and well maintained, the outside entrance being framed by wooden benches and seasonal planting in pots. The grounds whilst not extensive provided opportunity for residents to sit out and we saw some landscaped areas with garden ornaments, flower beds, and further outdoor seating.

It was clear where visitors should report to and the entrance was easily identifiable with the secure front door being answered in a timely manner.

Green

The internal environment/reception-first impressions

The deputy manager was very welcoming and offered to show representatives around the building. We were able to sign into a visitor's book and use the antibacterial hand gel mounted on the wall.

The Healthwatch Lancashire poster was prominently displayed as requested and we noted various other noticeboards detailing Safeguarding, menus and activities amongst other general information.

Staff were easily identifiable by uniform but it didn't appear that there was a photographic staff notice board on display.

Environmentally the reception was bright, spacious and well decorated with light colours, table lamps, mirrors and elegant soft furnishings. Likewise, we heard pleasant contemporary music playing in the background. The deputy manager describing the home as defined by four "suite" areas, each suite having a dining area, small kitchen area, and a lounge area.

Representatives considered the home to be without discernible odour, apart from a slight odour on the corridor leading from the café area.

Green

The observation of corridors public toilets and bathrooms

All the corridors observed were similarly bright, clutter free and pleasingly decorated with seating areas, tables, foliage, and table lamps. We observed framed artwork and clear orientation with the name of each of the suites displayed. Soft furnishings were of a comfortable texture and neutral colouring with downlights adding to the overall air of quality.

Bedroom doors leading from the corridors were clearly marked by a nameplate and the residents name with the zonal area displayed above. The deputy manager explained that this helped residents identify their rooms more easily. On the dementia suite memory boxes had been mounted next to individual bedroom doors, with personal items of interest such as books, photographs, figurines, and jewellery. We noted other dementia friendly provision in respect of large wall mounted clocks to tell the time, and the day and date at various places around the home. Likewise, bathroom doors both public and en-suite shower rooms had pictorial, written and colour coded signage.

Representatives considered that there was sufficient number and proximity of public toilets to service the communal areas. All of those observed were clean, bright and provided with soap, towels, toilet paper, and appropriate adaptations. However, the disabled toilet nearest to reception did not have any hand soap.

Green

The lounges, dining and other public areas

Each of the four suites offered similar provision in terms of lounge, dining and kitchen areas. We saw the entrance to these areas displayed the breakfast menu with a further menu being available on the dining table; a pictorial menu was also available for residents to consider.

The breakfast menu offered a wide choice of dishes such as fruit juice, cereals and porridge. Cooked items included bacon, sausage, and fried bread with baked beans and eggs prepared in various ways.

Small dining tables were attractively set with white table linen, crockery, glassware and condiments. (The deputy manager telling us that colour contrasting crockery was offered to residents on the dementia suites). A floral centrepiece sat beside the lunch and tea menu indicating a light lunch of leek and potato soup and toasties and salads followed by stewed apples and custard or ice cream. The evening meal offered was vegetable curry and rice or roast chicken with various vegetables followed by ice cream or jelly and cream.

The deputy manager told us that light snacks and drinks were available from the small kitchen areas at other times.

Lounge areas provided flat screen TVs and comfortable armchairs arranged in a way to encourage social interaction. We saw that some chairs and coffee tables had been arranged to face outside overlooking the grounds. Representatives observing there were sufficient options for residents to sit in quiet areas or otherwise.

Heather Grange also offered a distinctive and popular café close to main corridor and reception. Reuben's Coffee shop situated next to Silks hairdresser appeared to be the social hub of the facility. We observed residents and relatives sat together here with pleasant music, newspapers and entertainment, staff preparing coffees and light snacks to order from a menu of lattes, cappuccinos, and herbal teas.

Similarly, the top floor of the facility housed a large entertainment area replicating a social club with piano and entertainment centre and round tables chairs set in groups. Unfortunately the floor of this area was undergoing maintenance at the time of our visit so we were unable to go inside, however the deputy manager did take us to the top floor to attempt entry and we saw some photographs of the social club in use.

Green

Observations of resident and staff interactions

Although there appeared to be sufficient staff on duty representatives observed a mixed response to the number of call bells heard. Generally call bells were answered quite quickly but one call bell went unanswered in excess of five minutes.

When staff were observed interacting with residents representatives believed them to be polite respectful and caring. We observed the staff member in the café sitting with residents and initiating conversations facilitating reminiscence. The residents appeared to enjoy this and joined in enthusiastically discussing Andrew and Fergie's wedding from the Daily Sparkle. We also observed the home to successfully utilise volunteers and noted active encouragement for care home relatives and friends to contribute to feedback and consultation.

Similarly, feedback from residents who responded in respect of care was positive with one resident telling us that staff were "*lovely, kind, and helpful.*"

Provision for activities appeared to be a particular strength of the home with no less than two minibus trips arranged for the day we attended.

The Entertainments Manager, a professional entertainer himself, seemed well organised and experienced, he and his wife were able to offer social evenings, hot pot suppers and trips out to local places of interest.

The activity schedule appeared equally impressive with regular gentle exercises, board games, music therapy, resident parties and frequent use of the minibus. Relatives telling us they joined in the activities and a resident remarking "*there is something to do everyday, we went to Hebden Bridge in the mini bus it was really good.*"

In general however, representatives found it difficult to engage with staff and gather responses, with at least four staff members approached being "*too busy*" to speak to us. Staff who chose to respond to us preferred not to give expansive answers.

Similarly, many staff seemed subdued and we did not hear any light-hearted exchanges between residents and staff, or staff to one another.

Green Amber

Additional information

Several respondents claimed that the home had undergone changes in terms of a number of managers and the level of the assessed needs of residents. Respondents felt that this had impacted negatively on the delivery of service. One respondent commented "*they seem very pushed for staff*" and on occasion carers "*lacked communication*" detailing an incident when a resident in pain had been left for

more than twenty minutes after asking a carer for help, (who had then gone for assistance and not returned).

Feedback from residents

Environment

"I'm happy here; I've been here a fairly long time. My bedroom is nice."

"My room is lovely, it's lovely here."

"It's alright here, I can't grumble."

Activities

"We go out on trips and make cards and things."

"I'd like to get out more." (Trips)

"There's something to do every day. We went to Hebden Bridge in the mini bus, it was really good."

"I go for a walk outside - it takes me half an hour."

"We went on a mini bus trip - I didn't like it as the other people had dementia. I don't mean to be cruel but I didn't like it."

Care

"The staff are lovely - kind and helpful."

"The carers are excellent. You can't fault them."

"The carers are alright."

Food

"The food is very good, we get a choice."

"I don't eat meat but they accommodate me."

"The food's ok mostly."

"Food is not so good. It depends on what it is."

"The pie we had last night was horrible. I didn't eat it."

Relatives and friends' views

How do you feel generally about the service?

"I'd give it about an eight out of ten. I think there should be more emphasis on directing my Dad towards activities."

"My relative is very settled here."

"It's alright."

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

"I go to care plan meetings."

"Yes, the care plan is reviewed every so often."

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

"Yes I do."

"I know there is a procedure."

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

"I don't have much time but I do join in the activities."

"The activities are excellent. My relative enjoys some things."

Would you recommend this service to others?

"Yes I would."

"I am not sure."

"They seem to be very pushed for staff. Buzzers are going all the time."

Staff views

Do you have enough staff when on duty?

"Yes - we are well staffed compared to other care homes I've worked in."

"Yes."

"Yes."

"Yes the café do."

Do you feel supported to carry out person centred care?

“Yes.”

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

“Yes.”

“Yes.”

“Oh yes, we do online training all the time.”

“We do training online.”

Are you happy working here?

“Yes.”

“Yes.”

“Yes.”

“Love it.”

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

“Yes I would.”

“Yes.”

“Yes I would.”

“Yes.”

Response from provider

www.healthwatchlancashire.co.uk

info@healthwatchlancashire.co.uk

Twitter: [@HW_Lancashire](https://twitter.com/HW_Lancashire)

Facebook: facebook.com/lancshealthwatch