

# **Cardinal Heenan House**

## **Skelmersdale**

**Enter and View Report**

**Tuesday 28<sup>th</sup> November 2017**

**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:**

Cardinal Heenan House  
Don Orione Centre  
School Lane  
Roby Mill  
Upholland  
Skelmersdale  
WN8 0QR

**Staff met during our visit:**

Kerry Ellison (Manager)

**Date and time of our visit:**

Tuesday 28<sup>th</sup> November 2017  
10.30am-12.30pm

**Healthwatch Lancashire Authorised Representatives:**

Michele Chapman (Lead Project Officer)  
Lawrence Houston (Project Officer)  
Carolyn Stuart (Volunteer)

**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 Kerry Ellison, together with staff, residents and visitors, for making us feel welcome and taking part in the visit.

## General Information

Cardinal Heenan House is a not for profit facility privately owned by Orione Care with places for thirty-one residents. There were five vacancies at the time of our visit. The person in charge is Kerry Ellison.

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 and old age.

## Methodology

The Enter and View representatives made an announced visit on Tuesday 28<sup>th</sup> November 2017.

We spoke to six residents, four staff and two relatives (one of whom had responded by email) 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 six of the twenty-six 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:

Cardinal Heenan House is set in a very pleasant village location with representatives considering that there was a remarkable level of social integration between the facility and the community.

The facility being the host to many village events and being at the “heart” of the community

As a former seminary with a public chapel and large public spaces the home appears integral to village life and the result of this are levels of “investment” by the local community reflected in well attended public events and successful fundraising.

The manager had been in place for eight years and has supervised a programme of refurbishment and introduced a holistic approach which was reflected in positive comments from staff, relatives and residents.

Representatives observed that the environment was clean, homely and dementia friendly with considerable effort put into personalising the communal spaces.

Representatives observed positive relationships between staff and residents and a comprehensive regular activity schedule incorporating film shows, music and gentle exercise. We also noted additional communal activities such as a Christmas cake and coffee morning, a Christmas carol concert, and a seasonal Pantomime.

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 viewed a comprehensive website explaining the history, facilities and ethos of this not-for-profit organisation. The website describing Cardinal Heenan House as the larger part of the Don Orione complex which also includes ten independent living bungalows.

The home was well signposted from the road and representatives were able to locate it quite easily.

As the facility is situated in the midst of a rural village representatives did not consider that the area was particularly well served by public transport and local amenities.

On arrival we found a large car park with appropriate disabled access.

### **Green/ Amber**

#### **The external environment**

The home is situated in an elevated position overlooking local countryside and including wooded areas and a stream. The manager later telling us that all aspects of the building afforded an open view.

The well-kept and extensive grounds were in the process of maintenance when we arrived, and we observed benches and tables surrounding the building where residents could sit out in warmer months.

The reception was clearly signposted and accessible via an adapted ramp and a conservatory style entrance with attractive views.

The entrance to the home was secured by keypad and intercom and the door was opened in a timely manner.

### **Green**

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

Cardinal Heenan House was bright and welcoming with the conservatory and reception area being comfortably furnished with easy chairs, coffee tables and magazines.

Representatives observing a cheerful “buzz” of conversation and visitors coming “to and fro” lending a pleasant air of activity.

Staff did not wear a uniform but were informally presented in dark colours with aprons where necessary.

The reception area had several informative notice boards and we were able to sign into a visitor's book and use the antibacterial hand gel provided.

We noted that the Complaints Policy was presented in a user-friendly pictorial and written format. Likewise, the Healthwatch Lancashire poster was clearly displayed on the front door. Elsewhere was a large notice board identifying key staff in a written and photographic format.

The manager was very welcoming and attended to us in a timely manner.

## Green

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

Corridors were bright and clutter free with handrails of a similar colour to the walls. Each corridor was named after a street and identified by theme aiding orientation. For example, residents had named a corridor Springtime street and helped make an accompanying mural of textured "grass" "flowers" butterflies and handmade bunting. Representatives were impressed by similarly themed corridors throughout the facility and we observed that some residents had chosen to place memory boxes outside their doors with interesting visual representations of their interests and past lives.

Dementia appropriate adaption was apparent throughout public areas with an orientation board displaying the time, day, date and weather. Public rooms were similarly signposted with contrasting colour and pictorial representation of their use.

The manager showed us the public bathrooms and these were clean and well stocked with soap, towels and toilet rolls. Raised toilet seats and grab rails were of contrasting colours. Several bathrooms had been recently refurbished one of these with a height adjustable bathing system bought with money received from local fund raising.

## Green

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

Along with the conservatory the facility provided two lounge areas one larger and more popular and a smaller intimate one which was quieter and convenient for residents receiving visitors. Both lounges were very comfortable and homely with a variety easy chairs arranged for conversation and soft furnishings. There were

ornaments and flowers promoting a homely environment and TVs in both rooms, one of these was turned on but was not intrusive.

The building had an impressive dining area with an open staircase and high ceiling. The manager told us that this area was often used communally with the villagers for upcoming social events such as the Christmas panto “Mother Goose”.

The dining area had sufficient seating for the number of residents and sufficient small tables complemented with centrepieces, cutlery and glassware. Staff told us that residents selected their menu choice from pictorial representations prior to their meal but that a written menu was also available on the table.

Although we did not see a menu displayed on the wall at the time of our visit staff told us this was temporarily missing as the walls had just been decorated.

As a former Catholic seminary, the home retains close links with the Roman Catholic church a chapel being integral to the ethos of the home. The manager told us that Roman Catholic mass was held at the home on a daily basis for both residents of the home and the village with similar services for other religious denominations. The chapel providing a contemplative area enhanced by furniture retained from the seminary.

Representatives were shown a purpose-built hairdressing area. We were also shown a small therapy room for the delivery of Namaste therapy which focuses on sensory stimulation for those compromised significantly with dementia. The manager telling us that the home was also in the process of fundraising for a “Tovertafel” interactive infra-red games box to stimulate the cognitive and social interaction of those more compromised by dementia.

## Green

### Observations of resident and staff interactions

There appeared to be enough staff on duty and we did not hear any call bells. The majority of residents seemed to be in the public areas and in the large lounge there was a great deal of lively chat between them. We observed a resident smiling and holding her hand out to a carer as she walked by. Similarly, we heard a carer engaging a resident in the daily news about “Harry and Meghan”.

We also watched as a resident walked by with her skirt inadvertently pulled up at the back and saw the manager reach out to tug it down and preserve her dignity in a sensitive but light-hearted way.

All the residents seemed to have drinks by them at the time of our visit and we heard more drinks being offered.

## Green

## **Additional information**

The manager told us that since her appointment eight years ago the home had undergone substantial changes and refurbishment.

The manager showed us the newly fitted bathrooms, conservatory and passenger lift.

The manager told us that Cardinal Heenan House was supported by an activity coordinator 24 hours a week and full-time maintenance man.

The manager told us that the home was extremely well integrated into the community with community members attending the chapel and other social events. Fundraising was particularly successful with a recent public Bonfire Night raising hundreds of pounds.

The manager told us that the home was well supported by local businesses and friends, family and staff had been generous with their time and skills,

Nearby schools and colleges had supported the house and participants from the Duke of Edinburgh programme and Wigan and Leigh College had contributed to the renovation programme at the home.

The manager told us that residents were routinely consulted about environmental changes and encouraged to contribute artwork.



## Feedback from residents

### Environment

*"I like the countryside."*

*"I feel safe here but there is no place like home."*

*"I definitely feel safe."*

*"I am happy here."*

*"I am happy everything's great."*

*"I talk to pretty much everybody, we have a chat."*

*"I like the corridors decorated."*

*"The corridors are excellent, they are all themed. I like Seaside Crescent."*

### Activities

*"The singers are not bad."*

*"I love the panto."*

*"There are lots of things to do. I like doing anything."*

*"I play games, I play dominoes."*

*"There are lots of board games. "They have really big jigsaws to do as well."*

*"We have trips out as well, we go out for a few hours to the garden centre."*

*"They do some physical games too, so then we don't get stiff. Nothing too strenuous you know, just rolling and catching balls."*

### Care

*"After I fell, and I had to choose somewhere I chose here."*

*"I can't praise the staff enough."*

*"My daughter is a nurse and she thinks it's excellent."*

*"The staff are all committed."*

*"They are very good they are helpful."*

*"Their patience sometimes leaves a little to be desired, but only occasionally."*

*“The only time they don’t like visitors is at meal times. It’s for those who can’t feed themselves, they like to protect resident’s dignity. They’re Alzheimer’s registered you see.”*

## **Food**

*“The quality of the food is excellent.”*

*“You are asked your likes and dislikes.”*

*“You always get a choice.”*

*“Yes, its adequate.”*

*“it’s not a big varied choice, but you do get a choice.”*

## **Relatives and friend's views**

### **How do you feel generally about the service?**

*"There is always a good atmosphere."*

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

*"Yes, I am kept well informed."*

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

*"Yes, the information is displayed."*

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

*"I am a volunteer now and I often join in."*

### **Would you recommend this service to others?**

*"I most certainly would. My mother- in- law was a resident."*

#### Information received from a relative by email 25th November 2017

*"My mother has had many years of care in Cardinal Heenan House.*

*She has been cared for to a very high standard by a loving and caring staff.*

*We are very impressed by the continuity of staff which gives the residents a sense of familiarity and security which is important.*

*I hope this means that the staff are also very happy in their work and it shows when we come to visit."*

## **Staff views**

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

*“Yes, I never have any issues when I am on duty.”*

*“Most of the time we do.”*

*“All staff work well and pull together.”*

*“Sometimes we are short due to sickness, but we would rather not have agency staff we would prefer to do the extra work.”*

*“Staff support each other.”*

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

*“We certainly do! as all residents are individuals with a history.”*

*“Yes, we do. We know all their likes and dislikes and what can upset them.”*

*“Yes, we know all the residents very well.”*

*“Yes, very much so.”*

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

*“We do on-line training we all do the same, so we understand each other’s roles.”*

*“It’s all on-line and if we do it at home we get our time back.”*

*“We keep up to date.”*

*“It’s all on-line with practical aspects for moving and handling and first aid.”*

*“We keep all our mandatory training up to date.”*

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

*“I came from nursery nursing and I am very happy here.”*

*“Yes, I have worked in other care homes and this is certainly the best. All the staff support each other and there is no back stabbing.”*

*“Yes, I have been here 17 years and enjoy it.”*

*“Yes, all the staff get on well there is a good atmosphere.”*

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

*“Yes, I certainly would.”*

*“Yes, I would the residents are well cared for.”*

*“Yes, I would.”*

## **Response from provider**

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