

**Margaret House  
Care Home Ltd  
Burnley**

**Enter and View Report**

**Tuesday 12<sup>th</sup> March 2019**

**10.30am - 12pm**



**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:**

Margaret House Care Home Ltd  
221 Manchester Road  
Burnley  
Lancashire BB11 4HN

**Staff met during our visit:**

Carol Dean - Manager

**Date and time of our visit:**

Tuesday 12<sup>th</sup> March 2019  
10:30am to 12pm

**Healthwatch Lancashire Authorised****Representatives:**

Jeanette Newman Lead 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](http://www.healthwatchlancashire.co.uk)

## Acknowledgements

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

## General Information

Margaret House Care Home Ltd is privately owned with places for eleven residents. There was one vacancy at the time of our visit. The person in charge is Carol Dean.

Information obtained from carehome.co.uk states that the home provides care for people from the ages of fifty five who are affected by dementia, mental health conditions, old age, substance misuse with specialist care categories of Alzheimer's Bipolar/Manic Depression, Schizophrenia and challenging behaviour.

## Methodology

The Enter and View representatives made an announced visit on Tuesday 12<sup>th</sup> March 2019 between 10:30am and 12pm.

We spoke to three residents, three staff and no 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 being nursed, we spoke with three of the ten 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:

Margaret House Care Home is a large period stone dwelling set in small pleasant gardens affording views of Scott Park which is adjacent to the building. The facility is comfortable, clean and homely. It has a family atmosphere.

It is within easy reach of services and facilities, being half a mile from Burnley town centre and located on a main bus route.

Healthwatch representatives observed residents with a variety of needs being treated as individuals. Staff treated residents with respect, empathy and dignity giving them quick attention and where needed reassurance about our presence at the home. Residents are encouraged to maintain their independence by helping with various tasks such as making a trifle, setting the dining tables for dinner and gardening. Some residents go into town on the bus regularly.

Residents told us they felt cared for. Staff likewise informed us they enjoyed working at Margaret House because they liked being able to spend so much time with residents. All staff spoken to said they would recommend the home for a loved one needing care. One member of staff told us *"It's like being part of one big family."* Staff had been allocated roles as Champions for a variety of areas such as safeguarding, equality and diversity, activities, nutrition, decluttering and antibiotics.

The home operates a three weekly menu of home cooked meals and offers a choice of food to residents who want an alternative. Residents told us they enjoyed the meals.

Residents at the home are involved in planning events such as singers coming in to entertain them. There was no planned activities schedule on display at the time of our visit. Representatives felt that activities were limited. Residents told us they enjoyed being in the lounge together watching TV, chatting and playing board games.

Resident and staff survey results show a high level of satisfaction with the service given at 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

Comprehensive information including contact details have been written by the owner of Margaret House on the Housing Care website stating the home is “A superior and elegant house set in attractive gardens adjacent to Scott Park area of Burnley.”

With its purpose listed as being:

*“Margaret House aims to provide a home to people with mental health problems, where they receive warm, friendly, secure and comfortable care 24 hours per day.”*

*Experienced staff will be on duty at all times.*

*The philosophy of Margaret House is that all clients shall be treated as individuals with dignity, respect and privacy.*

*To have all their rights maintained, and live as full and active life as their physical and mental condition allows.”*

The home is ideally located half a mile from Burnley town centre. It is on a main road with a bus stop, post office, social centre, shop and GP surgery close by.

There is no specific disabled access parking. However, parking is available on the main road in front of building, around the back of the home and on the side streets.

The home is signposted with attractive slate name plates on the two gate posts at the main entrance. However, they are not clearly seen from the road.

## Green

### The external environment

Margaret House is a large period stone dwelling with attractive bay windows. It has been extended and has a conservatory and patio seating area to the back which Healthwatch representatives felt was welcoming and homely for residents and visitors. Situated close to the main road the home has ornate wrought iron railings and stone walls which look attractive and are well maintained. Flower pots and hanging baskets to the front and back of the building added to the ambience. The gardens have gradients and are landscaped with steps leading down from the building. Access has been provided to the gardens via the back gate for people



who have mobility constraints. The garden is adjacent to the local park. It was observed that the low walls and mesh fencing afford pleasant views to the park area. We were informed a squirrel bowl placed in the garden attracts the many squirrels in the area. There are ample wooden benches for residents to sit out and enjoy the views from the front and back of the house creating a pleasant peaceful experience. Carol the manager informed us the patio garden furniture had been put away in the cellar due to the wind.

There were some small cleaning issues caused by the windy weather in an otherwise pleasant garden.

The entrance for visitors to the home is clear with access being given through the main front door. There is a step into a small porch area with the inner door being securely locked. A portable ramp is provided for disabled access. The door bell was answered in a timely manner.

## **Green**

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

The Healthwatch Lancashire representatives were made to feel welcome and were assisted throughout the visit. Representatives observed residents were reassured by staff (when necessary) that as visitors we were friendly and safe to be around and to converse with. We observed a friendly, relaxed and homely atmosphere upon entering the home. Comfy leather armchairs and table in the hallway and an ornate staircase looked homely. The doors off the hallway into the lounge and dining rooms were left open creating a spacious homely ambience in what would otherwise have been a dark reception area. Representatives were asked to sign in the visitors' book and hand gel was available for our use. Notices on the notice board and walls indicated where help could be sought by residents, family and friends. Information included: key workers names allocated to residents; the "Champions" for areas such as equality and diversity, safeguarding, medication, nutrition, antibiotics, activities co-ordinator, decluttering, and environmental health and cross infection; the results of a residents survey displaying one hundred per cent satisfaction and a staff survey showing ninety eight percent or over satisfaction on the provision of a safe, caring, effective and responsive service. The Healthwatch Lancashire poster notifying people of our intended visit was not on display in the hallway at the time of our visit. The Staff on duty at the time of our visit were not identified by name badges or different uniforms. However, it was felt that as this is a small home with a family atmosphere, and staff duties are identifiable by a poster on the wall, residents and visitors can more easily identify staff than if it was a larger facility.

## **Green**

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

The small home setting with open doors leading off the distinguished hallway is easy to navigate. Representatives felt picture signage was not necessary to identify the main rooms which are all off the ornate hallway. The resident room doors have their names on but no other distinguishing marks to personalise them. Carol informed us nine out of ten of the residents do not have dementia. The one resident who has dementia can read their name on the door so she feels no other identifying marks are necessary. Carol informed us that she feels the picture signage will not promote a homely image or retain the dignity of residents so unless she assesses they are necessary there are no plans to implement them. Carol said she considers adaptations if they are needed to help the residents, for example, she had previously changed the carpet in the lounge to one without a pattern in response to the needs of a patient compromised with dementia.

The corridor upstairs and the hallway downstairs provide quiet places for people not wanting to remain in their rooms or mix with others in the main lounge.

The flooring in the hall is non slip wood effect whilst the stairs and landings are carpeted. All presented as clean and well maintained with no discernible odour. The wide stairs have a stairlift fitted for a resident no longer in situ. This looks well maintained and can be navigated around by residents and staff wishing to use the stairs. There was no clutter in the public corridors, public toilets and bathrooms and representatives observed residents could safely move about the building.

We observed there are sufficient communal toilets and bathrooms in the facility as nine of the rooms are ensuite. Downstairs there is a toilet and a toilet shower room whilst upstairs there is a bathroom with a toilet and a separate toilet for staff use. There were no contrasting handrails or seats in these areas. All the communal facilities had adequate supply of soap and towels.

## **Green**

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

All the public areas presented as clean, pleasant, comfortable and homely. The dining area had two large dining tables, a chalkboard menu on display, attractive wooden flooring and a feature fireplace creating a homely family dining experience. There is a three week menu schedule with residents being offered a choice if they do not want what is on the menu. We observed one resident setting the table for dinner and another told us he had just finished making a trifle. The menu on offer was Shepherd's pie, carrots and cauliflower or meal of choice, followed by apple crumble and custard or yogurts.

Representatives observed that the layout of the lounge with an additional dining table and chairs placed in front of the bay window created an ideal area for activities such as playing board games, chatting or for sitting looking out of the window. The three leather settees and four armchairs looked comfortable and

were laid out in a way that both encouraged social interaction and allowed residents to watch the TV without being disturbed. Carol told us the residents have a TV in their rooms but prefer to gather in the lounge together to watch TV. Representatives observed residents to be sitting comfortable or freely moving around the lounge, hall and dining room. A TV on in the lounge was being watched by several residents whilst it was unobtrusive to others. Representatives felt there was a real family atmosphere to the home. Carol explained to us that most of the residents had been in Margaret House for a long time so it did feel like a family to most of the residents and staff.

In addition to the lounge and dining rooms there are quiet areas created on the landing and in the hallway for residents and visitors to frequent.

## Green

### Observations of resident and staff interactions

There appeared to be sufficient staff on duty with all residents being given attention and having their needs seen to. Some of the staff on duty had not completed basic training such as “Moving and Handling”. We were informed the resident compromised with dementia is being supported on a one to one basis. During our visit we observed the resident getting support to do a colouring activity and then being encouraged to walk around for exercise before resting in the lounge. As this resident appeared to need assistance for mobility and was having one to one support the representative felt the missing dementia friendly signage from the toilet and bathroom doors would have minimal impact for this resident.

Staff were observed to treat residents with respect, giving them time and attention as needed and addressing them by their name. One resident was reassured by staff several times about the Healthwatch representatives’ presence in order to reduce their anxiety. It was observed that the interaction between staff and residents was consistently natural and friendly. When a representative commented on how calm it was in the home Carol explained that it is not always like that, but she has a great team who can quickly diffuse any situations.

There was no physical evidence of an organised weekly activities schedule being in place with a planned variety of activities such as chair exercise to music or a sing-a-long. However, in the dining room there was an activities prompt on display. Carol informed us social events are discussed at the residents meeting. For any special events such as the singer coming in April she will create a poster and put it in the dining room to advertise it. Carol told us they had a choir in at Christmas. There was evidence of board-games such as Jenga, dominoes and colouring taking place in the lounge. We also observed residents do gardening, feed the squirrels, cook and generally help out with tasks such as setting the dining room tables as part of living in their own home. We were told residents have a bus pass and use it to go into town regularly and observed one resident had just arrived back at Margaret House after having been to place a bet on the horses. Staff told us they



get lots of opportunities to spend time with residents to chat and do personalised activities the residents enjoy. One member of staff commented *"It is a small home and I feel the residents' needs are met more than if they had been in a bigger home. We have four staff in so I get time to spend with the residents to chat and do other things. It's not like that in the bigger homes I have worked in."*

We observed the resident living with dementia had a memory box in his room, twiddle muffs, a pressure mat, family photos for reminiscence and a laminated artwork poster placed on his wall with key person centred points on the back for staff to access.

Representatives felt the environment the care home has created is sensitive to the needs of residents with differing needs creating a homely, non threatening humanising environment where all residents can feel valued regardless of their mental health condition.

## Green

### Additional information

During our visit we enquired about the support available for the oral health of residents. Carol informed us there are a few registered dentists in their area so residents are able to access services. She ensures all residents are checked once a year for oral cancer with provision being made for residents with agoraphobia. Staff or residents will alert her to any oral health problems. A carer told us that if a resident needs to visit a dentist they would be taken by taxi with a carer. Those with false teeth use Steradent and carers can do this for residents if it is needed. If residents clean their own teeth a carer stands by, if needed, to make sure they are able to do it right. Some residents can clean their teeth on their own.

We observed one resident without any teeth at all. Another one appeared to have some teeth which required attention.(See Provider Response)

## Feedback from residents

### Environment

"I like to sit in different places in here (in the lounge)."

"It's not bad."

"Yes and no. Sometimes I don't feel well. Overall it's not too bad."

### Activities

*"I love Jenga. I haven't got my own TV in my room. We tend to play dominoes."*

*"I don't like the TV. I like going in the kitchen. I have been making a trifle."*

*"I like going out."*

## **Care**

*"They look after me and cook the dinner."*

*"Yes they care."*

*"Yes they do generally (care for me)."*

## **Food**

*"A hot meal at lunchtime. We make our own breakfast. I like chops."*

*"Today it's Shepherd's pie and apple crumble and custard."*

*"I like trifle."*

## **Relatives and friends' views**

There were no relatives or friends in attendance during our visit so we were unable to ascertain any responses.

## **Staff views**

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

*"Yes we have enough staff."*

*"I feel so, yes."*

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

*"Yes we get time to spend with the residents, particularly in the morning. They like colouring and playing games. They all do what they like doing."*

*"I do, particularly with it being a small home."*

*"Yes we have a great team here all working together for the residents."*

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

*"I am on with training now. We have booklets and outside training."*

*"I haven't been here long. I have a workbook and the management is always looking for more training."*

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

*"Yes I absolutely love it. The residents are lovely."*

*"Yes of course."*

*“Yes it is a small home and I feel the residents’ needs are met more than if they had been in a bigger home. We have four staff in so I get time to spend with the residents to chat and do other things. It’s not like that in the bigger homes I have worked in.”*

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

*“Yes I would.”*

*“I would yes with the support the residents get here.”*

*“Yes I would its like being part of one big family.”*

# 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
Margaret House 221, Manchester Rd., Burnley Lancs BB11 4HN		
Contact Name		Telephone Number and/or email
CAROL DEAN		01282 423804
Name of Healthwatch Enter & View Authorised Representatives		Michele Chapman - Project Officer
		Jeanette Newman - Project Officer
Date & Time of Enter & View	12/3/19 10-30 am	
Were you happy with the Enter & View Arrangements prior to the visit? Comments-		
yes		
Please outline any Positive aspects of the Enter & View visit. Comments-		
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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## Email Response

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.	
<p>The visit was rushed, on the day. The visitors were pleasant, a professional It appeared that information given by letter was informative, but the inspection was totally different to the agenda.</p>	
Completed by	C Dean
Position	Registered Manager
Date	19/3/19.

Emailed Provider Response to draft report sent 12<sup>th</sup> April 2019 from the Manager Carol Dean

Thank you Jeanette. The report appears factual. I love the name twiddle muffs. The only thing I personally did not like was the fact that you wrote one resident was without any teeth. That particular person does have teeth and chooses themselves not to wear them and all residents have records in situ which states that they have regular dentist appointments. I just think if I was looking at this for mum the report is great - but they don't look after teeth. However, I am funny about teeth I think they are important to keep. I do realise though you report what you see and the report is factual.

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