

**Abraham House Care
Home
Preston**

Enter and View Report

Tuesday 19th June 2018

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:

Abraham House
515 Blackpool Rd
Preston
PR2 1EQ

Staff met during our visit:

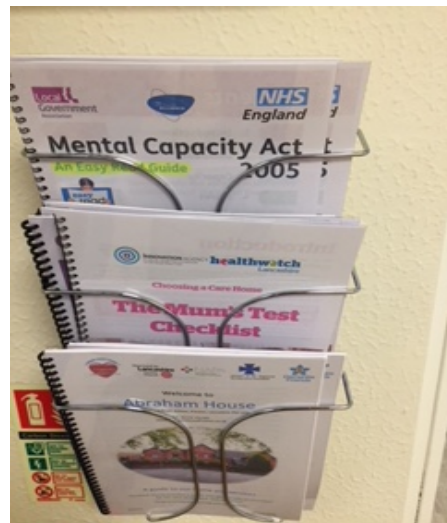
Gill Saint - Manager
Mark Hanson - Director

Date and time of our visit:

Tuesday 19th June 2018
10.30am-12.30pm

Healthwatch Lancashire Authorised Representatives:

Michele Chapman - Project officer (Lead)
Lynne Yates - Volunteer
Lesley Miller - Project 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 Mark Hanson and Gill Saint, together with staff, residents and visitors, for making us feel welcome and taking part in the visit.

General Information

Abraham House is privately owned by Europe Care Holdings Ltd with places for thirty residents. There was one vacancy at the time of our visit. The person in charge is Gill Saint.

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, old age and Alzheimer's.

Methodology

The Enter and View representatives made an announced visit on Tuesday 19th June 2018.

We spoke to three residents, five staff and three relatives (one by telephone), 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 three of the twenty nine 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:

Abraham House is a well maintained older property set in a convenient location and surrounded by spacious attractive gardens complemented by outdoor seating.

Representatives found the home to be warm and friendly with staff and management taking pride in their work. There was a strong focus on person centred provision with staff telling us that they were encouraged to spend time with residents. The staff who we spoke to told us that they were happy in their work, had plenty of training and had "formed bonds" with the residents.

Feedback from relatives was particularly positive with one relative taking the time to telephone Healthwatch Lancashire with their contribution. Relatives who responded described the service as "excellent" and "very caring" and "I haven't a single concern."

Feedback from residents too was generally positive in particular regarding the food and the care offered by staff, the staff being described as "very caring."

The team observed the facility to be homely, comfortable and clean. We were impressed by the initiative used by the management team in respect of dementia specific provision, and the engagement of external agencies to supplement the in house activity coordinator.

The team enjoyed reading the Weekly Sparkle reminiscence newspaper and appreciated the amount of effort the staff at Abraham House put into resident activities such as the planned "beach party".

There was clear "hands on" policy from the registered owners with the Director, Mark making himself available on the day of our visit and telling us he was in regular attendance 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

All contact with the facility prior to our visit was helpful and courteous. We were able to access a dedicated website for the facility and we were provided with an informative “Welcome to Abraham House” brochure on arrival. Representatives observed the facility to be close to public transport and nearby amenities. There was a small car park with a disabled bay close to the entrance of the home.

We noted ramp access to the exterior of the building and that the home was well signposted from the main road.

Green

The external environment

Abraham House is a large extended Victorian building surrounded by beautifully maintained and thoughtfully furnished outdoor space. The garden at the rear of the building overlooks the adjacent school playground and is tiered on two levels. We observed that garden areas were furnished with benches, tables and chairs and well stocked tubs and planters. We also saw colourful paper windmills in the borders. Similarly, the garden was immediately accessible to residents from the open patio door in the dining room and yet secured from the outside.

The director told us that the garden area had retained a washing line to enable residents to complete familiar tasks.

Green

The internal environment/reception -first impressions

The director of the home was very welcoming and showed representatives to the reception area. We considered that the reception area was homely being decorated with such items as an armchair, coffee table, and fresh flowers. We were able to sign into a visitor’s book and use the anti bacterial gel provided.

Noticeboards and information in the reception and nearby corridors were comprehensive and we saw a staff photographic noticeboard. Similarly the home had produced bound booklets regarding the Healthwatch Lancashire “Mums Test” and an NHS England guide to the Mental Capacity Act. The facility also produces an in house reminiscence newspaper “The Weekly Sparkle”.

The director also showed us the updated “nurse call” system which was fitted with a plastic protector to prevent unauthorised removal.

Green

The observation of corridors public toilets and bathrooms

The corridor adjacent reception displayed a larger advice and information board with an activities calendar, upcoming visits by external providers, and a TV screen highlighting a series of images of the residents’ previous activities.

Likewise, representatives noted a hat stand with various straw hats, bags and a wig which the director told us were very popular with residents’. We also noticed a cardboard cut out “bus stop” in progress complete with seats.

Corridors were well signposted in pictorial, written and colour coded formats and we observed that residents’ doors resembled exterior household doors with numbers, door knockers, and various colours to aid orientation. A picture frame alongside the door displayed the residents’ photographs and first name and bedroom number highlighted in yellow. Corridor handrails were similarly contrasted to aid orientation, the director displaying an extensive knowledge of the dementia friendly environment referencing publications by the Kings Fund and Stirling University.

There was a high standard of cleanliness throughout the facility and corridors were wide, well lit and uncluttered with the director telling us that the vinyl flooring was chosen for hygiene and safety.

Several bedrooms had en suite facilities, with the facility generally having ample public bathrooms and toilets with five toilets on the first floor and 3 bath /shower rooms on the ground floor. Representatives observed public bathrooms to be very clean with sufficient supplies of soap, toilet roll and towels. We also observed appropriate colour coded dementia specific adaptations.

Green

The lounges, dining and other public areas

Cleanliness was a positive feature of the whole facility with representative's considering all the public areas to be free of odour, bright and airy.

The home provides two lounge areas one smaller and quieter and to the side, and a larger one to the rear leading to an attractive conservatory overlooking the gardens. Both lounges were nicely decorated with homely touches soft furnishings and TV in the larger lounge displaying a virtual fish tank mode.

Representatives observed activities taking place in the larger lounge and contemporary music playing in the background. In the conservatory we saw artwork on the walls, a CD player and books alongside a basket of musical percussion instruments for weekly activities.

The spacious dining room had sufficient seating for the number of residents and we saw the patio doors ajar leading to the garden. Tables were attractively dressed with tablecloths, centrepieces and menus. A snacks and drinks menu was displayed separately indicating fruit, biscuits, toast, yoghurt and cakes and sandwiches by request.

Options for the tea time menu included soup, fruit, burger, salad and chips with cherry pie and ice cream for dessert.

Representatives noted that hydration was provided throughout the home including cold water drinks dispensers flavoured with fresh lemons.

Green

Observations of resident and staff interactions

There appeared to be sufficient staff on duty with easy interaction between them and residents. We observed staff to be kind and caring comforting a distressed resident and we saw staff addressing residents by name and walking arm in arm with residents enjoying humorous conversation.

Residents had the confidence to move around their environment freely and we saw them being encouraged to undertake familiar tasks such as setting the dining tables and hanging washing out.

The dementia friendly environment was evident with the provision of "rummage boxes" and we saw residents enjoying caring for dolls as part of "doll therapy".

Great care had been taken to include residents in the greater community with a sweepstake and England flags hung in the larger lounge to celebrate the world cup.

We also saw a poster for an upcoming Beach Party complete with fish and chips and ice cream. The poster promising paddling pools, sandcastles and "hook a

duck." Similarly a weekly activity schedule displayed entertainment provided by various external providers including music, armchair exercise and arts and crafts.

We heard few call bells and those we did hear were answered quickly.

Abraham House has a clear Complaints and Concerns policy with signposting to CAB and the NHS. The homes brochure also has a chapter detailing access to Advocacy.

Green

Feedback from residents

Environment

"Very comfortable I am quite happy here. I haven't any faults with it. I think it's brilliant."

"Yes I do like it, its happiness."

"I miss my family but they have to go to work."

"I don't like a lot of it."

Activities

"I like the singing."

"I don't think they would like me to sew."

"You get a mixed crowd, some like things and some don't."

"Don't know any especially."

Care

"They are very caring."

"They look after me."

"They are very good here."

"You get the odd sourpusses."

"I don't feel happy in bed at night with people roaming around."

Food

"I like the trifle."

"The meals are smashing."

"It's alright."

"It's quite good; a few of us sit round the table."

Relatives and friends' views

How do you feel generally about the service?

"I haven't a single concern, it is excellent and staff are caring."

"It's excellent."

"They are so caring it is like a family home."

"The home has excellent standards and high hygiene standards."

"They are lovely with my mother in law, she gets individual care."

"They are very caring and there have been lots of changes for the good."

"It's like a home from home."

"The staff make a fuss."

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

"Yes frequently, they tell me about the doctor visits or changes in medication. As far as I can see they would do it with everybody."

"I have been invited to go in and discuss care plans, and there is a newsletter."

"Yes we are kept informed of the care plans."

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

"I have been told there is a procedure. I would go straight to the manager."

"Yes I do."

"Yes."

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

"Yes I am aware. He (relative) doesn't like the music but he likes football things. The staff are very involved with the residents."

"Yes they are brilliant."

"There are constant activities at the home."

"(Name) joins in every day."

Would you recommend this service to others?

"Definitely."

"Yes definitely."

"Yes."

Staff views

Do you have enough staff when on duty?

"Yes definitely."

"Yes it is fine."

"Yes compared to other care homes".

"Yes, there are no issues."

"Definitely."

Do you feel supported to carry out person centred care?

"I have time to spend with residents. We are encouraged to spend time with the residents."

"From past experience I think this is a much loved care home."

"The staff are very good."

"The management approach is very good."

"I have had help and support around dealing with dementia."

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

"We do plenty."

"Yes a lot online, but just recently Level 3 First Aid and Fire Warden"

"We do plenty of training."

"Yes, Mark is very good."

"We get plenty of extra training offered."

"There is stack loads of training. Team leader training, and Level 3 Customer Service."

Are you happy working here?

"I am actually, very happy."

"I love it."

"Yes I am happy working here."

"Yes I love it."

"I love the residents and feel that I have bonded with them."

"Yes I am very happy I have built rapport with the residents."

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

"Yes I would recommend it to anybody."

"I would yes."

"Definitely."

"I have recommended the care home to a loved one."

Response from provider

Michele Chapman
Project Officer
Healthwatch Lancashire
Leyland House
Lancashire Business Park
Centurion Way
Leyland
PR26 6TY

19th August 2018

Dear Ms Chapman

Thank you for taking the time to visit Abraham House and for sending us your inspection report - overall the report provides an accurate picture of Abraham House.

You may be interested to know that the essence of the report is also in keeping with the feedback we receive from residents, relatives and health & social care professionals. For example:

- A relative recently wrote about the staff team “They are among the kindest most loving people I have had the pleasure to come into contact with.”
- A health professional wrote “If I had a relative with dementia, I would love them to be placed at Abraham House. In my current role working with care homes, I can only emphasize that if a relative of mine were placed there, I would have peace of mind knowing that they would be well looked after.”
- In a recent anonymous satisfaction survey, 100% of respondents said they would recommend Abraham House to their friends.

All this positive feedback is due to the great staff team. They look after residents as they would their own family, they provide an abundance of activities, they keep the home spotless, make wonderful meals and maintain a first-class dementia-friendly environment. All the credit goes to them.

Finally may I take this opportunity to thank you and your colleagues for the way you handled the inspection. Your team was courteous and respectful throughout.

Yours sincerely

MARK HANSON
DIRECTOR

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