

# Acorn Heights Care Home Burnley

**Enter and View Report**

**Tuesday 23<sup>rd</sup> January 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:**

Acorn Heights Care Home  
147 Manchester Road  
Burnley  
BB11 4HJ

**Staff met during our visit:**

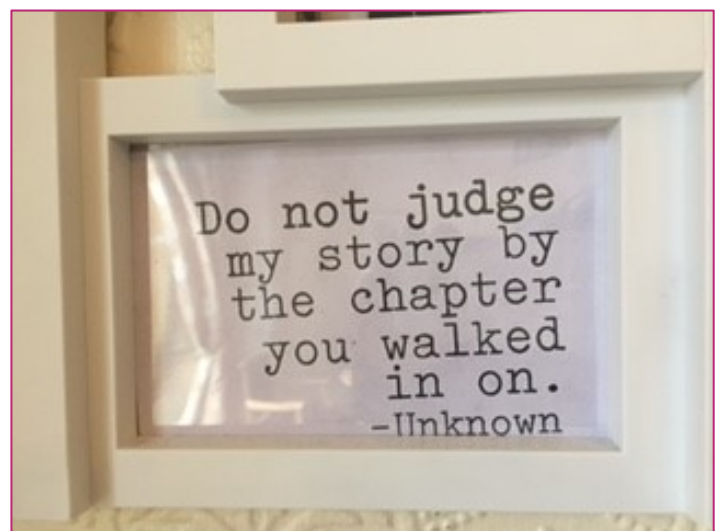
Anita McLaughlin (Manager)  
Natalie Heaven (Care manager)

**Date and time of our visit:**

Tuesday 23<sup>rd</sup> January 2018  
10.30am - 12.30pm

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

Michele Chapman Project Officer (Lead)  
Carolyn Stuart (Volunteer)  
Gill Green (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 Anita McLaughlin, together with staff, residents and visitors, for making us feel welcome and taking part in the visit.

## General Information

Acorn Heights Care Home is privately owned by S J Care Homes (Wallasey) Ltd with places for twenty-two residents. There were two vacancies at the time of our visit. The person in charge is Anita McLaughlin.

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

## Methodology

The Enter and View representatives made an announced visit on Tuesday 23<sup>rd</sup> January 2018 10.30am - 12.30pm.

We spoke to nine residents, and three 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 nine of the twenty 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:

Acorn Heights Care Home is subject to an ongoing period of improvement and update led by the manager and her care manager who were recruited together approximately 12 months ago.

The manager told us that the facility caters for residents who may have more complex needs and have been unable to settle elsewhere with Acorn Heights offering stability. She told us that many of the residents benefit by accessing the local community and residents who responded told us that they were encouraged and supported to do so.

Feedback from residents was very positive however, one or two respondents were unsure about the care they received. Respondents spoke well of the food and the activities on offer and representatives observed that there was resident consultation around both areas.

The staff who spoke to us told us that they were very happy, that the management team was supportive, and that they enjoyed their jobs.

Representatives observed the environment to be well organised but informal with staff encouraged to deliver person centred care.

The manager told us that the care home owner was fully invested and supportive of the ongoing programme of change.

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**

The facility is located on a main road in Burnley close to shops, transport and other amenities. A church is situated directly across the road.

The home is clearly signposted with limited undesignated parking and disabled access via a wooden deck style ramp to the front entrance.

Prior to our visit we were able to visit a comprehensive website and hard copy information pack was available at reception.

### **Green**

### **The external environment**

Acorn Heights is a large Victorian villa in an elevated position overlooking distant countryside. The front exterior is a pleasant multi-level paved area with tubs and planters and a safe area for residents to sit out.

There was some minor improvement required in terms of finishing to the exterior driveway surface and the paint on the front door.

The entrance to the home was easily identifiable and secured. The door was answered in a timely manner by the care manager.

### **Green**

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

First impressions were of a clean, efficient but homely environment. We were able to sign into the prominently placed visitor's book and use the hand gel provided. The Healthwatch poster was displayed alongside a general residents' noticeboard and a pictorial noticeboard of key staff.

The care manager made us feel very welcome and introduced us to the manager.

Representatives observed that CCTV was in operation in public areas and the manager told us this was not in bedrooms or bathrooms and was provided to support resident welfare.

### **Green**

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

Corridors were restricted as one would expect of a building of this age and some areas of the vinyl flooring and carpeting appeared to need refurbishment. However, staff told us that they had helped to redecorate.

The décor was plain but clean.

Representatives observed that staff and residents had produced a timeline of recent historical events with artwork representing the decades and we saw a collage dedicated to Burnley Football Club.

Signage from corridors was not colour coded or pictorial but this must be seen in the context of the home not being dementia specific.

Eleven of the bedrooms at the home had en-suite facilities which were supplemented by three public bathrooms two to the ground floor and one to the first floor. In the main, bathrooms were clean and provided with sufficient soap hand towel and toilet rolls however, one of the bathrooms on the ground floor had no signage and had run out of soap. We observed that although bathrooms had some adaptations these were not colour coded.

## **Green /Amber**

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

The home had a dedicated dining room to the front of the building with seating for eleven people. This was nicely decorated with floral centrepieces. This area displayed an orientation board with the daily staff information and the days menu. A large clock face displayed the day, date and time.

A further dining table and four seats were in the second lounge at the rear of the building, but it was unclear if there was enough seating for all the residents to eat at the same time.

All the public rooms downstairs had pleasant view for the far countryside and the first lounge to the front was occupied by a resident enjoying singing along to Elvis tracks. This lounge was homely with sufficient comfortable chairs and books, flowers and ornaments alongside a large television.

A rear lounge was quieter, with the television on low, the residents here were sat chatting and we observed a carer painting a resident's nails.

The manager's office led off from the main dining room and a notice on the door indicated that the management team employed an "open door" policy.

## **Green**

## **Observations of resident and staff interactions**

Representatives considered that there appeared to be enough staff on duty and these were easily identifiable. One call bell was heard during our visit and this was answered quickly.

We observed staff talking to residents by name and asking how they were. We also observed staff respecting residents' privacy knocking before entering their room. One resident was spotted walking about without shoes and staff were quick to respond, guiding him back to his room to find them.

We also saw an activity schedule presented in a "menu" style and introduced with a photograph of the activity coordinator. This detailed "My Time" provision and numerous activities available including painting, sing a longs, going for walks, pampering days, and shopping trips.

The home owned a large petting rabbit that lived outside but was frequently indoors. We saw how the residents and staff enjoyed its presence and how eager residents were to engage with it and tell us about it.

Representatives considered staff to be comfortable in their role and responsibility being happy and engage with representatives and residents in a confident manner.

In conversation, staff displayed similar confidence in the management team stating, "We can always ask the manager or senior if we need help".

## **Green**

### **Additional information**

The manager told us that she and the care manager had been appointed twelve months previously to oversee a period of improvement and change. She told us that she had introduced professional and robust working practices and had been supported in this by the home owner.

She told us that the home was not a defined "elderly" care home as some residents were younger and had been unsettled at other facilities prior to settling at Acorn Heights. She explained that some of the residents had previously had significant social problems experiencing homelessness, substance misuse or mental ill health.

## Feedback from residents

### Environment

*"I have everything I need, and I manage the toilet on my own. I use the lounge with my mobility scooter."*

*"My bedroom is wonderful and have everything I need."*

*"My bedroom is very nice, and I have everything I want. The staff keep it nice and clean and I have a lovely view."*

*"I have lived here 15 years and I am hearing impaired. It's satisfactory."*

*"It's very nice, the other residents are nice and sociable. I have good banter with the other residents."*

*"I like it all."*

*"It's very nice."*

*"It's mainly nice, there are sometimes hiccups around staff."*

*"It's nice living here."*

### Activities

*"I go out to a music quiz and the local pub has a group. I watch TV and play board games and the entertainment."*

*"I do word search puzzles and watch TV and the entertainment. I go out shopping with the staff."*

*"I go on outings to the local shops and the bank. We go out for a run in the countryside. I enjoy the house rabbit."*

*"I have a stick, but I like to walk alone in the countryside."*

*"I like music and movement."*

*"I don't do activities."*

*"I can't walk. I like playing games like Connect 4 with the staff."*

*"I do chair exercises."*



## Care

*"The majority of staff treat me with respect."*

*"The care staff are angels and very caring. They support me to live a full life."*

*"The care staff are very good and look after me and my clothes. The staff respond to call bells. The majority of staff are respectful."*

*"The care is good."*

*"I get very good care. The staff always come around to see if you are ok. The staff tend to my leg dressings."*

*"The care is positive."*

## Food

*"The food is excellent with good choice. I have only been a resident for two months."*

*"The food is very good - there is plenty of choice."*

*"I have noticed an improvement in the last year and the staff are a lot more attentive."*

*"The food is good. I get shredded wheat for breakfast."*

*"The food is very good we get three meals a day and we get a choice."*

*"It's great food, breakfast is bacon and eggs."*

*"The vegetarian option is limited. It's mostly pasta, it's ok, sometimes a bit dodgy."*

*"It's very good we get bacon, sausages, eggs and tomatoes for breakfast."*

*"It's nice food."*

## Staff views

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

*“Yes, we do.”*

*“It’s been fantastic since the new managers came. They have turned it around really well.”*

*“Yes, we have bank staff.”*

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

*“We are encouraged to deliver person centred care.”*

*“Yes, we are.”*

*“Yes.”*

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

*“Yes, I have enough training.”*

*“I have nearly finished my NVQ 2. I have done Fire Training and First Aid. There are so many courses offered.”*

*“Yes, I have done my mandatory training and I am doing a medicines course.”*

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

*“I am very happy I love the residents’ personalities.”*

*“I love it.”*

*“Yes, it’s a family environment and we have built a good team.”*

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

*“Yes, if it was appropriate for them.”*

*“Yes, in the right circumstances.”*

*“Yes, I would.”*

# Response from provider



Leyland House  
Lancashire Business Park  
Centurion Way  
Leyland  
PR26 6TY  
01524-235179

## FEEDBACK FORM FOLLOWING ENTER & VIEW BY AUTHORISED REPRESENTATIVES

Healthwatch Lancashire values any constructive comments that would help to enhance our practice of the Enter & View process. Could we therefore ask the service provider to use this form to provide feedback to help us evaluate our effectiveness?

Organisation Address	Premises –if different
Acorn Heights Care Home 144 Manchester Road Burnley BB11 4HT	
Contact Name	Telephone Number and/or email
Anita McLaughlin	01282 422500
Name of Healthwatch Enter & View Authorised Representatives	Michele Chapman -Project Officer
Date & Time of Enter & View	23 January at 10.30am
Were you happy with the Enter & View Arrangements prior to the visit? Comments-	
Yes a week prior we received a letter with a poster to display.	
Please outline any Positive aspects of the Enter & View visit. Comments-	
<ul style="list-style-type: none"> <li>• Very friendly</li> <li>• Very professional</li> <li>• Put people at ease.</li> </ul>	
Please outline any Negative aspects of the Enter & View visit. Comments-	
Overall very positive experience no negatives.	
Please use this space to comment on how you think we could improve your experience of	

Healthwatch Lancashire Limited  
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our Enter & View visit. Your views are very important to us at Healthwatch Lancashire and we appreciate, in anticipation, your time to complete this form.

- Happy friendly people
- Very approachable.

Completed by	Anita McLaughlin
Position	Registered Manager
Date	26.01.18

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