

Townley House Residential Care Home Burnley

Enter and View Report

Wednesday 3rd July 2019

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:

Maureen Naughton (Manager)
Townley House Residential Care Home
Burnley
BB11 3HA

Staff met during our visit:

Maureen Naughton (Manager)

Date and time of our visit:

Wednesday 3rd July 2019
10.30am-12.30pm

Healthwatch Lancashire Authorised Representatives:

Michele Chapman - Engagement Officer (Lead)
Zoe Keighley - Senior Engagement Officer
Liz Butterworth - 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 Maureen Naughton, together with staff, residents and visitors, for making us feel welcome and taking part in the visit.

General Information

Townley House Residential Care Home is privately owned by Mr & Mrs S Shillito with places for twenty two residents. There were eight vacancies at the time of our visit. The person in charge is Maureen Naughton.

Information obtained from carehome.co.uk states that the home provides care for people from the ages of fifty five plus who are affected by dementia, old age, and Alzheimer's.

Methodology

The Enter and View representatives made an announced visit on Wednesday 3rd July 2019 10.30am-12.30pm.

We spoke to four residents, three staff and two friends/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 four of the fourteen 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:

Townley House is a Victorian villa situated in a pleasant position on a main road close to local amenities. Representatives felt that there were some external maintenance issues and to a lesser extent internal updates particularly with one downstairs bathroom. The team believing that the front garden area could have been made more accessible.

The home appeared to have a homely and pleasant atmosphere with positive interactions between residents and staff. Residents who responded to us told us that they were “*happy*” and “*staff are nice.*”

Representatives observed that visitors were made to feel welcome and that staff were both comfortable and confident in their engagement with the team telling us they felt well trained including the End of Life six steps training, and one telling us “*I love it here.*”

Representatives noted the absence of a Daily Menu board or an Activity schedule and felt that this would have been beneficial to residents involving them in planning their day.

One respondent remarked they “*don’t see many activities.*”

Respondents spoke positively about the food as did visitors who responded “*the food is lovely and home cooked.*”

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

Representatives searched for a website prior to our visit but were unable to find one. Likewise, when we requested a brochure on arrival and this was also unavailable.

The facility is located on a main road, and we observed a bus stop and local amenities close by.

There was limited parking available on the main road outside the home with disabled access to the rear of the building.

Although the home was well signposted the disabled access to the rear was not clearly signposted.

Green Amber

The external environment

The home is a Victorian terraced building situated on a main road set on a sloping landscape with the main door approached by a series of steep steps.

Although a handrail is provided representatives considered that any visitors or residents with mobility issues would have been obliged to access the rear entrance.

The exterior of the building appeared to be in need of some maintenance particularly the woodwork around the front door and the rear UPVC door. Representatives also saw what looked like old clothing discarded on the roof of one of the bay windows.

Despite the grounds being limited the front garden was very pleasant being tended by a gardener at the time of our visit.

Representatives observed attractive planting and flowers in tubs and containers. Similarly, seating, tables and chairs with a sun umbrella were provided. However, one resident told us that they were unable to access the front garden due to the steps down from the front door and representatives felt that the uneven paving in this area may well have been difficult for those less ambulatory.

Unfortunately the rear of the building was an unsecured yard area used as a smoking area and was not suitable for recreational use.

The secured front door was answered in a timely manner by staff.

Green Amber

The internal environment/reception -first impressions

The staff and manager were very welcoming and pleasant, they explained to us that the atmosphere at the home may be a little subdued due to the death of a resident in the early hours of the morning.

When we had telephoned the home prior to our visit they advised us they had not received our letter and poster and so duplicates were issued. However, the manager explained she had not had the time to display the poster.

Representatives were directed to signing the visitors' book; however the antibacterial hand gel alongside this was empty.

The facility appeared homely with mirrors and artwork decorating the rooms. Soft furnishings were in a restful cream and green and both these and the carpets appeared relatively new.

Staff were clearly identified by uniform but there was no photographic staff noticeboard.

Green Amber

The observation of corridors public toilets and bathrooms

The team saw that pictorial written and colour coded signage was affixed in public areas, and that generally the home was well decorated.

Public areas and corridors were light and uncluttered but the stairways appeared restricted by the architecture and the stair lifts to each floor.

There were sufficient public bathrooms to accommodate the number of residents and all of these were clean and provided with sufficient supplies of soap, hand towels and toilet rolls. One bathroom on the ground floor nearest the large lounge was malodorous and this may have been attributable to its internal and confined position in the house. Another bathroom on the ground floor had a broken soap dispenser and a faulty hand dryer (however there were paper towels available).

Staff told us that thirteen of the bedrooms had en-suite facilities.

Green

The lounges, dining and other public areas

The home had spacious and sufficient public areas for residents to relax there being two downstairs lounges and a conservatory. Although, the conservatory was light and comfortable it overlooked the rear of the building and therefore had no outside views other than through opaque windows.

The lounges overlooked the front of the building and the gardens. They were both bright and homelike with decorative fireplaces and comfortable armchair seating

at the perimeter however, this may have benefitted from a seating arrangement more likely to encourage social interaction such as small groups around coffee tables.

The second lounge and the conservatory were quieter areas and we observed one resident enjoying “her” music in the conservatory. TV was available in both lounges although this was prominently sited it did not inhibit conversation.

The dining area was sited between the second lounge and the conservatory with a sufficient number of small tables to accommodate all the residents. Tables were set with coordinating table linen and napkins, with representatives observing that hydration in the form of juice was readily available. We also saw residents being offered mid morning tea, coffee, and biscuits.

An orientation board in the dining area advised residents of the day and date with the staff members that day. A nice touch was a decorative addition “*The weather today is sunny. Have a nice day all.*”

Representatives asked if the daily menu was displayed and were told that the menu was selected by residents each day on a one to one basis. The team saw residents being offered choices of food and felt that some residents appeared confused and may have benefitted from the addition of a pictorial menu. The meals on offer at the time of our visit were Tuna Past Bake or Pork Dinner with an evening meal of Jacket potatoes or soup and sandwich.

Staff showed us a menu choice checklist which indicated that cereal /porridge, toast, egg, sausage and bacon had been available that morning.

Green

Observations of resident and staff interactions

Several members of staff including the manager and deputy manager told us that they had been working at Townley House for many years and had “*a good team.*” Staff and residents displayed an easy familiarity and humour one resident telling us that “*I like the staff, the staff are nice.*”

Likewise staff who responded told us that “*I really love it, you have time with the residents*” and a relative reported that his brother was “*happy.*”

Certainly it appeared that staff had a depth of person centred knowledge about residents. We observed the manager engaging in conversation with a resident. The resident clearly enjoyed the conversation describing how proud she was of her children and grandchildren, with the manager appearing to know the names of her family members. Similarly a lady resident told us that she was “*a big Burnley FC fan*” and had watched the team most of her adult life. Staff had painted her nails in the club colours of claret and blue and she was clearly thrilled with her manicure.

Not all of the residents chose to engage with the team but all the residents we saw appeared well dressed and comfortable. We noticed that one female resident collected handbags and that these were displayed on her walking frame.

The day of our visit was a warm and we saw the deputy manager distributing milkshakes with whipped cream and “*sprinkles*”. The residents being particularly appreciative and telling us this was a regular occurrence.

Staff told us that they attempted to deliver activities “*everyday*” and there was no dedicated activity co-ordinator post, indeed, we did not see any activities in progress at the time of our visit nor was there an activity schedule. A respondent describing reminiscence activities at another home and suggesting they would be beneficial at Townley House.

However, respondents also told us that some residents attended a day centre and that the residents enjoyed the occasional visits of a pet dog. Similarly, that a hairdresser and chiropodist were available, with representatives observing the daily attendance of nursing staff.

There was little in personalisation of the environment which was not reflected in the way that staff interacted with residents. During our visit residents were asked if they would like “*to sit outside after lunch*” and we observed a resident sat in the managers office taking a telephone call in a very relaxed and comfortable manner.

One of the residents enjoyed a cigarette and was able to access the rear smoking area via a locked door. As the resident did not lack capacity the team felt it may have facilitated her independence to install a keypad arrangement.

Visitors told us that they were made welcome by the staff at the home having lunch there and it was “*really lovely, the cook is really good.*” Similarly, they spoke in positive terms about how the staff managed the sometimes challenging behaviour of their relative who was at times uncooperative and “*shouted.*”

Residents who responded to us told us that they “*like the food*” one resident specifically liking “*cheese pie.*”

Representatives attempted to establish if residents were able to choose when they went to bed and get up in the morning. One respondent felt that this was determined by shift changes; however staff told us that “*we work round the residents-depending on what time they want to get up/go to bed. They can choose, some like to get up early. It doesn’t matter to us the residents do what they want. Breakfast is at 9am so they can be late if they want.*”

During the time of our visit we heard few call bells and those heard were attended to quickly.

Given that the home had experienced the death of a resident that morning the atmosphere was quite pleasant although a number of residents had chosen to stay

in their rooms and this impacted on the number of respondents we were able to speak to.

Green

Feedback from residents

Environment

"I like my room."

Activities

"I like the dog"

"I like it at the day centre."

"I make cards."

Care

"They're really nice here"

"I am happy here."

"I like the staff, I'm a good girl and staff are nice."

Food

"Oh yeah I like the food."

"I like the food."

"We had chocolate sponge and custard."

"I like cheese pie".

Relatives and friends' views

How do you feel generally about the service?

"Staff are okay."

"He's happy, that's all that matters, it would be too confusing to him to move him."

"He's fed, watered and safe."

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

"His son and daughter will find out, not us, but they would if anything happened and we were here."

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

"Yes."

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

"He goes to a day centre twice a week on a bus."

"I don't know how often they do activities, I don't see much."

Would you recommend this service to others?

"Yes."

"Content, secure and he's fed well."

Staff views

Do you have enough staff when on duty?

"We have a good team. We can shift swap if needed I've done days and nights. We have used agency staff before but now we have a good team. I feel we have enough staff on."

"There are three on in the day including a senior and two at night one being a senior. Nights are 10pm till 8am and I feel there is enough staff."

"I have been her since January and I love it."

Do you feel supported to carry out person centred care?

"It's all about the person here-whatever they want, it's their routines it's their home at the end of the day. We are in their home. Cultural religious beliefs also we meet what they need. We had a Mormon here who had no tea coffee or addictive substances."

"Well supported-there is always a senior on duty. If I need help I can get it. I always have the time for the residents here. That's the way I like it."

"We work round the residents-depending on what time they want to get up or go to bed. They can choose- some like to get up early. It doesn't matter to us. The residents do what they want. Breakfast is at 9am so they can be late if they want."

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

I have done all my training-all the levels 1-5 I have got all the certificates. I am the End of Life six steps training person. We do our training through Mulberry House."

"I have all my training when I started manual handling, COSHH hygiene and I get updates too."

Are you happy working here?

"I love it here-that's why I am still here .I am part of the fixtures and fittings."

"I really love it."

"I love it I have time with the residents."

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

“Yes without hesitation.”

“Really would recommend it-the staff have time to speak to relatives-not like in other places I have worked.”

Response from provider

healthwatch

Lancashire

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
Townley House - 143145 Information Room Bunbury BA12 3TA .	
Contact Name	Telephone Number and/or email
Maureen Naughton .	01282 - 424739 .
Name of Healthwatch Enter & View Authorised Representatives	Michele Chapman-Project Officer Jeanette Newman - Project Officer
Date & Time of Enter & View	3.6.19 . 10.30am .
Were you happy with the Enter & View Arrangements prior to the visit? Comments-	
Didnt receive the email phoned us Day before the visit Explained the correct Email address received the poster . late afternoon day before, so explained to Residents/Staff . that the visit was happening on 3.6.19 .	
Please outline any Positive aspects of the Enter & View visit. Comments-	
The three ladies that visited was very polite towards Staff, one of our residents who as full capacity even said The ladies were lovely.	
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	

Healthwatch Lancashire Limited
Registered in England and Wales No 8430248
Registered office: P O Box 78, County Hall, Preston PR1 8XJ

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.

explained why they were visiting and the reasons why, felt happy with the visit and so did the residents, staff, family at time of visit

Completed by	M. Greenough
Position	Manager
Date	36.1.17

www.healthwatchlancashire.co.uk

info@healthwatchlancashire.co.uk

Twitter: [@HW_Lancashire](https://twitter.com/HW_Lancashire)

Facebook: facebook.com/lancshealthwatch