

Glenthorne No 2
Thornton Cleveleys
Revisit Enter and View Report
Tuesday 14th August 2018



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:

Glenthorne No 2 Care Home
4 Station Rd
Thornton Cleveleys
FY5 5HY

Staff met during our visit:

Kirk Sainsbury (nominated individual)

Date and time of our visit:

Tuesday 14th August 2018 10.30am-11.10pm

Healthwatch Lancashire Authorised**Representatives:**

Michele Chapman Engagement Officer (Lead)
Linda Brown Senior Engagement Officer
Lesley Miller Engagement staff

Introduction

This visit was an unannounced revisit 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 Kirk Sainsbury, together with staff, residents and visitors, for making us feel welcome and taking part in the visit.

General Information

Glenthorne No 2 is privately owned by Glenthorne Rest Home Ltd with places for fifteen residents. There were no vacancies at the time of our visit. The person in charge is Kirk Sainsbury.

Information obtained from carehome.co.uk states that the home provides care for people who are affected by Dementia, Eating Disorders, Physical Disability, and Sensory Impairment.

Methodology

The Enter and View representatives made an unannounced revisit on Tuesday 14th August 2018.

We spoke to two residents, and two staff members, 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 two of the fifteen 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:

Healthwatch Lancashire previously visited Glenthorne no 2 on Tuesday 14th November 2017 at which time it was rated **Red**.

In response to our report the manager invited representatives to revisit the home at a later date to observe the continuing schedule of environmental improvements. At our unannounced revisit on Tuesday 14th August 2018 representatives noticed the presence of builders who were making improvements to the building.

The garden areas had been cut back and made secure. A garden table, chairs and parasol had been provided however, the team felt the area would have benefitted from some summer planting such as pots, containers or hanging baskets.

Representatives were impressed by the refurbished kitchen and laundry, likewise, the levels of cleanliness and freshness throughout the home. The nominated individual told us that many areas had been redecorated with bathrooms scheduled for refurbishment imminently and resident bedrooms in rotation.

There was very little evidence of dementia specific provision and the décor lacked interest or stimulation. We did not see an activity schedule or a daily menu displayed and there was no evidence of any meaningful activity other than a scheduled visit by the hairdresser.

The nominated individual was very welcoming and we observed a good level of method and organisation in terms of the management of the home.

Based on the criteria, the Enter and View Representatives gave the home an improved overall score of:

Amber

Enter and View observations

The external environment

At our original visit on Tuesday 14th November 2017 we found the exterior of the building to be in need of “significant update and refurbishment.”

On our return visit we observed that the home was in the process of continuing refurbishment with builders in attendance. We saw that garden areas had been cut back and the rear garden was much improved having had an old garage removed and some fencing replaced to make it safe. It was nice to see a table, chairs and a parasol placed outside for the residents to sit out in warmer weather. However, representatives considered the garden may have been difficult to access from the conservatory and the nominated individual told us that a ramp installation was planned for this area.

At the time of our original visit we observed an external glass door to have a pane of glass missing. The missing pane originally covered by cardboard was now securely boarded up with hardboard.

Amber

The internal environment/reception -first impressions

At our original visit representatives considered the bare floorboards “may represent a hazard to those less mobile”. On our return visit we observed that the ground floor had been attractively refurbished throughout with laminate flooring.

The facility presented as very clean and there was no discernible odour, we were able to sign into a visitor’s book situated on a hall table and we noticed the provision of wall mounted antibacterial hand gel throughout the home.

A poster in the entrance area advised visitors of the uniform code for the home.

The nominated individual was very welcoming and took time to show the team around the home.

Green

The observation of corridors public toilets and bathrooms

Bathrooms were very clean and complemented by appropriate adaptations and sufficient toilet rolls, towels and soap. The nominated individual told us that bathrooms were identified as the next area for refurbishment in the ongoing schedule.

Corridors were wide and uncluttered, but generally lacked colour, decoration focal points and interest. There were few informative posters and we did not see an Activity schedule or Menu on display anywhere within the home. Nor did we see a staff identification noticeboard.

Residents' bedroom doors were identified by their names. During our visit, we observed a member of the building team enter a resident's room without knocking.

Amber

The lounges, dining and other public areas

In our previous report we detailed that "residents were seated around the room in a manner which did not encourage social interaction and representatives noted an absence of soft furnishings which did not contribute to a homely environment."

On our return we observed the main lounge overlooking the rear garden to be furnished with new curtains and new armchairs. The lounge was clean but bare and dark with little dementia specific decoration and no wall clock to aid orientation around time, date, or place.

The team did not consider the communal areas to be homely. Seating continued to be positioned around the perimeter of the room and the television was turned on low. Whilst the television did not inhibit conversation it didn't appear that residents were watching it. Representatives believing a local radio station with contemporary music and news bulletins would have been more engaging.

Although there were books available on a nearby shelf there was little or no evidence of any other meaningful activity having taken place.

Similarly there was little interaction between residents and interaction between staff and residents was limited but respectful.

The dining room was well furnished and bright with sufficient seating for the number of residents.

Representatives were shown the newly refurbished kitchen where a chef was preparing a delicious smelling meal of pork. We asked the chef if residents were offered a choice at mealtimes and he said that light meals would be made on request.

Representatives noted that the food hygiene rating at the home was now 5.

A small conservatory adjacent to the lounge was used as a smoking area and the threshold from the hallway to the conservatory presented a trip hazard. However, the nominated individual advised representatives that this was due to be addressed.

At our previous visit we noted that “the bottom of the stairs was protected by a child safety gate.” The gate remained in situ at our revisit.

Amber

Observations of resident and staff interactions

On the morning of our visit there were three staff on duty, one chef, one care assistant and the nominated individual.

Residents appeared calm, well dressed and we saw them being offered food and hydration. However, there was very little stimulation or support to encourage independence. When staff spoke to residents they were respectful and asked them what they would like, however there was little in the way of social conversation between them.

When representatives spoke to the nominated individual in respect of activities he told us that he delivered one to ones with residents and played board games such as scrabble. He explained that previous attempts at providing outside entertainment had not been successful.

During our visit we observed one resident repeatedly tearing at his plastic apron and we felt that twiddle muffs, stuffed animals, doll therapy, and music could have been introduced alongside other dementia specific provision to improve the residents’ experience and engage their attention.

Red

Additional information

The nominated individual told us that the facility continued to be subject to a continuing programme of environmental improvement. He showed us the improvements to the kitchen area and laundry area and how improvements were being made to bedrooms on a rotational basis.

Feedback from residents

Environment

"I like my room it's a good size and I have some of my own furniture."

"My bedroom is nice."

Activities

"There are no activities, but I do things to help myself."

"Not much to do."

"We have no trips there is nothing to do."

Care

"Yes I feel cared for."

"It's not bad."

"The staff are nice odd ones are awkward."

"I don't get on with all the staff."

Food

"The food isn't too good."

"The food is nice."

Staff views

Do you have enough staff when on duty?

"It's fine."

Do you feel supported to carry out person centred care?

"Yes I do."

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

"I am being put through medical training."

Are you happy working here?

"Yes it's a lovely home and a family unit."

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

"If I had to, yes."

Response from provider

Good afternoon Michele,

Just to let you know the step in your report has been corrected with a prominent strip noting it is a step.

Also the back door has completely been repanelled also I have added a sound system in the hall way that plays 40/50s music.

And I have made the home more dementia friendly, pictures of food in dinning room with a menu and pictures of food around in the hallway.

I am in the process of creating a staff board with job roles and pictures of the staff, everyone from the provider of care to the cleaner.

Pictures will follow.

Kind Regards
Kirk

Kirk Sainsbury
Assistant Manger/Nominated Individual

Tel 01253 854722
Mob 07766526225

Tuesday 11th September 2018

Good afternoon Michelle,

I have been trying to contact you fir the past 2 days to no avail.

I re read the report and the comment you made I quote

With representatives believing that staffing levels challenged the level of care that staff were able to deliver.

I had 3 members of staff on that day, and all 3 including myself where providing care.

And also the lounge you quoted.

The lounge was clean but bare and dark

Dark? The lounge is not dark as I receives the sun all day and also has a 14 foot window in there.

Kind Regards
Kirk

Kirk Sainsbury
Assistant Manger/Nominated Individual

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