

# **The Grove Care Home Burnley**

**Enter and View Report**

**Tuesday 11<sup>th</sup> December 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:**

Claire Tighe  
The Grove Care Home  
40 Owen St  
Rosegrove  
Burnley  
Lancashire  
BB12 6HW

**Staff met during our visit:**

Claire Tighe (Manager)  
Glyn Elliot (Quality and Compliance Assessor  
Walton Care Homes)

**Date and time of our visit:**

Tuesday 11<sup>th</sup> December 2018  
10.30am-12.00pm

**Healthwatch Lancashire Authorised  
Representatives:**

Michele Chapman Project Officer (Lead)  
Liz Butterworth Project staff  
Lynn Yates Project staff  
Sue Turley Project Officer

**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. The final version of the report is published on the Healthwatch Lancashire website at [www.healthwatchlancashire.co.uk](http://www.healthwatchlancashire.co.uk)

## Acknowledgements

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

## General Information

The Grove care Home is privately owned by Walton Care Group Ltd with places thirty nine residents. There were four vacancies at the time of our visit. The person in charge is Claire Tighe.

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 old age, physical disability, and sensory impairment.

## Methodology

The Enter and View representatives made an announced visit on Tuesday 11<sup>th</sup> December 2018.

We spoke to eleven residents and nine staff, 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.

At the time of our visit no relatives were available to speak to us

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 eleven of the thirty five 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 made.

## Summary:

The Grove is a ground level medium sized care home set in pleasant surroundings nearby the town of Burnley.

The building appeared well maintained featuring an attractive internal courtyard which staff told us was particularly popular with residents in the warmer months. Similarly we found the public areas to be spacious and clean with opportunities for residents to use quieter areas. However, we found that seating in the lounge areas could have been arranged in a more sociable manner and felt that some of the décor did little to maximise the available light.

Representatives considered the home to be warm and welcoming with good relationships between staff and residents, and staff describing the manager as “supportive” and “approachable.”

Similarly the majority of residents whom we spoke to expressed satisfaction with their care from staff describing them as “nice” and “being treated with respect.”

Opinions in respect of staffing levels (from both staff and residents who responded to us) were a little less clear with more than one resident telling us that staff were “very busy” and a number of staff telling us that they felt they were sometimes “hectic” and “we could do with extra staff.”

Responses in respect of activities were similarly unclear with one resident telling us that they “don’t go out” and others telling us that they went on trips or had enjoyed activities previously offered.

All staff who responded to us said they enjoyed their work and were satisfied with the level of training offered.

It was evident that the provider continued to invest in the home with ongoing structural improvements and in our conversation with the providers Quality and Compliance Assessor.

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

**Green Amber**

# Enter and View observations

## Pre-visit and location

Prior to our visit we were able to visit a Walton Care Group website which detailed the facilities at The Grove. Similarly, the manager told us that a brochure was available at the home.

Representatives considered that the home was well signposted and had sufficient parking spaces including those suitable for disabled users with a sloped access.

There were public transport options available close by and the manager told us that shops and other amenities were located at the nearby Rosegrove Centre.

## Green

### The external environment

The Grove is a relatively modern low level bungalow style facility fronted by hard landscaping with planted borders and large hanging baskets.

To the centre of the building and surrounding all sides is a large private courtyard area complete with a contemporary fountain complemented by artificial grass and attractive planting. Representatives observed wooden benches set around the courtyard and gravel pathways around the central flower bed. Staff told us that the area was very popular in warmer months and this was borne out by the large garden parasol folded in the corner.

Both the grounds and the building appeared well maintained.

## Green

### The internal environment/reception-first impressions

The reception area was clearly identifiable and the manager made us very welcome, opening the secure front door.

The reception environment was similarly warm and welcoming being set around a traditional pedestal desk mounted with a large mirror and comfortable easy chairs to each side.

Representatives saw homely touches with table lamps, flowers and candles, and a hand made knitted nativity scene. We saw cheerful Christmas decorating in progress with bunting and items the residents had hand made for Christmas sale.

We were able to sign into a visitor's book and use the hand gel provided.

The Healthwatch Lancashire poster was displayed as requested alongside other general information including signposting to Advocacy services.

Staff were easily identifiable by uniform.

## Green

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

Corridors were generally uncluttered with darker handrails for orientation. There was a noticeboard detailing all the staff on duty and displays of artwork adding interest to the walls. We also saw notices detailing Christmas entertainment and an “Employee of the Month” award scheme. However, signage in general lacked dementia friendly colour coding and pictorial representation, but this must be seen in the context of the facility not being dementia specific.

Representatives considered that one of the corridors in the nursing area had a slight discernible odour.

The facility is currently undergoing some building work adding new bedrooms with an en-suite facility. Likewise, the manager told us that some of the bedrooms already had en-suite facilities.

The manager showed us the newly renovated staff kitchen with contemporary units and a breakfast bar overlooking the grounds.

Representatives considered that there were sufficient amount of public bathrooms to service the needs of residents and that these were clean and provided with soap, towels, and toilet rolls as necessary. We observed that handrails and raised toilet seats had been provided.

## Green

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

The Grove has two lounge areas adjacent each other and both having doors to the conservatory. The lounge areas were very homely with comfortable seating however, representatives felt they were a little dark. Similarly, seating may have benefitted from being arranged in a way to encourage social interaction, perhaps around coffee tables.

It was nice to see that the home was decorated cheerfully throughout, and we saw a life size “polar bear” dressed in staff clothing next to a Christmas tree.

The TV was on in both of the lounges but it did not dominate the environment.

At the time of our visit, staff were busy rearranging the conservatory which had earlier been used to host Santa's grotto at the homes Christmas Fayre on Saturday 8<sup>th</sup> December. The manager told us that the Fayre had been very successful having stalls, a lucky dip, tombola, and hot and cold drinks all which contributed to the residents fund. The manager also showed us raised flower beds in the rear garden which were used to grow vegetables for the kitchen.

Representatives also observed that a small quiet area of the corridor had been thoughtfully furnished with a coffee table and easy chairs for private conversation.

A separate dining room displayed a chalkboard menu detailing a choice of soup or fish finger sandwiches followed by jelly and cream. The evening meal was fish pie and vegetables with a dessert of homemade cake and custard. Responses from residents in respect of food were generally positive with one resident telling us that "I can have a snack when I want." However representatives felt that the singular option of fish at each meal was limited, with one resident remarking "there used to be two choices."

The dining area was very spacious and had sufficient seating for the number of residents. Dining tables were set with napkins and crockery and we saw people were having a late breakfast and that tea, coffee and daily newspapers were readily available. Similarly, a serving hatch in the adjacent kitchen was available all day for residents to have snacks and cold drinks.

## **Green Amber**

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

Staff were observed to be respectful and confident in their interaction with residents, we observed staff knocking on doors prior to entry and hugging residents and joking with them. We also saw one member of staff comforting a resident who had become distressed.

All the staff we spoke to reported being happy in their work and feeling supported by management. One staff member spoke of the home as being "five stars", and "loving their job."

Residents who responded to us spoke very well of the staff, in particular the manager and commenting that "they look after us well" and "it's good."

In terms of person centred provision we saw that some residents had individualised memory boxes outside their bedroom door and others had been encouraged to maintain their links with the community, some residents being taken to nearby football matches on the mini bus. The activities coordinator telling us that residents are taken out on the bus for a "change of scene and fresh air" and had recently visited Blackpool.

However one resident told us that they couldn't go on outings as their wheelchair "won't fit on the bus" and this made them feel "lonely."

A "Wish Tree" had been mounted in one of the corridors and residents had pinned "wishes" to it one of these read "Name age 78 would like a Wild West cowboy afternoon" and was marked as "Done."

Similarly, a comprehensive Christmas Entertainment poster detailed an upcoming visit from a school choir on the 17<sup>th</sup> December and a visit from an entertainer on the 10<sup>th</sup> December and another entertainer on the 14<sup>th</sup> December to the residents Christmas party.

The manager showed us a large "Book of Activities" and several individualised activity diaries detailing what residents had done on a daily basis with photographs. These were very engaging and informative but unfortunately the entries on all of them had ceased several months earlier.

During conversation with a resident she mentioned to us that she needed the toilet and that "it hurt". The representative informed the manager who sent a carer to assist. The carer explained that she was "on her break" and that any handling would need two people, which she then left to arrange. As the resident became increasingly agitated the carer returned to assist her. The resident remarking that she "did not want to be a nuisance" and that staff were "always busy."

However, later on during the visit a nurse told us that this particular resident had a catheter which had been causing some discomfort.

## **Green Amber**

### **Additional information**

The Lead representative had the opportunity to speak to Glyn Elliot the providers Quality and Compliance Assessor. He was taking the opportunity to speak to residents across two homes on a regular three weekly basis on specific topics. Glyn also told us that the Provider was very focused on continual improvement and undertook a complete annual survey.

We also spoke to Glyn about the provider plans around volunteering and were able to assist him by providing him with the 2016 report "Evaluation of the Volunteering in Care Homes Project."

Glyn told us that the provider was very open to sharing good practice with other providers and agencies.



## Feedback from residents

### Environment

*"It's nice here I've been here four years. It's not home, there's no place like home. If my husband was alive we'd still be at home."*

*"I sit in here, it's ok, lots of decorations about, it's nice."*

*"I sit in the conservatory and the garden when the weather's ok, it's nice out there."*

*"I've not really had time to make many friends."*

*"I like my room it's warm and cosy."*

*"I've got a lovely room; it's a grand place to live."*

*"Some residents are very quiet and keep themselves to themselves. I like to chat."*

*"I like it here, I decorated my own room."*

*"There is nothing to be unhappy about here."*

*"It's a super idea as it's all here."*

*"It's alright but I have my family."*

*"I'm so used to being here. It's good."*

*"I have no complaints. Everyone seems very nice. My room is basic but I have no complaints, I am quite happy."*

### Activities

*"I have my hair done every week to go out with my daughters, it makes me feel good. They play games and tennis, I don't bother so much. I broke my hip and use my walker all the time, it helps my confidence. I dance some times, my husband and I went dancing all the time when we were younger. I was 16 when we met and we married at 20. We used to go to the Empress ballroom."*

*"I watch TV. I like to read, nothing too heavy. I can't think of the author I've just been reading."*

*"I like doing crosswords. Don't rely on me for gymnastics not at my age."*

*"I watch TV; some of the programmes are ok. I don't get to watch much football though."*

*"I've 3 daughters and they visit often, one's called Susan like you. I've 10 grandchildren, and the youngest are twins, 10 I think."*

*“We sometimes go out on a bus to places.”*

*“I love football, used to go and see Blackburn Rovers, they’re my team.”*

*“We have outings.”*

*“I can’t remember any activities.”*

*“There is not a right lot going on.”*

*“I like to do knitting but I haven’t done any here yet.”*

*“I like doing Art with Laura (activity coordinator) but can’t remember last time.”*

*“I want something to do. They do trips out but I can’t go as my wheelchair won’t fit in the minibus so I don’t go. I want to go out I am lonely here and don’t go out.”*

*“I don’t go on outings I stay in my room.”*

*“I don’t always take a lot of notice.”*

*“We watch the television and read. People come to sing.”*

*“I am not interested in playing cards or whatever. I used to play cricket.”*

*“I am not one for activities but there are things going on.”*

## **Care**

*“You couldn’t get a better manager than Claire, she’s lovely. If she left I’d go too.”*

*“There are enough people. I’m independent.”*

*“I think there’s enough staff, I can manage though as I’m very independent.”*

*“They’re always very busy, always good to have extra.”*

*“The staff seem ok they treat you with respect.”*

*“The staff vary in care, some are good.”*

*“They look after us well. If I want something I ask.”*

*“I am quite content here. I can’t think of anything that’s wrong here.”*

*“The staff are nice. I have been in other places but this is the best. They look after us well.”*

*“I use the buzzer and they come as quickly as they can.”*

*“Even the cooks are nice. They treat us with respect.”*

*“Staff are ok.”*

*“They’re always very busy, always good to have extra.”*

*“Yes I am well looked after.”*

*“It’s good.”*

*“The care is excellent.”*

## **Food**

*“I’m quite fussy. I like vegetables and fish.”*

*“There used to be a choice, not as much now.”*

*“I like all the food.”*

*“I can’t grumble with the food.”*

*“I can have a snack when I want.”*

*“You get plenty of choice.”*

*“The food is ok.”*

*“Most of the food is good. If I don’t want what’s on offer they ask me what I want.”*

*“The food is very good.”*

*“Yes ok.”*

*“The food is excellent. I only need to say if I want something else. They know what I like.”*

*“It’s all very good, there is choice and you can always have something different.”*

## **Staff views**

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

*“When we’re fully staffed we’re ok it’s just when we’re one down.”*

*“I work 8-2 or 8-8.”*

*“Yes.”*

*“Yes.”*

*“End of life, that’s when we could do with extra staff.”*

*“Yes.”*

*“Sometimes, at other times hectic, but at the moment there are some free beds.”*

*“We could do with one or two more.”*

*“Sometimes, it’s difficult when people ring in sick. Some agency staff are used.”*

*“Yes.”*

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

*“Yes absolutely, definitely.”*

*“Yes I do.”*

*“Yes.”*

*“Yes.”*

*“Yes I can do that, they are approachable.”*

*“Yes, I am supported by management.”*

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

*“Yes, we have annual training for example Infection Control, Health and Safety in house/online.”*

*“We have other training to support the individual needs of our residents’ an example is one resident has motor neurone disease.”*

*“We have in house and online training.”*

*“We have Health & Safety and Infection control. At the moment we have DOLS training.”*

*“Yes, lots, in house and on line, Health and Safety, End of Life, Infection control.”*

*“We have regular training in house and on the computer.”*

*“There are plenty of courses some locally and others online.”*

*“Yes.”*

*“There is a lot of online training and some off site.”*

*“I have done an NVQ5.”*

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

*"I have worked here two and a half years. It's very rewarding. We build relationships with our residents and their families. It can be hard though and upsetting, especially the end of life".*

*"I plod on. It's very handy. I've been here 24 years."*

*"Yes I am."*

*"Yes I've worked here for 19 years."*

*"I love it."*

*"Yes."*

*"I am happy."*

*"I have worked here for 10 years."*

*"I enjoy working here, I love it."*

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

*"Yes."*

*"Yes."*

*"My best friend works here now."*

*"I'd recommend as a care home too."*

*"Yes."*

*"Yes, if it was nursing of which we have many residents."*

*"No worries or concerns, would definitely recommend the home."*

*"Yes I would."*

*"Yes it is five star!"*

We wanted to take the opportunity to thank Claire, the manager at The Grove care home for the kind reception and hospitality we received during the visit.

Since sending Claire the draft report we have corrected a few factual inaccuracies - thank you for letting us know about these!

We were impressed to hear that an improvement has been addressed since the visit:

“New menus have recently been introduced after a long period of consultation with residents. These are still in the process of being fine-tuned however we always have alternative choices available. We have since addressed this anomaly.”

Since we visited The Grove in December, Claire and the team have supported us further by allowing us to come back and ask the residents questions on a project we are doing. We are very grateful for this and hopefully we can work together again in the near future.

Thank you.

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