

# **Moor Villa**

# **Kirkham**

## **Enter and View Report**

**Tuesday 23<sup>rd</sup> October 2018**

**10.30am - 12.30 pm**



### **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:**

Moor Villa

53 Moor Street

Kirkham

Preston

Lancashire PR4 2AU

**Staff met during our visit:**

Emma Jane Wilson (Registered Manager)

Carol Collier-Baker (Manager)

**Date and time of our visit:**

Tuesday 23<sup>rd</sup> October 2018

10.30am - 12.30pm

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

Jeanette Newman Engagement Officer(Lead)

Michele Chapman 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 Emma Wilson and Carol Collier-Baker, together with staff, residents and visitors, for making us feel welcome and taking part in the visit.

## General Information

More Villa is privately owned by Pro Care Homes Ltd with places for sixteen residents. There were four vacancies at the time of our visit. The person in charge is Emma Wilson.

Information obtained from Carehome.co.uk states that the home provides care for people who are affected by old age, and dementia.

## Methodology

The Enter and View representatives made an announced visit on Tuesday 23<sup>rd</sup> October 2018.

We spoke to nine residents, five 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 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 twelve 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:

Moor Villa is a small care setting based in a large period detached house which is not purpose built. The internal layout and access to the building would be limiting the suitability to clients with mobility requirements restricting access to the upper floor. There is no lift and the stairs are steep. Some updating of décor has been completed, however, representatives felt that the facility would benefit from further refurbishment, repairs and maintenance. Generally residents who indicated they were happy to be in the environment linked it to their large room or having good company. Others commented that they did not like aspects of the environment as it was “basic”. Healthwatch representatives considered the refurbished areas to be clean and homely.

The facility is located in a residential area conveniently close to the town centre and its amenities. A train station, bus stops, shops and health services are all within a five minute walk. Parking is located in the surrounding streets. There is no designated disabled parking area.

There was ample staff on duty at the time of our visit with indications from staff that rota’s facilitate their commitments making them reliable. One member commented *“We never have to use bank staff, and we have a family interest in the home. Staff work co-operatively.”* Representatives observed that all staff worked in a person centred manner treating residents with respect and dignity. There was an air of friendliness and calm with staff responding to and anticipating residents needs.

Residents reported that staff are friendly and they are happy with the care that they receive. They indicated the food was good and representatives observed residents being offered a choice of nutritious meals.

Representatives observed staff delivering activities on an individual basis and recorded evidence of activities taking place. Residents and staff indicated they have time to chat.

The ownership of the Moor Villa has passed through family generations with at least three generations currently working in the home. The previous generation have agreed to stay for a transition period to provide continuity of care and continue the family ethos of the home.

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

Moor Villa is based in a large detached house with fourteen bedrooms for up to sixteen residents. Located in a residential area it is conveniently situated close to the town centre. Wesham train station, bus routes and shops are all within five minutes walk. The Pharmacy and GP surgery are just across the road. Parking is available on the surrounding streets. There is limited parking at the facility which has a small drive with no designated disabled parking access.

A large sign clearly identifies Moor Villa from the road. There is no website or brochure available for the care home. The management informed us that Moor Villa is well known in the area as it's a family run business so a website is not needed.

## Green Amber

### The external environment

The large period detached house has a pleasant garden area to the front. Privacy is offered by traditional walls and greenery surrounding the boundaries which add to the homely feel of the exterior. There is a wooden garden bench placed by the bay window to a bedroom, representatives felt access to the bench was precarious and required a clear level pathway. Its position also compromises privacy therefore the bench would benefit from being relocated further away from the window.

The wide short driveway had a waste bin and car on it blocking the entrance for pedestrians making disability access difficult on the day of our visit. There is no designated disabled parking area or ramp to the front of the building. The step into the home is high.

In the "Commemorative Garden" to the back of the facility were ample benches and tables. As they were not set out in an orderly manner this would affect the residents usage. Also it would diminish the view from inside the lounge. Raised brick flower beds looked attractive. We were informed that the Commemorative Garden was gifted by a late resident's relative in appreciation of the care given.

Healthwatch Lancashire representatives felt the exterior of the home would benefit from further care and maintenance.

## Amber

### The internal environment/reception-first impressions

The main front door was left open giving access to a small porch with a secured internal door and bell. The door bell was answered very quickly by a smiling member of staff and we were made to feel welcome.

A visitors book and hand gel were available for use. There was also an “In/Out” board provided to track residents movements to and from the home. The Healthwatch Lancashire poster was on display and there were a few notices on the notice board containing up to date information. Staff were identifiable by uniforms or names on polo shirts. It appeared staff are well known to the residents and there was a friendly atmosphere.

There was no discernible odour to the home. The décor looked dated with no dementia friendly features such as contrasting door frames. The hallway has a dark carpet and a steep staircase. Open bedroom doors brought much needed light into the hallway. As some residents had left doors open to their empty rooms it gave the impression residents feel they are in a friendly trustworthy environment.

The manager & registered manager showed us into the dining room where they offered refreshments and chatted enthusiastically about the family run home.

## **Green**

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

The facility is not purpose built for a care home resulting in unusual corridors and steep stairwells which the representatives felt would be hard to navigate for anyone with limited capacity. In particular the end of the passageway into the main lounge was narrow with a steep gradient and a sharp turn offering limited space for a single walker or wheelchair. It was felt that it would be difficult for some residents to navigate on their own and there was not enough room for someone else to assist or pass them. The paintwork on the walls and handrails are white with no contrasting colours to aid orientation for residents with dementia. The corridors were free from clutter. The hall carpets were worn and ruffled in places. There were pictorial signs on the toilet and bathroom doors but no personalised identification on the bedroom doors. The manager explained that not all residents would want their names on the doors which can be seen by others and they are respecting their privacy. She explained that as it is a small home it is unlikely that residents will not know which is their room as they are able to identify the different parts of the building.

Access to the top floor is limited as there is no lift and the steep stairs have a fire door at the top. The wall on the landing is in disrepair with plaster coming off the wall by the ceiling. There are steep turning stairs through the lounge to bedrooms and staff bathroom.

The public toilet serving the main lounge was deemed unsuitable by representatives as it was small and had inappropriate fixtures and fittings. Smelling of strong odour the flooring was in a bad state of repair and needed to be

replaced. Due to the limited space in the adjoining corridor the toilet has been fitted with a concertina door which had no workable lock. The raised toilet seat was soiled.

A newly refurbished wet room with toilet off the smaller lounge was spacious and clean. However representatives felt the makeshift toilet roll holders could do with updating and fixing in an appropriate place. One stick hung on unsanitary string and wire holding two toilet rolls was deemed inappropriate and it was felt that modern replacements would be beneficial to the overall ambience.

With the exception of the small toilet off the lounge which was unsanitary and in need of refurbishment. The other public bathrooms (one used for the staff and visitors upstairs) were clean with adequate supply of soap and towels.

## Amber

### The lounges, dining and other public areas

The two lounges and the dining area were nicely decorated and furnished with clean modern furniture, including recliners, and large TV's. The flooring was good and there were no bad odours. The main lounge was dressed for a Halloween theme and contained evidence that the residents had been involved with craft activities. The open plan lounge and dining area were ornamented with mirror, clock, fire place, vase and flowers giving a homely ambience. There were ample dining tables and appropriate chairs which were well set out to promote a pleasant dining experience. We observed that residents were encouraged to eat where they wanted to, either at the table or by utilising a TV table in one of the lounges. Other residents told us they like their privacy and eat in their room. A tray with water and tumblers on a dining room table had been provided for residents to use throughout the day.

An "Orientation Board" was personalised including the names of the staff on duty that day.

*"Tuesday 23rd October  
The weather today is cold & windy  
On duty today is Carole, Kelly, Cartmel & Elycia  
Have a lovely day"*

Similarly the menu board on display included *"The Chef today is Christine"*

The menu offered a choice for lunch and some residents told us if they didn't like the menu they could ask for something else. We observed that the chef was accessible to residents and staff making requests.

The medicine cabinet in the dining room was in need of cleaning or repair as it did not add to the dining experience.

Seating arrangements encouraged social interaction in both lounges. The smaller lounge had bedrooms and a bathroom off it creating traffic, so was not considered by representatives to be a designated quiet area where visitors could be received. However, the two residents frequenting the room on our visit, told us it was a good place for them to be whilst doing their individual activities and keeping to themselves. The resident in the bedroom off the small lounge did not seem bothered by the sound of the TV playing in the lounge.

Representatives felt the dining area where they had been taken to chat with the management could be utilised for visitors but could not be considered quiet or private.

Representative observed that residents rooms were large with armchairs and coffee tables if residents did not want to stay in the public places.

## **Green Amber**

### **Observations of resident and staff interactions**

There were ample staff on duty who were friendly and accommodating to residents needs. We observed staff engaged in conversation with residents, treating them with respect and dignity; always addressing them by name. Staff clearly knew the residents individual interests, likes and dislikes and helped with those interests. For example they knew who liked to grow plants, art, jigsaws and who wanted to stay in their own room and watch TV. We observed staff responding to residents requests and also checking in on those residents that remained in their rooms. There was evidence that activities are taking place in the home from what we observed and physical proof they had taken place. The home was decorated for Halloween. Staff told us every afternoon residents are offered a chance to engage in activities together. A list of recent activities included bingo, crafts, play your cards right, carving out pumpkin's, and a general quiz. Singers come in once a month from the Kingdom Hall of Jehovah's Witnesses. The Minister from Willows Catholic Primary School comes in regularly to administer communion and their children's choir attend at Christmas, staying to enjoy mince pies and cakes. We also observed staff engaging with individual residents helping them to do the activities of their choice: jigsaw puzzles, word search activities, reading the newspaper and watching TV.

## **Green**

### **Feedback from residents**

#### **Environment**

*"Nice room, nice view"*

*"Big room, happy to be here."*



*“Don’t know if I like my room but they have put some things in that I like.”*

*“I am happyish.”*

*“It’s basic, but good.”*

*“I sleep in the room downstairs.”*

*“I like the companionship.”*

*“I go home I don’t stay here all the time.”*

*“It’s my house it has three bedrooms and a bathroom.”*

*“I am quite happy.”*

*“I have a nice room with a TV so I am quite happy.”*

*“I don’t like it.”*

## **Activities**

*“I stay in my room I don’t want to go out.”*

*“I keep myself to myself.”*

*“I do jigsaws and watch TV but not much on.”*

*“I’ve not been here long so I don’t know.”*

*“I like to keep busy.”*

*“I have lots of visitors.”*

*“I don’t watch much TV I prefer reading.”*

*“I don’t go for days out and I don’t want to.”*

*“There is a bus service.”*

*“I have a friend I sit next to.”*

*“Christmas is good I like the children coming in. There is good food and a party”*

*“Staff have the time to chat I don’t mind chatting to them.”*

*“There are quizzes and bingo and we have a dog coming in.”*

*“There are no activities but I did used to read a lot and I like listening to music.”*

## **Care**

*“They look after me.”*

*“They bring me drinks in my room.”*

*“I need a tweezer to pull hairs out of my chin.”*

*“People are kind.”*

*“The staff are very kind they look after me.”*

*“I can speak to the staff about anything.”*

*“I am all right.”*

*“It’s like a big family here, I came here eighteen months ago because I couldn’t manage in my flat.”*

*“I like the company living in here.”*

*“I can talk to the staff and they will listen.”*

*“Yes, the carers know all about me.”*

## **Food**

*“Good food.”*

*“Not bad, sometimes it’s not nice.”*

*“I don’t get asked if I want something else.”*

*“I mostly like it.”*

*“The food is basic but it’s all right.”*

*“The food is good.”*

*“I like the fish and chips on Friday,”*

*“I eat normal; on Sundays we always have roast.”*

*“I eat what I fancy.”*

*“I like the food I eat it all.”*

*“I have never had poor food my family had a farm we had cows and our own milk and eggs.”*

*“Excellent food we have a choice. I like chicken, beef, pork, and Spaghetti Bolognese.”*

*“There are desserts but I don’t choose to eat them.”*

*“I like Shepherd’s Pie and Fish and Chip Friday.”*

*“I always eat my food I never waste it.”*

*“I haven’t seen any homemade food.”*

## **Relatives and friends’ views**

No relatives were in attendance during our visit.

## **Staff views**

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

*“Yes we cover for each other teamwork”.*

*“Yes certainly we never have to use bank staff, and we have a family interest in the home. Staff work cooperatively.”*

*“Oh Yes.”*

*“Yes I do the rota’s”*

*“We work with the staff availability and organise rotas for that.”*

*“Yes everyone works in a team whether its showers or cleaning”*

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

*“Yes we are encouraged to chat and do activities like jigsaws.”*

*“Yes definitely, I supported a resident to work in the garden we went shopping with him and collected plants and containers.”*

*“Yes one of our residents came to us from a mental health facility and we invested time and patience to enable to go out on her own.”*

*“Yes I have done quite a lot of courses and keep up to date with new learning so I can offer person centred care.”*

*“Yes we shower everyday depending on how incontinent the resident is.”*

*“Sometimes it’s hard to support residents into the shower so I would try to persuade them and give them time before asking them again.”*

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

*“Yes, we do.*

*“Yes, I have NVQs.”*

*“Yes I have done challenging behaviour as well other health care training.”*

*“There is free funding so I can’t see why you wouldn’t take the opportunity to do the courses.”*

*“Yes all training is done. It is very good NVQ’s etc.”*

*“I did GDPR training recently and I am still following what I learnt.”*

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

*“Very much so, it’s a lovely place to work.”*

*“Yes I am very happy here, I have been here for 30 years.”*

*“Yes it’s been my life’s work.”*

*“Before me my Nanna then my Mum owned the home. They both still work in the kitchen sometimes and so does my Dad.”*

*“All the staff care.”*

*“Yes management are very approachable.”*

*“Yes there are no issues with a high percentage of staff being related.”*

*“I have been here for eighteen years.”*

*“Yes I am here until I decide what I want to do for a career.”*

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

*“I certainly would.”*

*“All our elderly relatives have lived here.”*

*“There are steep steps so only if they are mobile.”*

*“Yes if they had mobility issues they would be downstairs.”*

*“Yes we have a good routine. All are looked after and cleaned very well.”*

## **Response from provider**

Good Morning Jeanette

Thank you for your letter and for your report.

We were happy with the report and understand your scoring for the environment. The building was not purpose built and so does not have the features i.e. wide corridors and doors as in a purpose built home. But we have managed with the home as it is for 30 years.

The only comments which I feel we need to bring to your attention is the "makeshift toilet roll holders in the bathrooms". I appreciate that these to you may seem inappropriate, but they were all made by one of our service users. He fills the toilet rolls daily, this gives him great satisfaction and a person centred approach in his need to feel that this is his home, as that is what Moor Villa is.

We take on board your comments regarding an odour and concern of cleanliness in the small toilet. Bathrooms are checked regularly but as you can appreciate someone may use the toilet just after this has been done.

However we will discuss all your comments with our staff at the next staff meeting and will pass on your comments regarding the small toilet to the maintenance team.

Thank you again for your visit, I am pleased that you received a warm welcome.

Kind Regards

Emma

**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?

<b>Organisation Address</b>		<b>Premises –if different</b>
MOORVILLA CARE HOME 53 MOOR STREET KIRKHAM, PRESTON LANCS PR4 2AU		
<b>Contact Name</b>		<b>Telephone Number and/or email</b>
Mrs. C. Collier - Baker		
<b>Name of Healthwatch Enter &amp; View Authorised Representatives</b>		<b>Michele Chapman -Project Officer</b>
<b>Date &amp; Time of Enter &amp; View</b>		23/10/18
<b>Were you happy with the Enter &amp; View Arrangements prior to the visit? Comments-</b>		
Yes very happy the Poster + Information, came well in advance of the visit.		
<b>Please outline any Positive aspects of the Enter &amp; View visit.</b>		<b>Comments-</b>
feedback from a outside agency.		
<b>Please outline any Negative aspects of the Enter &amp; View visit.</b>		<b>Comments-</b>
<b>Please use this space to comment on how you think we could improve your experience of</b>		

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