

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

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.”

Response from provider

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