

The Lindens Rest Home Haslingden

Enter and View Report

Tuesday 22nd January 2019

10.30am-11.55am



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:

Mr R Moddia
Market Square
Deardengate
Haslingden
Rossendale
Lancs
BB4 5PU

Staff met during our visit:

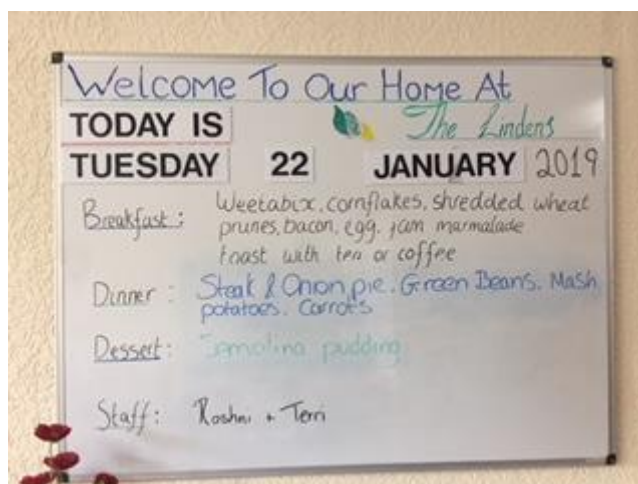
Ragu Moddia (Registered Manager)
Roshni Moddia (Provider)

Date and time of our visit:

Tuesday 22nd January 2019
10.30am-11.55am

Healthwatch Lancashire Authorised Representatives:

Michele Chapman Engagement Officer (Lead)
Liz Butterworth Engagement 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. 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 Roshni and Ragu Moddia together with staff, residents and visitors, for making us feel welcome and taking part in the visit.

General Information

The Lindens Rest Home is privately owned by Mr and Mrs R Moddia with places for 15 residents. There were two vacancies at the time of our visit. The person in charge is Mr Ragu Moddia.

Information obtained from carehome.co.uk states that the home provides care for people from the ages of sixty five who are affected by mental health condition, old age or physical disability.

Methodology

The Enter and View representatives made an announced visit on Tuesday 22nd January 2019.

We spoke to five residents, three 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 five of the thirteen 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 Lindens is a small and friendly care home set in the Market Square area of Haslingden close to public services and amenities.

Surrounded by local countryside and pleasant garden areas the Grade 2 listed building is located at the heart of the community, the provider capitalising on this by forming strong links with local services, schools and churches.

Representatives considered the environment of the home to be warm and welcoming with a substantial amount of personal investment by the manager and provider who live on the premises.

Feedback from staff, relatives and residents was overwhelmingly positive with recurring themes of friendship, family, care and “proper home cooking.” Staff recognising the importance of person centred care telling us “we put the residents’ first, it is whatever they need including emotional support.”

The manager was professional and organised being focused on quality of delivery to service users, with a homely environment, comprehensive activity schedule, home produced food, and access to support from local health services.”

Relatives telling us that the care at the Lindens was “second to none.”

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

Prior to our visit representatives were able to view a dedicated and comprehensive website, and on arrival we were provided with a leaflet with the same branding.

The facility is located on the Market Square area of the town of Haslingden with all amenities within easy reach. Likewise, public transport is easily accessed from the nearby high street.

There is a small car park to the side of the building and the home has disabled access. The home is clearly signposted both from the side approached by the main road, and the front of the building.

Green

The external environment

The Lindens is a residential rest home based in the centre of Haslingden which is surrounded by attractive countryside. The double fronted exterior of the Grade 2 listed building being flanked by green areas to each side of the main entrance. Representatives observed the garden areas to be secured by railings and furnished with wooden benches for residents to sit out in the warmer months.

It was nice to see tubs, planters, and window boxes displaying seasonal planting, and representatives considered the homes proximity to the town would have been beneficial to resident's socialisation whilst sat in the garden.

It was clear where visitors should report to and the secured front door was answered in a timely manner by the manager. The garden and building appeared well maintained and the front door was fully accessible.

Green

The internal environment/reception-first impressions

The manager and provider were very welcoming and happy to accommodate our visit. The manager told us that he and his wife (who is the provider) lived on the premises and were able to offer twenty four hour support to both staff and residents.

Representatives were able to sign into the visitors' book and use the hand gel provided. We observed our Healthwatch poster to be prominently displayed as requested.

The building has historic importance being owned by a former industrialist, it is typical of the era with narrow corridors, thick stone walls, has interesting interior and architectural details. Some areas including the reception area were restricted

by the architecture but despite this were adequate and functional. We observed the reception area displayed the current CQC report alongside the “Compliments, Concerns and Complaints process.” Similarly there was a “Service user planner for the week” detailing activities and various safety information with a poster in respect of Adult Safeguarding.

We also observed that the facility had installed an OTEX laundry disinfection system.

The atmosphere of the home was welcoming and homely. We heard residents talking and laughing with staff and saw that residents felt able to move about the home confidently.

Staff were identifiable by a branded uniform and a nearby whiteboard detailed the names of staff on duty on the day.

Green

The observation of corridors public toilets and bathrooms

Corridors were uncluttered and plainly decorated in uniform neutral colours, we saw some artwork displayed and noted that residents’ bedrooms were indicated by a room number. When we asked the manager about dementia friendly signage he told us that he felt this was institutional, and as the home is not dementia specific, unnecessary.

There were thirteen residents at the home when we visited being serviced by five public bathrooms. Some resident bedrooms were provided with vanity wash basins.

Representatives observed bathrooms to be appropriately adapted with colour coded raised seats and grab rails. We saw adequate and sufficient bathing facilities and considered bathrooms to be well stocked, fresh smelling and clean.

Green

The lounges, dining and other public areas

The dining area and extended lounge were linked with one end specifically for dining, and the other providing a TV area with a quieter area to the rear.

Residents had the choice to view the TV from three different points each having a wall hung TV.

On walking into the dining area a large whiteboard served to orientate the residents. The board welcomed visitors to “our home” and told residents the day, date, time, staff and daily menu in a clear format.

The lounge area appeared very comfortable, residents were sat around the perimeter of the room but this was directed by the available space. There was easy conversation between visitors, residents and staff with a staff member telling

us that “residents are like family” and “I am happy to come to work because we have a laugh”.

We saw that the public areas had been personalised with items which were important to residents. There were photographs of a residents’ pet dog, the manager telling us that the dog was often brought in to visit. We saw photographs of family members and that one resident was collecting photographs of “Harry and Meghan”.

A birdcage stood in the corner and its occupant joined in the general buzz of conversation about the place.

The dining area preceding the lounges had sufficient seating for the number of residents. We observed tables dressed with tablecloths, condiments, and table centrepieces. A trolley at the side of the dining area had jugs of water and juice readily available.

The whiteboard in the dining area displayed the daily menu indicating the availability of toast, cereal, and a cooked breakfast. Lunch being home made steak and onion pie with green beans, mash and carrots followed by semolina.

The manager provided us with a sample weekly menu which offered a choice of hearty meals, main meal examples being gammon, shepherds pie, corned beef hash, roast chicken, and fish and chips (amongst others).

Green

Observations of resident and staff interactions.

Representatives observed very positive interaction between staff, residents and visitors. Similarly, there was a high level of regard for the provider and the manager. A staff member described them as “always there when you need them.” A relative added “you won’t get better.” A relative told us how his mum had been in hospital and the provider has been to see her taking with her a specially requested meal of tripe and chips.

Likewise, we had opportunity to ask the provider about oral health provision and he told us that all of his residents were registered at two local dental practices and he took them there himself if required. The manager telling us that the home had developed supportive networks with other professionals in the community.

By the same token the manager described how staff regularly went to hospital with residents to settle them in when relatives were not available, and visited residents regularly whilst they were away from the home.

The manager appeared very well organised he had prepared for our visit with a photocopy sample menu, an activity schedule, and a record of the activities offered over the Christmas period. The manager told us that in addition to the scheduled activities residents were taken out using a variety of transport including

wheelchair taxis. Similarly, the home held parties for special events including residents' birthdays.

The regular activity schedule was prominently displayed in reception detailing reflexology, exercise sessions and personalisation time. The diary from Christmas evidenced that eight separate days had been devoted to social occasions with external visits to school concerts, and visits to the home from choirs and other entertainers leading sing-alongs. A Christmas party held at the home had been attended by the relatives we spoke to and they told us that "mum was so happy; she had a great birthday too." The same relative told us that his mum had been unhappy at another care home but that "someone from another care home advised us to come here as the people were very caring."

There appeared to be sufficient staff on duty and any call bells that we heard were attended to quickly. We noted that staff were attentive and respectful to residents knocking on doors before entering, with feedback from residents about care being overwhelmingly positive.

The staff, provider, and manager knew residents well and were proud to introduce their oldest resident to us who is 102.

Green

Feedback from residents

Environment

"It's lovely here, I have my own bedroom which is warm and nice. It's very nice here. Don't move me I want to stay here. I would recommend this home to anyone."

"It's lovely, I have a small bedroom but it's everything I want. I like it here because I don't have to do anything like washing and shopping. It's all done for me and I like it."

"It's wonderful here, I like it. I have made friends here."

"I like it here. No complaints whatsoever. I'm happy here. We are all friends"

"I like it here. I've got my own room just as I want it. Its warm and I love it."

Activities

"My memory is not so good but I like dancing. I used to dance when I was younger. I've been to Bury and I've been on a steam train. Ragu takes us out in cars and a mini bus."

"Someone comes and does exercises with us and the carers do our nails. There's a hairdresser who comes each week."

"We do skittles and have parties sometimes. There are outings and a lot of things to do."

"I still do my knitting if I want. There's the T.V. too. We have outings in the summer. Last week a choir came to sing to us."

"We do exercises here and have outings. On your birthday they all sing to you and you get a cake and Ragu takes you out, I went to Blackpool."

"You can't just go out on your own when you want to. If they see you with your coat on they ask you where you are going. It's only right really."

Care

"They are really friendly and they help you. I can get someone if I need them. Ragu is very nice and I have some friends here."

"All the staff are helpful here. If I need them in the night there is always someone in my doorway, it's like they know I need them and they ask me what I want."

"I have no grumbles about the staff, we are lucky."

"The staff here are nice. They don't take long to get to me in the night if I ring my bell. The staff are lovely."

“Staff are fine. There are a lot of nice staff here and they are helpful. Sometimes new staff come here and they find it hard work as its all new to them.”

Food

“The food is nice its proper home cooking. You can have what you want. You get a choice and they are not skinny portions! You can get a drink when you want too.”

“You get a lot to eat. You can have cereal or bacon and eggs if you want for breakfast. You get a choice.”

“It’s alright I like the food here and I like my food anyway. I love it. It’s different every day.”

“Quite good I have no grumbles. If something is wrong then you can tell them and they put it right.”

“I like the food here, you get plenty to eat and you can get a snack if you want.”

Relatives and friends’ views

How do you feel generally about the service?

“I think it’s a superb service. My mum was on palliative care in hospital, but she came back here and recovered.”

“Staff visited my mum in hospital and took her tripe and chips. When residents go in hospital staff often go in with them.”

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

“Yes right away.”

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

“No because it has never crossed my mind we are more than satisfied.”

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

“Yes we do, we came at Xmas to the party. My Mum was so happy she had a great birthday too.”

“We are here on Tuesday and Thursday when an activity lady comes in.”

Would you recommend this service to others?

"The care here is second to none. I would recommend this service without a doubt."

"Someone from another care home told us to come here as the people were very caring."

"There are no top up fees."

Staff views

Do you have enough staff when on duty?

"Yes, I work in the kitchen."

"Yes."

"Yes."

Do you feel supported to carry out person centred care?

"Yes, we put the residents first."

"We put the residents first, it's whatever they need including emotional support."

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

"Yes I have plenty of training, my kitchen is rated five (environmental health ratings)."

"Yes, and I am always happy to ask them anything."

"Yes we are constantly training."

Are you happy working here?

"Yes, I have been here five years. I moved away from the immediate area but I chose to carry on working at this care home."

"Yes, I have been here six years and the residents are like family."

"Yes, I am happy to come in because we have a laugh. We are a small friendly team and we get on, its teamwork."

"The manager and the provider are very supportive and very good to work for. They are very understanding and they are always there when you need them."

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

“Yes, my ex partners mum lives here.”

“Yes, definitely.”

“Yes if my Mum needed a care home she would come here.”

Response from provider



Were you happy with Enter and View Arrangements prior to the visit? Comments:

We were extremely happy with Michele Chapman and Jeanette Newman; both ladies who visited us were open minded with wealth of knowledge and experience in the health sector. They asked a lot of questions to establish the provision of care we provide and obtained information from everyone (residents, staff etc). Michele and Jeanette gave a thorough account of what they would be looking for and how the enter and view would be conducted. They appeared interested in the answers and what our service is about. Michele and Jeanette were very pleasant and approachable.

Please outlined any Positive aspects of the Enter and View visit: Comments:

We believe that Michele and Jeanette maintained high levels of professionalism and were very kind and compassionate towards our teams and residents. They made the purpose of their visit known from the outset and dealt with their questions in a progressive and fair manner. It was refreshing to note that they walked around the building so that they could observe activities taking place as well as how the home was functioning on a normal day.

Please outline any Negative aspects of the Enter and View visit. Comments:

None at all.

Please use this space to comment on how you think we could improve your experience of our Enter and View visit. Your views are very important to us at Healthwatch Lancashire and we appreciate, in anticipation, your time to complete this form.

We would like to thank Michele and Jeanette, they were very friendly and there was no issue with them being here. Both of them were very quick to put the staff and the residents at ease. Staffs have been shown the draft report and are thrilled with the outcome of your report. Michele and Jeanette spoke about best practice, research etc - we are always interested in other people's views on our service and work well when we receive feedback from people - whether this is external people or internal (including staff, relatives and residents). We strive to implement positive changes and improvements. Very pleased with the hard work demonstrated by all the staff and the continued support from external providers (local authority, CQC, CCGs, Healthwatch etc)

Thank you for your support on the day and be assured we are continually working to provide the highest possible standards of care for our residents.

I look forward to another visit and Healthwatch will always be welcome in the home.

Ragu Moddia
Manager.
01/03/2019



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