

# **Pilling Nursing Home**

**Enter and View Report**

**Tuesday 31<sup>st</sup> July 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:**

Pilling Nursing Home  
Smallwood Hey Rd  
Preston  
PR3 6HJ

**Staff met during our visit:**

Ben Worden (Deputy Manager)

**Date and time of our visit:**

Tuesday 31<sup>st</sup> July 2018 10:30am 12:00pm

**Healthwatch Lancashire Authorised****Representatives:**

Michele Chapman (Lead) Engagement Officer  
Lesley Miller Engagement Staff  
Lynne Yates 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](http://www.healthwatchlancashire.co.uk)

## Acknowledgements

Healthwatch Lancashire would like to thank Ben Worden, together with staff, residents and visitors, for making us feel welcome and taking part in the visit.

## General Information

Pilling Nursing Home is privately owned by Zion Care Ltd with places for thirty residents. There were two vacancies at the time of our visit. The person in charge is Kirsty Miller.

Information obtained from carehome.co.uk states that the home provides care for people who are affected by dementia, mental health condition, old age, physical disability, and sensory impairment.

## Methodology

The Enter and View representatives made an announced visit on Tuesday 31<sup>st</sup> July 2018.

We spoke to six residents, six staff and one relative, 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 twenty eight 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:

Pilling Nursing Home is a well maintained and attractive facility set in a rural location.

Representatives considered the environment to be comfortable, clean, and homely with notable attention to detail in respect of dementia friendly provision. There were a variety of public lounges affording residents and visitors some privacy, and attractive garden areas for relaxation.

Staff were very welcoming and professional. The team were impressed with their interaction with residents, and all residents who responded commented positively in respect of this, telling us "They look after me here" and "They come straight away when I pull the bell." Most residents who responded reported enjoying the mornings sing a long and the "different things on" at the home.

Staff who responded to us were very positive about their experience of working at Pilling Nursing Home with all respondents reporting being happy working at the home and feeling well supported in delivering person centred care.

However, staff responses in terms of staffing levels were more mixed.

The one relative we spoke to was also generally positive describing the staff at the facility as "Excellent."

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 helpful and polite, we were able to access a company website and a photocopied brochure was made available on request from the deputy manager.

However, the facility is located in a rural village and as such is not particularly well served by local transport, shops or amenities.

There was a convenient car park directly outside the home and the facility was well signposted from the road.

A disabled access ramp led to the main reception entrance.

## **Green / Amber**

### **The external environment**

Pilling Nursing Home is a well maintained, extended property in a very attractive rural location. The front of the building is laid partly to lawn with flower tubs and planters outside the main doors.

The rear of the building is serviced by a secure and convenient leisure area for residents with a raised animal cage displaying a notice "Meet our New Guinea Pigs Dolly and Lolly." We saw a further lawned area complete with tables, benches, umbrellas and sunhats placed outside for residents to use. There were raised beds and a decorative boat prepared for planting, which at the time of our visit had not yet been completed.

Reception was clearly identifiable and access to the home was secure. We were met by staff at the door which was answered in a timely manner.

## **Green**

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

The focus of the reception area was an effective "bus stop" made quite simply with a bench, canopy, and brick wallpaper to replicate a street scene. The deputy manager told us that this was used as a destination point to walk and sit with residents if they became agitated. When we arrived a resident was at the "bus stop" purposefully rearranging the cushions, she seemed happy to see us, instigated conversation and smiled.

Staff were similarly welcoming and our first impressions were of a fresh, clean and homely environment.

We noted that a visitor's book was in use and that antibacterial hand gel was provided. We saw a comprehensive and photographic staff noticeboard and staff presented as easily identifiable and smart in appearance.

The Healthwatch Lancashire poster was prominently displayed as requested.

## **Green**

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

The facility brochure indicates that residents have a vanity sink in their bedrooms and representatives observed an adequate number of public bathrooms on corridors. Bathrooms were observed as clean and supplied with appropriate colour coded adaptations toilet rolls, soap and hand towels. Dementia friendly provision was prioritised with signage in written and pictorial formats.

The team noted that resident's bedroom doors were individualised and replicated domestic front doors with door furniture and colour. Many of the "front" doors were personalised with the resident's name.

Corridors were light and airy with hygienic flooring and representatives were impressed by the dementia specific decoration to these spaces. We observed installations resembling open windows with window boxes and drop down storage units. A sign invited to observers to "please open me" and inside were items of interest such as small dolls.

We observed very successful use of doll therapy with large knitted dolls positioned on a window sill, we saw a resident interacting with a doll picking it up and putting it on her shoulder before rearranging its clothing.

We also noted a life size representation of a telephone box and wall displays of familiar items such as pots, pans and "twiddle boards" of ironmongery. Similarly, we saw life murals of couples dancing and textural wall murals for residents to explore with touch.

Indeed it was clear that managers valued sensory stimulation for residents as we observed a poster asking for donations of "dollies" and "sensory toys" for the residents' enjoyment.

Corridors displayed colourful noticeboards we saw "Our Adventures" with photographs of days out and posters of upcoming of resident birthdays. We saw photographs of residents holding the homes new resident guinea pigs Dolly and Lolly. It was particularly nice to see that residents confined to their beds had been delighted to be included in this activity. Other posters detailed recent trips to Cleveleys, fundraising coffee mornings, and a trip to a local Gala day.

Similarly an illustrated wall mounted activity board detailed a residents' meeting, a hairdresser visiting, singalongs, and time in the garden, plus ball games and a film night with popcorn.

## **Green**

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

Pilling Nursing Home has three separate lounges one of these being adjacent the dining area and being very busy at the time of our visit due to entertainers "The Bluebirds." Other lounges being quieter and offering a private space for residents to meet visitors. All the lounge areas had comfortable seating and homely furnishings however, representatives felt that some of the seating in these areas could have been moved away from the wall and rearranged around coffee tables encouraging social seating groups.

The main lounge diner appeared to be the hub of the home and offered residents a "bar area" stocked with fruit juices for hydration. At the back of the dining area was a café style servery with a menu displayed above it indicating breakfasts of cereal and porridge. Lunch was indicated as a choice of soup, meat pie, sweet and sour vegetables, with fruit sponge for dessert. The brochure stating that food was made in house with home made cakes available at afternoon tea.

The menu was clear mounted on a white background and displayed in written and pictorial format.

The large lounge diner had picture windows overlooking the front garden area and was provided with a television and a wall mounted fish tank.

At the time of our visit some tables had been moved around to accommodate the entertainment but we could see that there was sufficient seating for the number of residents and we observed some tables to be set with crockery and have small house plants as table centrepieces.

## **Green**

## Observations of resident and staff interactions

We were fortunate to be able to observe the interaction between the staff and residents during the entertainment, with staff making every effort to accommodate residents (who chose to see the show).

The entertainment was a very professional female duo dressed in vintage clothing. They distributed small flags which created an atmosphere of pleasant expectation during which time we saw lots of smiles and contact between staff, residents and the entertainers.

We observed staff being solicitous to residents on one occasion we witnessed a staff member gently moving a resident who had slumped into an uncomfortable position.

During the performance we saw staff and residents singing and swaying together. There was a great deal of genuine eye contact and smiles with many residents animated by the music and the waving of the flags. We saw one resident being guided to his seat by staff holding both hands in front of him and we saw staff offering encouragement to other residents to dance.

Likewise, we observed affectionate interaction between residents with one resident patting another on the shoulder and smiling. Some residents nodded along to the music and clapped. One resident came across to representatives to show us her flag.

Residents and staff were clearly comfortable with each other and their environment, we saw staff working cooperatively and gathering around to enjoy the entertainment whilst keeping an eye on residents ease and comfort.

One new resident was sat close by to representatives and we observed a personalised information sheet about the resident attached to the front of her walking aid to help staff familiarise with her.

We also observed the facility as valuing the benefits of pet therapy with the manager's pet dog being a familiar presence around the home and the introduction of the pet Guinea pigs.

Call bells were heard on several occasions whilst we were visiting, and representatives noted that these were answered promptly. Staff levels appeared sufficient for the number of residents.

## Additional information

- The Deputy Manger told representatives that Pilling Nursing Home was positive about staff development and that three members of care staff had recently enrolled on the Assistant Practitioner Course.



## Feedback from residents

### Environment

*"I have a nice room."*

*"It's alright."*

*"I can watch the sky that way it's nice."*

*"I am very happy."*

*"I must do (like it here) I've been here for years."*

*"The room is lovely it's big enough and it's spotless."*

*"It feels lonely here there is no one to interact with."*

*"Sometimes it gets noisy. If I don't like something the staff come and sort it out for me."*

### Activities

*"There are different things on."*

*"I use my hands I enjoy crafts."*

*"There was a sing a long this morning."*

*"I visit other residents when they're not so well for a chat."*

*"I go out for a walk sometimes." (I tell them first)*

*"I am sitting around a bit."*

### Care

*"They look after me here."*

*"They are good."*

*"They are nice."*

*"Staff are very helpful they come straightaway when I pull the buzzer."*

*"I get fed up with the other residents picking at nothing."*

### Food

*"The food is alright."*

*"I enjoy lunch, they have a choice."*

*"It's lovely."*

*"Oh yes!" (Do you enjoy the food?)*

*"Sometimes it's very good. It was Sunday roast lamb this week."*

*"There is a choice of two meals."*

## **Relatives and friends' views**

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

*"If there is a problem, even small things, we are kept informed."*

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

*"I would go straight to Kirsty the Manager."*

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

*"Perhaps there could be more activities."*

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

*"I would certainly tell others to look at it. The main thing is the staff, they are excellent."*

## **Staff views**

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

*"We could do with more staff it is stressful."*

*"There are always enough staff when I am on duty."*

*"No. Sometimes they are only three staff instead of four and it's hard."*

*"We have more than the recommended levels of staff."*

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

*"Very much so."*

*"Yes I am confident."*

*"Yes we are well trained."*

*"We are definitely well supported."*

*"Yes the activities are person focused and staff are encouraged to deliver one to ones including trips out to the garden centre."*

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

*"I have been trained and I am happy with it."*

*"Massively."*

*"We have lots of training."*

*"Definitely."*

*"We have too much training including medical."*

*"You can request training in fields you are interested in."*

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

*"Very much so."*

*"I am very happy."*

*"I love it."*

*"Yes I travel some distance to work here because I choose to."*

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

*"Yes I would."*

*"Yes and I have done."*

*"Definitely."*

*"Absolutely."*

*"Of course, it's the best one I've seen."*

## **Response from provider**

**[www.healthwatchlancashire.co.uk](http://www.healthwatchlancashire.co.uk)**

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