

# **Banksfield Nursing Home**

## **Preston**

**Enter and View Report**

**Tuesday 1<sup>st</sup> May 2018**

**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:

Valerie Pitt  
Banksfield Nursing Home  
Cadley  
Fulwood  
Preston  
PR2 3RN

### Staff met during our visit:

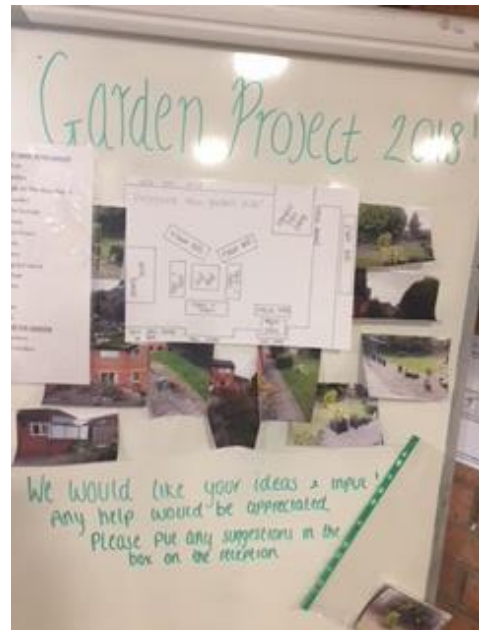
Valerie Pitt Manager

### Date and time of our visit:

Tuesday 1<sup>st</sup> May 2018  
10.30am-12.30pm

### Healthwatch Lancashire Authorised Representatives:

Michele Chapman Project Officer (Lead)  
Linda Brown Senior Project Officer  
Lesley Miller Project staff  
Roy Banks (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 Valerie Pitt, together with staff, residents and visitors, for making us feel welcome and taking part in the visit.

## General Information

Banksfield Nursing Home is privately owned by Esteem Care Ltd with places for forty-two residents. There were no vacancies at the time of our visit. The person in charge is Valerie Pitt.

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 Alzheimer's, Challenging Behaviour, and Schizophrenia.

## Methodology

The Enter and View representatives made an announced visit on Tuesday 1st May 2018.

We spoke to six residents, and seven staff, (no relatives were available on the day) 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 six of the forty-two 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:

Banksfield Nursing Home is a 42 bedded unit set over two floors with the Elderly Mentally Infirm unit being housed on the first floor. There are 20 bed spaces on the ground floor and 22 bed spaces on the first floor each served by two lounges. The facility is also served by a hairdresser, dining area, and a sensory room (on the first floor) was in the process of being completed.

Environmentally we considered that there were areas that would benefit from a “refresh” in terms of décor. Similarly, the manager told us that the garden areas had already been earmarked for improvement with a “Proposed new garden plan” on display in reception.

Representatives considered the atmosphere at Banksfield to be calm and caring and we observed staff treating residents with kindness and respect.

Residents were generally positive about the home particularly in respect of care and food, with staff being positive about all aspects of the service.

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 home prior to our visit was polite and cooperative and we were able to access a dedicated website with a brochure being available on the day.

Banksfield Care Home is located close to a main road and is served by local shops and public transport.

Representatives considered the parking areas to be well marked and spacious with space close to main reception area suitable for disabled parking.

The home was clearly signposted from the road.

## Green

### The external environment

Banksfield Nursing Home is a purpose-built care home built in the 1980s and typical of that period.

Reception was easily identifiable at the bottom of the car park with access to the home being secure. Representatives were greeted by staff in a timely manner and made very welcome.

Exterior green landscaping was predominantly situated around a courtyard area at the rear of the building and we observed iron work tables chairs and an attractive fountain. Representatives considered that this area to be in need of maintenance and litter picking, however the manager directed us to a “Proposed New Garden Plan” on display in the reception area.

Work had already started on the patio area with the manager pointing out areas that had recently been power washed.

## Green / Amber

### The internal environment/reception -first impressions

The large square reception area was nicely furnished with leather sofas and a large mirror. Representatives were able to sign into a visitor’s book and use the antibacterial hand gel provided.

We noticed our Healthwatch poster prominently displayed as requested and saw that key staff were identifiable from a photographic notice board.

Representatives considered the facility to have calm and homely environment but felt the decoration could have been improved by a refresh. Similarly, the environment may have benefitted from more soft furnishings and more seating groups to encourage social interaction.

## **Green**

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

Communal areas particularly on the Elderly Mentally Infirm unit (first floor) were suitably dementia friendly, particularly in respect of large colourful murals and furniture with local themes such as Preston North End and Blackpool donkeys. Likewise, corridors were wide, well-lit and clutter free with colour contrasting handrails.

We observed toilets generally to be clean with a good supply of towels, soap and toilet paper, however not all of these had colour coded adaptations.

Two of the toilets on the first floor were soiled and required cleaning, which the manager organised straightaway.

The facility had ample toilets and bathrooms for the number of residents.

## **Green / Amber**

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

Representatives found that public areas were generally clean, pleasant, comfortable, and homely. There were two lounges on the ground floor one leading off to the dining area and the second having full length windows overlooking the garden. The team felt that views from the second lounge would have been significantly improved by the garden being tidied and litter removed.

Some seating was arranged around the TV whilst other seating was arranged in small social groups around side tables. The TV was generally unobtrusive, and the seating appeared comfortable.

The dining room leading from the first lounge was clean spacious and bright. We saw there was seating for 16 residents with additional capacity if required. We saw that tables were set with placemats, crockery, napkins and a floral centrepiece.

The daily menu was displayed on the wall in a written and pictorial format indicating chicken, mashed potatoes and mixed vegetables as the main meal.

Representatives observed that chilled orange juice and water were readily available from a dispenser, and that tea and coffee were also at hand. We heard contemporary popular music playing in the background which added to the relaxed environment.

The manager showed us a dedicated hairdressing room with one station, however at the time of our visit this was cluttered with seat pads which the manager removed.

Whilst on the first-floor representatives were directed to a lounge area which was in the process of being designated a sensory room. Wallpaper with a textured effect had been applied throughout. The manager told us that this area was to be furnished with low level soft furniture such as beanbags for those with challenging behaviour.

## Green

### Observations of resident and staff interactions

There appeared to be sufficient staff on duty and we did not hear any call bells.

Likewise, we saw kind and caring interactions between staff and residents with effort being made to maintain residents' dignity.

A sleeping resident was covered with a blanket and residents were observed being supported to drink and eat biscuits. A resident coughing was assisted immediately.

The manager also told us that customer satisfaction levels were measured with residents and relatives receiving regular surveys.

At the time of our visit the substantive activity coordinator was absent, and the manager told us that other staff members were covering this on a rota basis, the staff member on rota being "out shopping with a resident". As a result, we did not see any activities taking place during our visit. An activity schedule was displayed indicating that on the day of our visit "Arts and Crafts" was scheduled for the morning of our visit with "chatting with residents" in the afternoon.

However, a poster on the wall indicated that previously (April), the facility had offered a music therapy session and visiting entertainer. Representatives noted that faith groups attended the home.

## Green

## **Additional information**

- The manager told us that the care home had dedicated laundry, cleaning and maintenance staff.
- That pet dogs often visited the home.
- That residents had helped with the ongoing garden project.
- That residents had been for trips out to a local farm.



## Feedback from residents

### Environment

*"It's alright."*

*"It's a nice room."*

*"I don't like my room it's too small."*

*"We can bring our own things."*

*"The room is nice."*

### Activities

*"There are no activities."*

*"The activity co-ordinator is very good, but they're off sick."*

*"I listen to football on the radio."*

### Care

*"I am well looked after by staff."*

*"The staff are good."*

*"They look after me."*

*"The staff are nice."*

*"I can't complain about the staff."*

*"We get left a lot in the evenings."*

### Food

*"The food is good."*

*"We get a choice take it or leave it." (laughing)*

*"We have a choice of food it's very nice."*

*"It's very good it's improved."*

*"I like bacon sandwich and porridge."*

*"We have a menu board."*

## Staff views

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

*"Sometimes."*

*"Sometimes we have agency staff."*

*"Yes, we do in the laundry."*

*"Yes."*

*"Sometimes we are short staffed due to vacancies and sickness."*

*"We use agency staff now and again."*

*"Yes."*

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

*"Yes, I do."*

*"Yes, I have been a care assistant before."*

*"Yes."*

*"Yes."*

*"Yes of Course."*

*"Yes, I think I do."*

*"Yes, we are good with food and fluids."*

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

*"Yes, I do."*

*"Yes, there is always some training."*

*"Yes, always training internal and external."*

*"Yes."*

*"Yes."*

*"Yes."*

*"Yes."*

### Are you happy working here?

*"Oh Yes."*

*"Yes definitely."*

*"Love it because of (name)."*

*"Yes."*

*"Yes I am."*

*"Yes, I have been in some bad homes this one is good."*

*"Yes."*

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

*"Yes."*

*"Yes."*

*"Yes, I would."*

*"Yes, but the kitchen area grill never gets cleaned."*

*"Yes."*

*"Yes."*

*"Yes."*

## **Response from provider**

Part of the Home's planned maintenance works include power washing the front of the building, removal of weeds and addition of flowers to make the entrance area more attractive and welcoming.

The enclosed rear Garden area is being designed to include Residents wishes and ideas and has already had a significant clear up of litter since Healthwatch visit.

Due to the nature of our Residents the toilets can become soiled quite often. Every effort is made to ensure that these are cleaned straight away.

Staff comment re 'kitchen area grill never gets cleaned'. This is already in the process of being replaced.

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