

Woodside Home for Older People

Tuesday 26th February 2019

10.30am-2pm



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:

Woodside Home for Older People
Burnley Road
Padiham
Burnley
BB12 8SD

Staff met during our visit:

Pauline O'Neill (Manager)
Kerry Yates (Senior Care Assistant)

Date and time of our visit:

Tuesday 26th February 2019
10.30am-2pm

Healthwatch Lancashire Authorised Representatives:

Amanda Higgins (Senior Engagement Officer)
Zoe Keighley (Senior Engagement Officer)
Sue Turley (Engagement Officer)
Lynn Yates (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 views of those people using the services.

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 the Manager, Pauline O'Neill and Kerry Yates, the Senior Care Assistant, together with staff, residents and visitors, for making us feel welcome and taking part in the visit.

General Information

Woodside Home for Older People is a care home operated by Lancashire County Council with places for forty six residents. There were four vacancies at the time of our visit.

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

Methodology

The Enter and View representatives made an announced visit on Tuesday 26th February 2019.

The home is divided into four areas known as Alder Close, Beech Close, Cedar Close and Damson Close. On this occasion we were able to visit all of these areas to observe the environment and speak to residents.

In total we spoke to thirteen residents, five 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.

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 a 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:

Woodside Home for Older People is a spacious and purpose built building set back from the main road with a large garden and outdoor areas. It is situated in the small village of Padiham with public amenities close by. The home appeared comfortable, bright and spacious.

The manager and staff were very welcoming, with the manager being particularly helpful in showing us around and introducing us to the residents and relatives.

Responses from residents about their experience of living at the home were mixed in areas of Activities, the Environment and Food, although were all positive about Care and Staff. A number of residents commented on the lack of activities at the home, particularly activities outdoors.

Staff who responded to us were positive, with all five staff saying they would recommend the service to a loved one of their own. They also said they felt they had enough training and are supported to deliver person centred care with one telling us *“We make time to spend with individual residents”*.

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 we were able to view a brochure available online of the service provided at Woodside Home for Older People, and what prospective service users might expect, should they become a resident. The home did not have its own dedicated website, which is typical of Lancashire County Council services.

The home is situated in the village of Padiham, set back from the main road surrounded by green spaces. There are a range of shops within a five minute walk, including cafes, grocers, hairdressers, newsagents, and a local church. There is also a large supermarket nearby and a bus stop at the front of the property. One person told us that their relative *“likes to look out of the window and watch the buses go by.”*

There is a parking area with disabled access at the front of the building which seems adequate, however, on our visits, due to extensive work being carried out at the home, the car park was full. There was plenty of street parking surrounding the care home.

The facility is well signposted from the road.

Green

The external environment

Woodside Home for Older People is a large purpose built building surrounded by well maintained green spaces and gardens, including trees, planted daffodils and other spring flowering bulbs.

The home offered several secure outside seating areas with picnic style tables, chairs and umbrellas. The manager informed us that they have a valuable link with a local business which has supported the home with raised beds and a herb garden for residents' use, and contributed to events at the home; including a Wimbledon themed day with Pimms, strawberries and cream, and painting outdoor furniture.

Green

The internal environment/reception-first impressions

Representatives found the reception area was easily identifiable, secure, and the door was answered in a timely manner. We noticed that our Healthwatch Lancashire poster was prominently displayed at the entrance to the building as requested.

We were made to feel very welcome by Kerry Yates, a Senior Care Assistant who answered the door to us. All staff were similarly welcoming throughout our visit. We were asked to sign in to the visitors book located at the entrance and use the hand gel provided.

There were a number of noticeboards at the entrance, including a board detailing the days of maintenance work and a donations board which encouraged visitors to apply money to help pay for activities for the residents. We were informed that this idea came from a member of staff.

General noticeboards were also at the entrance as well as in other areas, detailing activities at the home, staff and management pictures and their names, a one page management profile, family and friends notices and champions of Woodside. There was also information on End of Life and a best practice program known as OOMPH (Our Organisation Makes People Happy), which the manager explained how they have implemented this with their residents.

The staff were easily identifiable by uniform and all wore badges clearly displaying their names.

At the time of our visit we were informed of extensive work being carried out at the care home. This appeared to be managed well as we were told that during the day residents were moved to areas not undergoing maintenance.

Our first impressions were of a bright and spacious home with very caring, involved and happy staff.

Green

The observation of corridors, public toilets and bathrooms

Corridors were wide, uncluttered, and mostly furnished with carpet, although vinyl flooring was laid within kitchen, dining and bathroom areas. The home felt bright due to the spacious rooms, the many windows throughout and neutral colours and décor. We also noticed decoration in the form of pictures and mirrors.

The building had sufficient communal bathrooms (including a visitors cloakroom) to service the number of residents and these were situated conveniently close to lounges and dining areas. The manager told us that most bedrooms were en-suite.

Communal bathrooms were clean with sufficient supplies of hand washing facilities and paper towels. Appropriate adaptations such as grab rails throughout the corridors and contrasting colours in the bathrooms had been fitted. However, representatives did not see any raised toilet seats in the home and felt the condition of the bathrooms could be improved such as the flooring, the bathroom fittings, and pipe boxing.

We noted memory boxes containing photos and memorabilia at the front of resident's bedroom doors; however, of the signage that should have displayed people's pictures, most had been removed by other residents. We also noticed a small basket with dusters attached to a grab rail in the corridor for use by residents as a domestic activity.

Green / Amber

The lounges, dining and other public areas

We observed lounge and dining areas in each of the sections of the home.

We noted that fresh cordial and water was displayed in prominent places in the lounges. Each lounge area had an open plan kitchen area with cupboards and drink making facilities. We observed residents frequently offered cups of tea and coffee.

Furniture was bright in colour and in excellent condition. We felt residents were positioned to promote social interaction and observed on many occasions, residents speaking with one another, with staff and with visitors. There was plenty of seating areas for the number of residents.

Some of the rooms were quieter, such as a large bright conservatory in which we saw some residents enjoying the sunshine or spending time with their relatives. Another quiet room was being renovated and not currently being used.

The communal areas were busy with individuated activities taking place. We saw two residents playing dominoes together, another resident doing a jigsaw with the help of a care assistant and another carrying a beach ball whilst walking around the room. The television was on in most of the lounge areas but was not imposing; one was showing Daniel O'Donnell singing. We also saw some residents doing seated dancing to music being played from a music station. We felt that the residents looked like they were enjoying their day.

There appeared to be sufficient capacity in dining areas for the number of residents and we considered these to be very well presented with floral centrepieces and salt, pepper, vinegar and sugar available on each table. There were menus displayed in all communal areas including the dining areas, which showed pictures and written details of the food being served that day and at what time.

There was a hairdressers in the home, however, at the time of our visit, this was being refurbished and not in use by residents.

Feedback from residents about the food was mixed with some saying *"I haven't had a decent meal since I came. Everything's covered in gravy"* whilst others said if they did not want food from the menu, the staff made them alternatives. One resident was happy with the food because it was *"straightforward"*.

Green

Observations of resident and staff interactions

We observed that there appeared to be sufficient staff on duty.

We saw positive interaction between staff and residents in a friendly and familiar manner. We observed staff and residents talking to one another; everyone seemed to know each other's names, and staff came across as happy and jovial as they smiled and laughed with the residents. Residents clearly had a good relationship with the staff, which we were told may have been helped by long serving staff members working at the home.

Unfortunately, due to work being carried out on the day, call bells were not being used, so we were unable to observe this in action. However, we saw staff tending to residents' needs throughout the visit. Staff told us that this is partially mitigated by most or all residents being in the communal lounge areas. Other adaptations included having extra staff on duty, making extra checks to residents in their rooms, facilitating extra activities and communicating with colleagues.

Feedback from residents in respect of care was very positive with one resident saying the staff "look after us" and that they "have a laugh". Other residents said that *"You can talk rubbish to them and they listen with a twinkle in their eye" "I haven't met anyone who was rude or sharp, to me or anyone else. One of the girls has been round with some hand cream and massaged my hands."*

A relative said that the staff *"couldn't be more caring if they tried, [my relative] is treated like a human being. We are no longer worried to leave him."* Another relative said that whilst their loved one has been at the home, the staff have *"improved her walking tremendously."*

We received mixed feedback from residents in respect of activities, with some residents telling us about playing dominoes and cards and that when playing games *"everyone invites everyone to play, everyone joins in"*. Another resident said *"I'm always going out into Padiham and I enjoy sitting in the garden."*

Some residents were less happy and told us *"I'd like to do more. We'd all feel better and look better if we went out more"* with another resident suggesting they would like *"chair exercises to strengthen my arms with nice music and clapping. I miss that."* A relative said *"There's not a lot but they do bring entertainers in. I'm always invited."*

Staff responded positively to our visit and were happy to speak to us, with all saying they would recommend the service to a loved one and that they were happy at work. This was reflected in the staff team having worked there for many years.

Staff told us that they try to find out what residents enjoy doing. They gave an example of one resident who was initially very quiet and so her key worker tried to find out what she enjoyed doing with her time. In doing so, they discovered that

she enjoyed betting on horses. From then on her key worker supported her to put on a weekly bet; they watched the race together whilst the resident drank a sherry.

Another example of person-led care was shown below from a member of staff at the home:

“...We know what is important individually for example one gentleman loves walking so every day we go out with him one to one, he isn't as physically able as he was however looks forward to this time outside each day.”

We were told that staff have access to and attend extensive training available, often through the manager proactively seeking this from local services.

Green

Feedback from residents

Environment

“My room is lovely it’s a big room. There’s no toilet, I wanted this room plenty of space to manoeuvre my chair. I have a wash basin. There’s a toilet and bathroom next door so it is easy, I can wheel straight in.”

“Everything is tidy, the carpets are very clean.”

“I like sitting outside, but I don’t like too much sun.”

“That’s one thing. I went to bed early and it was nice.”

“It depends on who you are in contact with. Some people are ok [in reference to the residents] It’s not rowdy.”

“Very good.”

“I was used to being around animals when I didn’t live here. I do miss it but some residents are scared of animals.”

“I’m very happy honestly. My daughter looked round and recommended it to me. If you had to leave your own home, it couldn’t be better.”

“As far as I can work out, it’s alright.”

“It’s quite nice.”

“There’s nothing like being in your own home.”

“My glasses have walked. I can’t lock my door. I have to carry my things around because people take things.”

“I wouldn’t recommend it.”

“I’d rather be where I’ve been before.”

Activities

“I go for walks during the day if it’s nice.”

“I like sitting outside and walking out”

“I’d like to do more. We’d all feel better and look better if we went out more. Getting plenty of fresh air.”

“I’ve witnessed a few birthday parties. There are dominoes but I’ve never been a games player. What I would really like is chair exercises to strengthen my arms with nice music and clapping. I miss that.”

“If you’re playing a game everyone invites everyone to play, everyone joins in.”

“I don’t know yet [what there is].”

"I like playing cards like 'Whist' and doing jigsaws"

"There's colouring and dominoes."

"I sit out in the little garden."

"I'm always going out; all my friends are in Padiham. I go out on the bus."

"I'm always going out into Padiham and I enjoy sitting in the garden."

Care

"I like it, I like the staff; they look after us."

"They're alright [the staff]. They have a laugh."

"It's not bad."

"Very good."

"They look after me, they are very good."

"They encourage me to be independent."

"Once they get to know us really well they know the ones who need more care."

"You can talk rubbish to them and they listen with a twinkle in their eye."

"The staff are kind. I haven't met anyone who was rude or sharp, to me or anyone else. One of the girls has been round with some hand cream and massaged my hands. That was lovely and I had my nails done. They have a hair salon and it's just like going to the hairdressers. It is a pleasant experience. They also have a toenail cutting service. I had that. I think it costs £10."

"Lovely. The manager is wonderful and has a great sense of humour. The staff are nice."

"I'm very independent."

"They look after me. They're very good and they all know us."

Food

"The food is good sometimes."

"I like a chocolate and biscuits."

"It's not bad."

"It's not bad; I've been to places that are a lot worse."

"We have caterers that live in."

“I like the joints and the meat is nice size pieces.”

“There is a menu everyday with two choices. It’s good not greasy.”

“The food is made here. I like soup and sandwich for lunch and there are two choices at teatime. Straightforward food which I like.”

“What I’ve had has been alright.”

“Alright but I don’t like some things.”

“I haven’t had a decent meal since I came. Everything’s covered in gravy.”

“There are two choices everyday, it’s good, not greasy.”

“If you don’t fancy something on the menu, you can have a baked potato with a filling or salad, love salads.”

“The food is good, the cooks are very good. I like joints. The meat is always cut into nice size pieces.”

Relatives and friends' views

How do you feel generally about the service?

"It's very good. One of the best we've visited. We looked around a lot of care homes before here. It's bright and she likes to look out of the window and watch the buses go by."

"It is really good. Everyone seems to be settled. We can come anytime and are welcome to have meals."

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

"90% of the time. There's always a check list. I don't think they can tell me everything."

"Yes, I am happy with this."

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

"I'd go to Pauline [the manager]. I'd feel comfortable to do that."

"I'd tell the management, no problem."

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

"There's not a lot but they do bring entertainers in. I'm always invited. I come if I can and I'm home."

"There is usually a list somewhere. I come and go as I want."

Would you recommend this service to others?

"Definitely. It has a good reputation from other family members as well."

"This is an amazing place, the staff couldn't be more caring if they tried, [my relative] is treated like a human being. We are no longer worried to leave him. They let me know if there's anything wrong. We have visited at different times of the day and the level of care is always the same. We once visited early on in the day and he was having a late breakfast. The staff saved him some sandwiches from lunch just in case he wasn't hungry at lunch time. It's just lovely; they use proper napkins, not the paper ones. Look at the little daffodils, nothing is too much trouble."

"I can take [my relative] out or visit when it suits me. You can bring in smaller items of furniture and personal belongings which is nice. While in here [my relative] has improved her walking tremendously."

Staff views

Do you have enough staff when on duty?

“There are odd times when someone’s off but they have a bank of good casuals or someone will come out of the office.”

“Yes, and if someone is off they try to cover it straight away.”

“A lot of good staff and we work as a team.”

“Yes, they seem to.”

“We all work well together as a team and we don’t leave or finish our shift if things haven’t been done.”

“We all have a good working relationship and meet the needs of our residents. In an ideal world of course it would be good to have more. More complex needs affect time.”

Do you feel supported to carry out person centred care?

“Yes, and we have the key worker system where we particularly look after one or two residents e.g. buying a suitable Christmas present.”

“We make time to spend with individual residents.”

“When I have time, I see to people and help out as best I can. When I am doing my job I can chat to the residents in their rooms.”

“We always work in the same area; it’s good for the residents and the staff.”

“Absolutely, we always work our hours on the same unit so we know our residents. If we work extra hours we sometimes may work in other areas. We know what is important individually for example one gentleman loves walking so every day we go out with him one to one, he isn’t as physically able as he was however looks forward to this time outside each day.”

“I know them well and what they need. We know their history so we can meet their needs. We’re always on the same unit, so we know our residents it’s good for them and for us. I’m with people living with dementia, they may forget my name however they always recognise me which is so important for them. We are key workers for either one or two residents depending on how many hours we do.”

“One gentleman is relatively new here and he speaks French so we speak to each other in French.”

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

“Yes, we are always training.”

“Yes, we have too much (laughing).”

“I’ve been here two years and it’s spot on; we have all the mandatory training and other which is so important like End of Life and Dementia training.”

“We have mandatory training - moving and handling, medicines management. I’ve started my NVQ Level three. End of Life is so very important and I’ve attended courses on Dementia training, diabetes and mental capacity.”

Are you happy working here?

“Yes, I’ve been here for years.”

“Yes, I’ve been here for many years.”

“Yes, and the hours suit me.”

“Yes it’s very good working here and for the Council.”

“Yes.”

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

“Yes, definitely.”

“Yes, very much so.”

“Of course I would.”

“Yes the home and the staff are big points.”

“Yes it’s good.”

Response from provider

Hi Zoe

Just to say thank you for the report and we feel there is no changes to be made at this time.

Regards

Pauline

Registered care manager

Woodside

Burnley Rd

Padiham

Lancs

BB12 8SD

Tel; 01282 774457

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
Woodside Barnley Rd Radcham		
Contact Name		Telephone Number and/or email
Pauline O'NEILL.		01282 774457.
Name of Healthwatch Enter & View Authorised Representatives		Michele Chapman - Project Officer
		Jeanette Newman - Project Officer
Date & Time of Enter & View	26/2/19 10.30 AM.	
Were you happy with the Enter & View Arrangements prior to the visit? Comments-		
Yes phone contact made & discussion of what was expected on day.		
Please outline any Positive aspects of the Enter & View visit.		Comments-
conversation about activities - daily living - with Sky residents & families.		
Please outline any Negative aspects of the Enter & View visit.		Comments-
n/a.		
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.

[Empty text area for feedback]

Completed by	P. S. D.
Position	Registered Case manager
Date	26/2/19

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