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Moorhead Rest Home

Accrington

Enter and View Report

Tuesday 1st October 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:

Tina MacNeall (Manager)

Staff met during our visit:

Jayne Procter (Deputy Manager)

Date and time of our visit:

Tuesday 1st October 2019
10.30am-12.30pm

Healthwatch Lancashire Authorised Representatives:

Michele Chapman Engagement Officer (Lead)
Liz Butterworth volunteer
Lesley Miller Engagement staff



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 Jayne Procter, together with staff, residents and visitors, for making us feel welcome and taking part in the visit.

General Information

Moorhead Rest Home is privately owned by MMR Care Ltd with places for twenty seven residents. There were two vacancies at the time of our visit. The person in charge is Tina MacNeall.

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

Methodology

The Enter and View representatives made an announced visit on Tuesday 1st October 2019 10.30am-12.30pm.

We spoke to eight residents, and seven staff, 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 eight of the twenty five 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:

Moorhead Rest Home presented as a warm and friendly care home with positive relationships between the staff, management, and residents. The majority of feedback from all participants was appreciative with teamwork featuring heavily for staff, and residents describing their carers as “*lovely*” and “*wonderful*.”

Residents chose similar terms to describe their food, praising the chefs and food as “*brilliant*.”

Representatives considered the environment of the home to be comfortable and homely with great care taken to replicate the domestic environment. Generally the home appearing clean and well furnished with some eye-catching traditional features.

All of the residents who engaged with the team told us that they liked their room, one describing their room in person centred terms “*It’s very comfortable. I like my room, it’s very me*”.

The exterior environment and building was similarly well maintained with pleasant outdoor areas, seating and planting.

Staff told us that the home made the most of the external environment planning a bonfire night display for the benefit of the residents. Residents’ confirmed they were offered entertainment, days out, and indoor activities.

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

Prior to our visit we attempted to view a comprehensive website however we were unable to find one. Similarly, when we requested a hard copy brochure it was unavailable due to being “on re-order.”

The facility is set on the main Whalley Rd close to the town of Accrington with transport and amenities close by. There was a large parking area to the front of the building with sufficient parking spaces and an appropriate disabled access.

The home had a signpost from the main road however as this was a little faded. representatives took some time to locate the building from the main road.

Green Amber

The external environment

Moorhead Rest Home presented as an imposing detached Accrington brick villa built at the turn of the century. The deputy manager told us that the original inhabitant was the manufacturer/owner of the former Accrington brick works, and the grand façade reflected this.

The entrance to the building was easily located being a large porch with an archway to the front door.

The building and the grounds appeared very well maintained with a handyman working in the garden at the time of our visit. At the side of the building a brick gazebo and tables and chairs were surrounded by mature planting and planters with seasonal flowers. This area was overlooked by a wide bay window, a carer told us the large paved area was used for barbeques and other special occasions such as Bonfire Night.

To the rear of the building was a further recreation area with raised decking attractively decorated with planted flower containers.

The secured front door was answered in a timely manner by staff.

Green

The internal environment/reception-first impressions

The internal reception area was well proportioned with traditional features such as wooden panelling and stained glass.

The environment was painted in warm neutral colours and we experienced a calm and homely atmosphere. However, representatives felt that the carpet throughout the main traffic areas appeared to be in need of a deep clean, we mentioned this

to the Deputy Manager who told us that the carpet was due to be cleaned in mid October.

The reception area was thoughtfully furnished with easy chairs and a coffee table, staff informing us that the hairdresser used this area as it was comfortable and promoted social interaction for the residents. An additional “refuge point” for wheelchairs was situated in this area (ensuring the home was uncluttered).

The team saw that notice boards throughout were plentiful and informative, we saw safeguarding information, an invitation to a residents meeting, and an activities poster. The weekly activity schedule indicating quizzes, armchair exercise, bingo, reminiscence and floor games were offered. However we did not see the Healthwatch Lancashire poster displayed as requested.

Despite there being no photographic staff noticeboard staff were easily identifiable by uniform. Similarly, staff were very welcoming with the Deputy Manager giving her time to show representatives around the home.

Representatives were able to sign into the visitors’ book displayed and use the hand gel provided.

Green

The Observation of corridors, public toilets, and bathrooms.

The architecture of the building dictated the corridors being wide with high ceilings and items of interest such as chandelier lighting, pictures and mirrors. Doors to public toilets were painted uniformly dark purple and this was replicated in the doors to residents’ en-suite facilities. Likewise, we observed clear signage to public areas being pictorial, written and colour coded. Decor throughout the home appeared light and in generally good condition. The team did not detect any malodour at any point of our visit.

Representatives considered there were sufficient public toilets to service the number of residents and these were clean and adequately supplied with soap, towels and toilet rolls. Although the sanitary ware in some of the public toilets was more dated than others representatives considered it was entirely serviceable.

Representatives saw a Medicare Nurse call unit on one of the walls the Deputy Manager confirming that the home utilised Telemedicine.

Green

The lounges, dining and other public areas

A spacious dining room led directly off the entrance hallway, representatives being immediately impressed by the large and light area with sufficient round tables to service the number of residents. The environment was enhanced by a grand over mantel mirror and chandeliers. The tables were set with colour matched table

linen, napkins, crockery and glass, the centre piece being a tray with condiments a menu and flowers. A breakfast menu indicated that tea, coffee, and juice were available alongside toast and cereals and a full English breakfast, residents telling us they “*loved the food*” and it was “*wonderful*”.

A blackboard mounted in the dining room displayed the evening meal as chicken in gravy, new potatoes, cauliflower, and garden peas followed by rice pudding; however some residents told us that they didn't always get a choice at dinner.

A small quieter lounge displayed a whiteboard with the day, date, weather, and daily activity for the residents’ orientation. We saw that a bookshelf, radio and daily newspapers made the area cosy and homelike, the home cat being curled up on a footstool. Similarly we observed that a fish tank, grandfather clock, and wall art were supplemented by comfortable armchairs and soft furnishings.

Representatives considered that the home generally provided seating in social arrangements to encourage interaction however this was a little more difficult in the main lounge due to its scale. Notwithstanding, the home was commendable for the level of homeliness and comfort throughout with TV’s being available but unobtrusive, the larger main lounge reflecting this in the demeanour of residents and the levels of social engagement observed. The main lounge was observed to be of similar décor and standard to the remainder of the home with sufficient comfortable seating to accommodate the number of residents.

Green

Observations of resident and staff interactions

Staff presented as a cohesive and supportive unit interacting well with residents in a person centred way.

There appeared to be a culture of respect for residents with staff telling us “*It is their home.*” Likewise all staff who responded to us reported being happy in their work and being adequately staffed and trained. Staff were observed to particularly appreciative of management and colleagues, being open and confident in their engagement with representatives.

Call bells when heard appeared to be answered in a timely fashion, a resident confirming “*They answer the call bells quickly and are patient with me.*”

All the residents who responded to the team spoke positively about the care they received telling us “*They are very good people. They look after us very well, they are kind and considerate.*”

Feedback from residents

Environment

"It's very clean - I've been in a few but this one is cleaner than others. My room gets very warm; it is smaller than other room. I get visitors."

"It's very nice; I have French windows that lead onto a balcony. I have a television in my room. On the whole it's very good. My family come to visit often."

"It's warm and quiet. I have it as I want it. I have got all my things with me. I have got some friends here."

"It's very comfortable. I like my room, it's very me".

"Been here a while, I like it".

"It's alright."

"I like my room. I've got a toilet and bathroom so I don't have to go anywhere else. I like it here, it's good."

"I've got such a lovely room. All my things are here."

Activities

"They play bingo and dominoes but I don't take part. A man comes in to sing, he is very good. I like to read."

"We have games; there haven't been any trips out. Entertainers come in sometimes, they came in last week."

"We play games, and watch films occasionally. They take us out to various places such as castles and things".

"We play dominoes, I like it. There are things to do. There are trips out but I don't go."

"I like the games. I read as well."

"There are things to do."

"I like the quiz. There are things to do that pass the time."

"Keep myself to myself, I prefer it."

Care

"They answer the call bells quickly and are patient with me. They look after me.

"The care is very good, excellent. You can go to bed what time you want. The carers are very good with me."

"Very nice, they come quick when I need them."

"They are very good people. They look after us very well, they are kind and considerate."

"They are very good."

"It's alright."

"The staff are wonderful. They look after you really well. I fell in the night in my room and they came really quickly when I pulled my alarm".

"All the staff are lovely. Name the chef is wonderful."

"I like the day staff to put me to bed as they are better than the night staff. I went to bed at 7pm last night."

Food

"The food is good, I would like more vegetables. There isn't a choice at dinner time. We do get a choice at tea-time. Tea-time isn't good all the time."

"It's very good; we have our main meal at lunchtime. We had roast beef on Sunday. At evening time we get soup or a sandwich, last night I had quiche and salad. You don't always get a choice".

"Good, I like everything. Eggs and bacon for breakfast - it's good. Get a light supper before bed."

"Good, love the food here. Good portions, really good."

"Wonderful".

"It's good, I like it."

"It's good food, you can't grumble. You get plenty and it's really tasty, it's served really well".

"Food's brilliant. You get asked what you want for breakfast. You get so much. It's a well run place. Staff are brilliant."

Staff views

Do you have enough staff when on duty?

"Yes generally we cover each others shifts."

"Yes I'd say so."

"Yes, there is always adequate staff, domestic staff are also trained as care staff so we can cover if necessary."

"Yes of course, definitely."

"Oh yes, absolutely."

"Yes we do."

"Yes, all the time."

Do you feel supported to carry out person centred care?

"Yes, it's about the way they want it done."

"Yes I do feel supported."

"Yes everything is on hand."

"Yes we are."

"Oh yes, absolutely."

"Yes."

"Yes I do."

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

"We always get training; our managers are on the ball."

"Definitely, trainers come in to train us."

"We get lots of training."

"Of course, I'm doing training tomorrow in nutrition."

"Loads of training, anything new and she is on it. The manager is on the ball."

“Yes plenty, I’m receiving training tomorrow.”

“Yes.”

Are you happy working here?

“Yes, I love it.”

“Yes I’ve been here many years; I’ve worked as a carer and now as a domestic.”

“Definitely, I’ve been here for a while now.”

“Yes, I’ve been here 9 years.”

“Yes, been here 2 years.”

“Yes, I love it.”

“I love my job we have a great team and we all get on. We have a good management team from domestics to managers and the great chefs.”

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

“Of course yes”!

“Definitely - I’ve asked to be put in here” (laughing)

“Yes, I highly recommend it.”

“Definitely - I have done.”

“I’d recommend it to everyone, 100%.”

“Yes, I have done.”

“Oh Yes, definitely.”

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
MOORHEAD REST HOME 309-315 WHALLEY RD ACCINGTON - LANCASHIRE BB5 5BF		
Contact Name	Telephone Number and/or email	
JALINE PROCTER TINA MACNEAL		
Name of Healthwatch Enter & View Authorised Representatives	Michele Chapman-Project Officer Jeanette Newman - Project Officer	
Date & Time of Enter & View	1/10/19 - 10.50	
Were you happy with the Enter & View Arrangements prior to the visit? Comments-		
Very		
Please outline any Positive aspects of the Enter & View visit.		Comments-
Apart from they mentioned carpets needed cleaning more the walk ways, there was nothing else mention, we chatted about safe guarding and our thoughts & views - they where helpful on that subject.		
Please outline any Negative aspects of the Enter & View visit.		Comments-
NONE AT ALL		
Please use this space to comment on how you think we could improve your experience of		

Healthwatch Lancashire Limited
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Registered office: P O Box 78, County Hall, Preston PR1 8XJ

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.

Lovely ladies - very warming feel
easy to communicate with
no complaints at all.

Completed by	Jayne Procter
Position	Deputy manager
Date	1/10/19

Email received from Provider 21/10/2019

Good morning I have reviewed your report and all seems fine, just a mention the carpets have all been deep cleaned now. The sign that is faded is one advertising 'daycare' it is not actually the signage for the home this is a new sign in green and gold.

Regards

Mrs Tina Macneall

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info@healthwatchlancashire.co.uk

Twitter: @HW_Lancashire

Facebook: facebook.com/lancshealthwatch