



Stella Matutina Care Home

Lytham St Annes

Enter and View Report

Tuesday 30th July 2019 10.30am-12.20pm



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:

Dawn Ward
Stella Matutina Care Home
16 Clifton Drive
Lytham
FY8 5RQ

Staff met during our visit:

Dawn Ward (Manager)

Date and time of our visit:

Tuesday 30th July 2019 10.30am-12.20pm

Healthwatch Lancashire Authorised Representatives:

Michele Chapman Engagement Officer (Lead)
Lesley Miller (Project staff)
Lynne Yates (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

Acknowledgements

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

General Information

Stella Matutina is operated on a charitable basis by the Sisters of Charity of Jesus and Mary, with places for forty three residents. There were five vacancies at the time of our visit. The person in charge is Dawn Ward.

Information obtained from carehome.co.uk states that the home provides care for people who are affected by old age. The service also provides palliative care and respite care.

Methodology

The Enter and View representatives made an announced visit on Tuesday 30th July 2019 10.30am-12.20pm.

We spoke to seven residents, six staff and two relatives, 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 of the environment and facilities.

As some residents were receiving visits, choosing to stay in their rooms or being nursed, we spoke with seven of the thirty 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.

We use templates to assess the environment of a facility and gather information from respondents, to ensure that reports are compiled in a fair and comparative manner.

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

Summary:

Stella Matutina is an impressive and traditional building set in beautiful surroundings, providing the care for forty two residents. The facility is operated on a charitable basis by the Sisters of Charity of Jesus and Mary.

Many of the main social areas, such as lounges and dining rooms, overlook the Fylde coast seascape and feature elegant furnishings with high ceilings decorative mouldings and imposing fireplaces.

Despite its grand appearance representatives found the environment to be warm and friendly and the residents to be engaged and outgoing. The majority of residents who responded to us were very positive about the environment, care, and activities with responses in respect of food being a little more mixed.

Similarly staff told us they felt “*happy*” and “*well supported*” by the manager in delivering person centred care, and that vocational training was readily available.

Feedback from friends and relatives who engaged with us was particularly positive with one resident’s daughter describing the home as “*fabulous*” and another telling us they were “*really impressed*” and “*it is best one we have seen*”.

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

Representatives met the manager of Stella Matutina Care Home at a Fylde and Wyre Care Home Owners Forum. Dawn very kindly invited Healthwatch Lancashire representatives to visit Stella Matutina to observe the facilities and speak to the residents' living there.

Prior to our visit we were able to view a dedicated website and were able to collect a printed brochure at the time of our arrival.

The facility is located on the main Clifton Drive with a variety of shops and amenities close by alongside good transport links. The brochure describing the location as *"approximately 200 metres south of the White Church at Ansdell and some 500 metres north of Lytham Square"*.

The home is clearly signposted with a long drive leading to a small car park, supplemented by roadside parking nearby, a ramp enabled disabled users to access the front door.

Representatives noted dedicated parking for *"the care home car."*

Green

The external environment

Stella Matutina is set in a remarkable position directly overlooking the sea and the Fylde coast. The grounds are beautifully kept, private and expansive with seating areas facing the view.

The manager told us that the building had been purchased by the Sisters of Jesus and Mary in the 1930s and used as a holiday home for disadvantaged children. It had evolved into its current status as a non denominational care home since then, with opportunities for residents to practice their religious beliefs should they wish.

The entrance to the home was easily located and accessed via a covered area with bench seating overlooking the drive. Representatives observed the entrance and front garden area to the home to be attractively decorated and planted with flowers in tubs and planters.

The entrance to the home was secure from the outside and the door was answered by staff in a timely manner.

Green

The internal environment/reception-first impressions

Staff made representatives very welcome and we were able to sign into a Visitors Book and use the antibacterial hand gel provided. Our first impressions were that the home had a very homely and relaxed atmosphere.

A trip to Fleetwood market had been arranged and residents had started to gather expectantly at the entrance. Residents seemed happy to engage with representatives and open with their responses, we met a very smart lady of 104 (who had her hair done that day) waiting for the minibus to the market, the lady describing the home as “*lovely*.”

The entrance area displayed a large notice board “Welcome to Stella Matutina” this included news and events such as The Summer Fair on Saturday 3rd August, a trip to Ladywell Shine on the 15th August, and Songs from the 50s and 60s on 22nd August. Similarly, the board indicated regular visits from “the Accordion Man” and keep fit sessions twice weekly. A separate activity schedule indicating that quizzes, bingo, dominoes and board games were regularly available too.

Representatives noted that Safeguarding information was displayed alongside “You said we did.”

We did not see a photographic noticeboard but staff were easily identifiable by uniform.

The Healthwatch Lancashire poster was prominently displayed as requested.

Green

The observation of corridors public toilets and bathrooms

The architecture of the building determined the height and width of the corridors being uncluttered and well lit. Representatives observed that orientation was aided by the naming of corridors for example “Carmela’s Way” (in homage to a former resident). Likewise, we saw a pictorial and written orientation board with the day, date, year and weather displayed.

Generally, the team observed little in the way of dementia specific signage; however, we noted bedroom doors to have colour contrasting door numbers and handles and public bathrooms gender specific signage.

Representatives believed there to be sufficient public bathrooms to service the number of residents (with all the bedrooms being en-suite). Public bathrooms were conveniently situated close to dining rooms and lounges and the team found them to be very clean with sufficient supplies of soap towels and toilet paper.

Representatives observed that the corridors were made interesting with items of reminiscence such as the life stories of the sisters who had been influential in the community and more general items such as “Our Lancashire Memories Project”

featuring images of football, and original buildings. A “Where we used to work” display featured the engineering debenture papers of a resident.

The team saw that a “Post Out” box was prominently placed in the corridor.

Green

The lounges, dining and other public areas

The manager showed us several social seating areas a quieter “parlour”, two lounges and a conservatory area. All the social seating areas overlooked the impressive grounds and the seascape. Armchairs were comfortable and clean with a variety of designs and many were arranged around coffee tables to enable social interaction.

Representatives found social areas to be spacious, homely with fireplaces, artwork and décor replicating a traditional domestic environment.

Televisions were available in the lounges but were not intrusive, the residents in the seating area close to the office preferring to listen to contemporary radio.

The team observed a number of daily newspapers were available in the conservatory area and similarly we saw a chest stacked with sunhats and cushions which residents were able to use to sit outside.

The home offered a choice of beautifully presented dining areas with views over the grounds to the sea. There was a smaller dining area where the Sisters could observe their religious requirements and a far larger dining room with bay windows chandeliers and architectural detailing. There were sufficient small tables to accommodate the number of residents and these were set with colour matched tablecloths, napkins, and glassware with condiments at the centre of the table.

A wall mounted blackboard menu displayed a choice of food for residents with lunch being vegetable or lentil soup followed by poached haddock or chicken with cheese or mustard sauce, new potatoes, peas and broccoli. The lunchtime dessert was rice pudding.

At “tea time” cooked ham, chips and pickles were available followed by scones jam and cream. A resident remarking that the food was “*par excellence*.”

The manager showed us the dedicated chapel area for the use of the Sisters and residents, with a daily mass being held and monthly visits from a Church of England celebrant. The chapel was plainly and elegantly decorated in restful colours the altar being framed with beautiful floral decorations.

The team were able to meet the hairdresser situated in the dedicated hair salon. She told us that the service was very popular with some of the ladies choosing to have their hair done twice a week. The salon was attractively presented with red floral wall décor, and professionally equipped with a backwash, and two hairdressing stations.

Green

Observations of resident and staff interactions

The interactions between staff and residents were respectful and friendly with the manager introducing us to the residents by their title or addressing them as “Sister.” We saw that residents were keen to share stories and humorous incidents with the manager and that staff members knew the residents names, families, and histories.

Staff were observed to knock on residents doors before entering and solicitous when receiving requests. Call bells when they were heard were answered quickly with representatives observing that mobile phones were carried in carers’ pockets in order residents records could be accessed and updated in real time.

Visitors who responded to us told us that the staff were “*fabulous*” and that “*all members of staff have a smile and are helpful.*”

All the residents who engaged with us spoke similarly of staff telling us they were “*lovely*” and “*we have a bit of fun with them, they are very patient.*”

Staff who responded told us that their experience was “*good*” and that “*everyone helps each other.*”

Residents told us that they were served breakfast in bed each morning they told us how much they appreciated the trolley set with crockery and a full choice of breakfast.

There was a pleasant but quiet ambience about the home with residents chatting together in groups. Representatives believing there were ample opportunities for residents to enjoy activities in the home and similar opportunities for friends’ family and staff to provide input to the service.

Additional information

The manager told us that the home maintained several independent living apartments in the grounds of the home, the residents having full access to the facilities in the main building.

Feedback from residents

Environment

"There is lots of space. I haven't brought my furniture as it is antique."

"It's absolutely perfect my room is lovely."

"My daughter washes my delicates."

"It's wonderful I have a lovely room its private."

"It's lovely; I have no complaints, only one. I can't go out on my own only with a carer or relative."

"I have a nice room with lovely views on the top floor."

"I am on the ground floor, which I like as I am near the office and you can see people passing by. If you have got to be somewhere this is as good as anywhere. They have meetings for friends and family and staff."

Activities

"I like to read the newspaper and listen to Radio Classic FM. I don't go to the armchair exercise they are too much for me."

"I do the exercises but I don't go out on trips at the moment. My daughter is coming today."

"I don't want to do activities. I read and watch telly."

"There are dominoes and we get children coming, but just at Christmas."

"Someone comes in and plays guitar. "Was it Sean? He was splendid."

"There are two girls doing activities. They have gone to Fleetwood today on a trip. I like being in my room reading or knitting or TV. I do go to the quizzes or bingo or a film on a Sunday. We do craft painting stones or making new cards out of old ones."

"We play dominoes, bingo, a man comes in every week and plays the accordion, but he plays all the same songs every week and it gets a bit boring. We go out on trips; I'm going to Fleetwood Market today. My grand daughters come and visit me."

Care

"The care is ok there are different approaches but it is very good. They don't always change my towel. The carers serve you at the dining table."

"It's wonderful, very good. I wouldn't change anything."

“It’s excellent I can’t fault them.”

“It is lovely I have a bit of fun with them. They are very patient.”

“Name is lovely she loves her job.”

“They do their best.”

“Some of the staff are in a rush. Nobody ever seems to sit down and talk to anyone. I do have a word with them sometimes I say this is my home. They always seem to be short staffed. I am as happy as I could be.”

Food

“The food is par excellence. Lunch is delicious and I have more than one choice. I am putting weight on.”

“It’s excellent I have put weight on.”

“Food is wonderful the breakfast is on a trolley in a room.”

“It’s alright, but not as nice as it was when I first arrived here. I get breakfast in bed on a tray with proper cups, not beakers, and plates. We get porridge or cereal, tea or coffee and toast and jam or marmalade. I really enjoy my breakfast.”

“There is a board up which shows the menu for each day. We used to have a menu placed on the tables and we were able to choose, but now they come round to the tables and ask what we want to eat.”

“Not as good as you cook at home.”

“It’s passable.”

“Its not as good as it used to be. It depends on what you like I am not fussy.”

“I wasn’t a bad cook for my family. I’m not mad on the cooking here.”

Relatives and friends’ views

How do you feel generally about the service?

“It’s fabulous. All the members of staff have a smile and are helpful.”

“Really impressed it’s the best one we have seen.”

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

“We are kept in the loop by my sister who lives nearby.”

“Yes. We are updated by staff when we get here.”

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

“Yes.”

“Yes, we would approach the senior carers directly.”

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

“We are overwhelmingly welcome.”

“We have seen keep fit, the accordion player and we know there is a theatre trip on Saturday.”

Would you recommend this service to others?

“Yes.”

“I would, definitely.”

Staff views

Do you have enough staff when on duty?

“At the moment we are employing more staff and it is ok.”

“Mostly we have enough staff with agency and casuals. Shifts can work in with staff.”

“Yes, it’s really good. Everyone helps each other and a lot of staff have been here a long time. We have plenty of staff. All those residents who have similar needs are in one area of the home.”

“Yes, we always have enough staff.”

“Yes most of the time, unless someone phones in sick.”

“I don’t feel we have enough staff on in the kitchen over the weekend.”

Do you feel supported to carry out person centred care?

“Yes we have time to do that when we are giving care. Some activities can be done on a one to one basis.”

“Yes, we definitely have time and I am very chatty.”

“Yes, taking people out and doing crafts with them.”

“Yes, the manager is very good; all information is entered on to a mobile phone instead of writing in the file.”

“Yes training is updated every year for person centred care.”

“Yes I feel supported to carry out my duties.”

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

“Yes, we have training online.”

“There is lots of training online. Also we have done a first aid course and CPR in the home.”

“Yes, lots of training, both online and in-house.”

“Yes, there is always training, when we have appraisals and if you are interested in some training it can be requested.”

“We do online training, one to one training and group training.”

“I am well trained within my role.”

Are you happy working here?

“Yes, I have been here a long time and I love the teamwork.”

“Yes, I have been here a long time.”

*“Yes, I have been here a long time. The Care Manager **Name** is very good. She is very supportive and if we need time off then we can have it.”*

“Yes, very happy.”

“Yes, I have been here more than three years.”

“Yes, I do we but we all have an off day.”

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

“Yes, I would definitely recommend it.”

“Yes, I would recommend. The staff make it good and the residents are happy.”

*“Yes, I would recommend it. I think a lot of the girls (staff) have had relatives here. It’s is all down to the staff and **Name**.”*

“Definitely, all well looked after.”

“Yes, I have done.”

“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
Stella Matutina 16 Clifton Drive FY8 5RQ	
Contact Name	Telephone Number and/or email
Dawn Ward	01253 - 734 834
Name of Healthwatch Enter & View Authorised Representatives	Michele Chapman-Project Officer Jeanette Newman - Project Officer
Date & Time of Enter & View	Tuesday 30/7/19 1030am
Were you happy with the Enter & View Arrangements prior to the visit? Comments-	
Yes very happy. Due to a problem printing our poster I spoke to someone & they kindly sent me a hard copy.	
Please outline any Positive aspects of the Enter & View visit. Comments-	
The Positives of having healthwatch here was to allow our residents & families to be able to express their views independently. It is always good to have fresh eyes look at things.	
Please outline any Negative aspects of the Enter & View visit. Comments-	
None.	
Please use this space to comment on how you think we could improve your experience of	

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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.

I Found the Healthwatch Visit to be a Positive Experience the ladies who care were lovely + very respectful of the ethos of the home.
They Made the whole visit very Enjoyable,

Completed by	D WARD.
Position	Manager.
Date	05.08.19.

Email response 09/09/2019

Hi Michelle

Sorry I have not responded before now I hope this email finds you well.

There is only one item that is not factually correct that I can see and that is we have flats in the grounds not bungalows other than that we are very happy with the report.

Thank you for spending the time with us it was a pleasure to have Healthwatch visit

Kind Regards

Dawn

Dawn Ward

Registered Manager

Stella Matutina Care Home

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