



# **Eric Morecambe House**

## **Morecambe**

### **Enter and View Report**

**12<sup>th</sup> November 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:**

Eric Morecambe House  
Harrow Grove  
Torrisholme  
Morecambe  
LA4 6ST

01524 831104

**Staff met during our visit:**

Alison Humphries - Manager  
Jackie Baines - Care Assistant

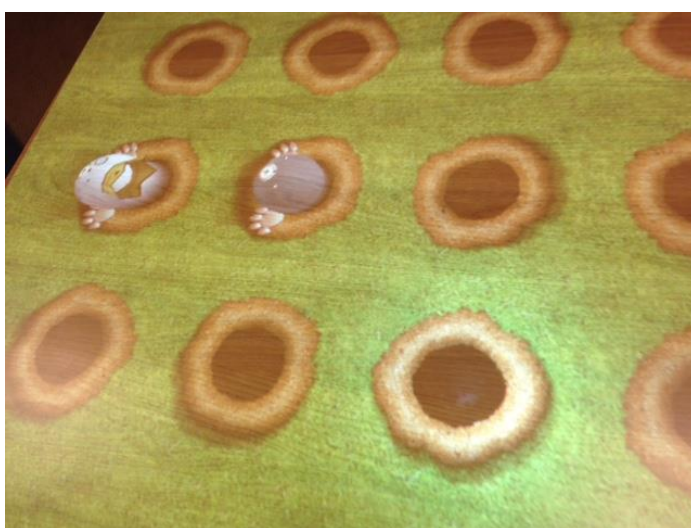
**Date and time of our visit:**

Tuesday 12<sup>th</sup> November 2019  
10:30am - 12:30pm

**Healthwatch Lancashire Authorised****Representatives:**

Jeanette Newman-Engagement Officer  
(Lead)

Lynn Yates -Volunteer  
Lynsey Beniston - Healthwatch Manager

**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](http://www.healthwatchlancashire.co.uk)

## Acknowledgements

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

## General Information

Eric Morecambe House is owned by Anchor Trust with places for thirty six residents. There were three vacancies at the time of our visit. The person in charge is Alison Humphries.

Information obtained from Carehome.co.uk states that the home provides care for people from the ages of sixty five who are affected by dementia and old age.

## Methodology

The Enter and View representatives made an announced visit on Tuesday 12<sup>th</sup> November 2019

We spoke to eight residents, seven staff, (no relatives were present at the time of our visit), 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 on the environment and facilities.

As some residents were receiving visits, choosing to stay in their rooms or being nursed, we spoke with eight of the thirty three 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:

Eric Morecambe House is an attractive purpose built facility in an urban area of Morecambe. It is easily located by road and public transport enjoying public facilities within close proximity. The home is built over three levels with access to the upper ground level and first floor by lift or staircase. We observed the environment to be clean and homely in a contemporary style.

However we observed the lounge to be untidy and cluttered, particularly in the activity area. One resident remarked the lounge was not big enough for the amount of people who had come into the home. Whilst another commented *"I like being in the lounge together, I was on my own at home"*. As well as the residents having their own flats there are four quiet areas where residents can have their own space. Residents spoken to were mostly positive about their environment.

Respondents were positive about the activities at the home indicating they enjoyed their day and having things to do. One resident commented *"There is a TV. There are things to do at night. We have entertainment in the afternoon"*. The Healthwatch Lancashire Enter and View team observed evidence of activities taking place. A Wish Tree, Wi-Fi, and the Tovertafel (used to stimulate residents with dementia to interact and move) were thought to be good examples of the care home's mission to offer *"Happy living for the years ahead"*.

Residents' comments about the freshly cooked food and choice ranged from good to excellent. *"The food is great, much better than I was having at home. You can have a cooked breakfast if you want."* Representatives observed a pleasant dining experience with an impressive four weekly seasonal menu choice. As food is cut up or pureed for residents who find it difficult to swallow the chef has been advised about the availability of a food soaking solution which can add benefits to the resident dining experience. Residents sitting at the dining tables did tell team members they did not know what they were having for lunch on the day of our visit. A member of staff commented *"Everyone does dining room differently. I come to the table and then give them a choice"*. The team felt a menu on display on the tables would be beneficial to aid choice and generate conversation.

Staff care was observed to be friendly and respectful towards residents. Respondents told us the staff give good care. One resident remarked *"They look after us all. If I need it there's always help. I know they are good, they are lovely"*. All staff spoken too said they felt supported by management and training to give person centred care. The commitment by Anchor to ensure LGBT residents are supported is evidenced by the establishing of a specialist group in Oct 2007. Some respondents felt staff were sometimes too busy on occasions to give the time to residents that they wanted to give. All staff spoken to said they enjoyed working at Eric Morecambe House and they would recommend the facility for a loved one if it was needed.

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

There is a comprehensive website which gives information about the homes run by Anchor Trust. It also gives a wide range of supporting information for viewers with topics such as understanding and caring for people with dementia as individuals. The inclusion of video clips adds interest to the website viewing.

Eric Morecambe House is situated in the urban area of Torrisholme, a few minutes drive off the Bay Gateway making it easy to access by car. Public transport is available at nearby Lancaster Road.

Being in an urban area there are plenty of facilities such as supermarkets, shops and eating places available in the vicinity of the facility.

There is a small car park available with limited parking. One parking space was taken up by a skip. Healthwatch representatives located parking in a nearby street during their Enter and View visit.

The home is clearly signposted

## Green

### The external environment

The external area of Eric Morecambe House is pleasant and well maintained. There is a water feature, a pagoda and other appropriate seating areas, bedding boxes and a bird feeder on the upper ground level opposite the lounge. The Healthwatch team observed this creates a pleasant area to sit or to view from the lounge. The path to the entrance on the lower level is well maintained and has the addition of raised bedding and landscaped areas which look welcoming.

It is clear where visitors should report to as signage is large and bold.

Access to the home is considered to be secure with an intercom and door release system in place. A notice reminds visitors to close the door for security reasons. The door intercom was answered in a timely manner. The team were instructed over the intercom system to let ourselves in and go up in the lift. Instructions to find the managers office were given over the intercom however representatives felt some signage to the lift which was through another set of doors would help with navigation.

## Green

## **The internal environment/reception-first impressions**

Eric Morecambe House is built over three levels (lower ground, ground and first floor). The entrance is at the lower ground level. Representatives were given directions over the intercom on how to find the managers office once entering the building. We did not notice any direction signs aiding visitors to the manager's office until later on in the visit. The team felt visitors would benefit from lower welcoming signage with directions to make them more comfortable.

Upon arriving at the office we were welcomed. The team outlined the Healthwatch Lancashire Enter and View process to the manager. The manager informed us the home had not received the poster which had been emailed to them to announce the Enter and View visit to the residents, friends and family.

We observed a pleasant clean and spacious reception area and lift upon entering the building. A neutral décor and oak doors give a pleasant and bright ambience. The lift entrance on the lower ground floor is situated opposite the laundry room. Representatives observed there was no malodour in the area. There was a large amount of clean clothing in the foyer area which the team felt was prepared to be distributed to the residents' rooms. The clothes had been cleared by the time we exited the building.

There was a visitor's book in the foyer area for visitors to sign. However, there was no hand gel available. We asked a member of staff where the hand gel was. He informed us a hand gel is usually available next to the visitors book which he remarked is clearly not the case today.

A resident notice board included information about the Care Quality Commission, Safeguarding, Johns Campaign and non instructed advocates.

A comprehensive 'Meet the team' display includes all other staffing at Eric Morecambe House as well as the care staff. Staff are identified by name, photograph and role, making it easy for residents and visitors to recognise who they need.

## **Green**

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

The corridors are wide, bright and welcoming. There is a contrasting handrail for residents' use which is considered dementia friendly. At both ends of the ground and first floor there are quiet areas for residents to sit. One of these areas had a computer and desk for residents' use. Representatives observed the wheelchairs, hoists and walking frames that were not being used were safely stored under the stairwells and the corridors were free from clutter. It was observed that the ceiling tiles by the deputy manager's office had been water damaged and not replaced properly.

An orientation board in the corridor stated “Mon Nov 11, Season Autumn and Weather Rain”, which representatives felt was confusing as it was Tuesday 12<sup>th</sup>.

The team were informed the two floors are named to help residents with navigation. The upper floor is called Ernie Way and the ground floor is named Ernest Way. There is a large clean lift with a pull down seat in it serving the building. Representatives thought that adding the names of the floors by the buttons in the lift would further aid navigation in the building for residents and visitors.

Residents have ‘flats’ with their own number, letterbox and door key. The residents’ mail is delivered to their flat giving a homely feel. Some residents request their mail is left in the office, for instance if they have a visual impairment. The letter box for outgoing mail is on the wall in the corridor making it easy for residents to send mail. Signage is discreetly contemporary with only a few bedroom doors having residents’ pictures or identifying items on them. There are alcoves at the side of flat doors which residents choose to put personal items on, such as vases, teddy bears, and photographs, which would help residents identify their own home.

In the corridors there are a number of communal toilets which staff assured the visiting team gave adequate provision. There is a communal toilet near the lounge and dining room. A staff toilet is located just around the corner from the communal toilet. In addition there is a bathroom to the ground floor and a bathroom with a shower room to the first floor. We were informed there are also two flats that have showers in them.

## Green Amber

### The lounges, dining and other public areas

There is a lounge and a separate dining room on the upper ground floor. Both rooms are bright and pleasantly furnished in contrasting tones of beige, purples and lime which the team observed to look clean, contemporary and homely. Residents responded positively to the décor, one commenting “*It’s all been decorated. It’s a nice place with nice people*”. Representatives observed a variety of seating in the lounge to suit the varying needs of residents. The layout of the lounge only in part encourage social interaction as some residents could not fully engage with what was happening in the room. One resident commented “*The lounge could do to be a bit bigger*”. Residents, who were sat around one side of a display pillar, in the centre of the room, could only socialise with or observe those residents who were sat next to them. The TV sited on this side of the lounge had limited viewing to those on the other side of the lounge. There were some dining tables and chairs in the lounge, in addition to the arm chairs and sofa’s, placed by

the activities corner. We observed residents sitting to eat their meal in this area and were informed by Jackie some residents who like a quieter mealtime prefer to eat at the tables in the lounge rather than in the dining room, which can be too busy for them. We observed the lounge area looked cluttered and untidy, particularly in the activity area which had items the team felt were inappropriately stored in the area therefore restricting access and possibly motivation for residents who may have otherwise independently used the area. The team felt this clutter and untidiness distracted from the homely feel. An impressive feature in the lounge is a Tovertafel which is an interactive sensory activity aimed at engaging people with medium and severe dementia for 'moments of happiness'. Representatives were able to have a demonstration of the Tovertafel and considered the benefits to residents and visitors to be uniquely valuable in enhancing their quality of life. Representatives observed cleaning taking place in the lounge when residents had gone to the dining room for lunch.

One resident commented the lounge felt a bit overcrowded. Whilst another commented *"We are in all together in this lounge, its nice"*. The team observed the lounge did not feel spacious however residents and visitors requiring space could use one of the four quiet areas set out at the end of corridors, or the dining room which is free in between meal times.

The dining room is spacious and is situated next to the kitchen with a serving hatch making it convenient for serving meals. Representatives observed six tables set for meals and we were informed not all the residents eat in the dining room. The kitchen cupboards with glasses and condiments on the worktop, water cylinder, small fridge and variety of squashes available for residents use felt pleasant and homely. During the Enter and View visit a carer returned the tea trolley after the morning tea round. The team observed residents had been offered a variety of bakes and fruit which looked appetising.

Kitchen staff spoken to told us residents are offered a lot of choice for breakfast including a wide variety of cereals, yogurts, and bananas. One resident told us *"The food is great, much better than I was having at home. You can have a cooked breakfast if you want."* One of the residents told a representative she has porridge and a bacon sandwich every morning. *"There is no fat on the bacon and the food is always lovely"*.

The team found the meal times, in particular the breakfast window, is tailored for person centred care: Breakfast 8am-12pm, Dinner 12.15pm, Tea 4.15pm and Supper 7.30pm-8pm. Snacks of cakes, biscuits and fruit are served at 10.30am and 2.30pm. If requested in the evening or of a night snacks can make available.

A four weekly menu covering the seasons is on offer. One for Autumn and Winter and another for Spring and Summer. Week two of the autumn season menu was on



display in the corridor during our visit. Staff and residents informed us alternatives to the menu are always available for residents who want a different option from the set menu. Food is pureed or cut into small pieces for residents who have difficulty swallowing. The kitchen staff did not use 'soaking solution' as an option for residents who find it difficult to swallow but their chef said he would look into it.

We did not observe a menu in the dining room to remind residents what is on offer in order for them to make a choice. Residents on one table were asked what they are having for lunch but were unable to tell us what was being served. A carer seating residents said *"all the staff do dining differently"* and she prefers to offer the residents the choice once they are at the table. Representatives felt a visual reminder of the day's menu in the dining room or on the tables would be beneficial.

All respondents talked favourably about their dining experience during the Enter and View visit.

## Green

### Observations of resident and staff interactions

Healthwatch representatives observed staff interacting with residents in a positive friendly manner addressing them by name. Residents who were spoken to told us the staff are caring and friendly. One resident commented *"There's not one member of staff that I don't like, they're like family."* Staff spoken to told us they were busy and sometimes they could do with more staff. One respondent commented *"I do feel we could do with more staff to give residents more time"*. During the visit representatives observed the resident assistance call bell going off for a long time as staff were busy getting residents to the dining table for meal. At other times during the visit the call bell was answered promptly.

The team evidenced activities taking place at Eric Morecambe House on a regular basis. The notice board displayed activities and events for the week in pictures and words for each day. The team felt this to be a user friendly format.

The activities displayed were:

Friday - Ipad session - Evening - Quiz Time

Saturday - Bingo - Evening - Sing Along Together

Sunday Remembrance Sunday - Evening - Movie Night

Monday - Caroline McCarthy Sings - Evening - knitting club

Tuesday - Residents meeting - Evening - Board Games.

Also a poster for Wendy's Knit & Natter, Mondays after 1.30pm was on display.

There was evidence the management is listening and responding to the residents concerns as there was a 'You Said - We did' notice displayed during our visit which addressed an issue concerning activities.

You said: "Activities not being done as advertised".

We did: Activities being allocated to staff as part of daily routine.

Residents told us they undertook activities and there was evidence of arts, crafts, events and trips on display.

We observed A 'Wish Tree' in one of the quiet areas for residents to place their wishes on for their dream activity. Jackie informed us once a month a wish is picked off the tree for the home to make the wish come true. The tree had plenty of wishes on it with personalised activities such as to go skiing.

In the lounge is a 'Tovertafel' which can be left on all day for residents to use. A Tovertafel translated magic table is a piece of sensory equipment aimed at engaging people who have moderate and severe dementia with games to encourage movement and stimulation. Representatives enjoyed playing a demonstration of two games. One was hitting a beach ball which didn't fall off the table. The other was hitting moles that would randomly pop up out of holes. The YouTube demonstration of this equipment calls it 'moments of happiness' as residents who do not normally interact start to interact with the games. Representatives felt this was an impressive dementia friendly addition to the homes activities.

The home has a hairdressing salon which is beautifully furnished to give a warm authentic social experience for residents who cannot easily visit a local salon.

A large poster advertising Anchors support for the LGBT community with contact information is prominently displayed. The team felt this clearly indicated the Anchor groups expectations for person centred care to be offered to residents who belong to the LGBT community.

The availability of Wi Fi for residents and guests was also seen as a positive benefit.

Staff spoken to felt they were offering person centred care whilst residents spoken to told us they had plenty of activities to do and felt cared for by the staff.

## Green

## Feedback from residents

### Environment

*"It's all been decorated. It's a nice place with nice people. I like my room."*

*"I am very happy here with my own room and my own TV."*

*"It's very nice and warm. Nice bedroom."*

*"We are in all together in this lounge, it's nice."*

*"The lounge could do to be a bit bigger. My room is alright but we don't have showers in the rooms."*

*"There has been an influx of new people and it's a bit overcrowded in the lounge at the moment."*

*"I like being in the lounge together; I was on my own at home".*

*"I like seeing the animals. That cat sits on her lap all day".*

*"It's really homely. There's always lots' going on".*

*"I need to get rid of a lot of clothes as my room here is smaller than at home".*

### Activities

*"I love painting. Sometimes we do them together. We go out in the summer, I don't know about the mini bus. There are books to read."*

*"There is a TV. There are things to do at night. We have entertainment in the afternoon."*

*"My daughter comes and takes me out. We go into town shopping. Some girls came yesterday and we sat in the lounge to watch them. There is enough to do."*

*"We go out and a nice lady came and we had a laugh. Sometimes we just get together, it's nice."*

*"There are books & jigsaws; sometimes they get people in to do a bit of singing. I really like walking but I need help. They would take me out if they aren't too busy. Every so often there are outings in a mini bus."*

*"We go to the local pub on a regular basis. We went out last Friday for some lunch."*

*"I go out with my friend quite often; we go to the local garden centre."*

*"They arrange trips out quite often."*

## Care

*"They look after us all. If I need it there's always help. I know they are good, they are lovely."*

*"They look after me well. They came straight away when I fell in the bathroom."*

*"They are very good to you. I have a frame I like to use."*

*"They look after us and we have a laugh."*

*"When I first came there were helpers. They help with baths. Everyone is friendly but nowhere is like home."*

*"Sometimes I feel a bit lonely."*

*"The staff here are brilliant, not what I expected."*

*"They are really nice. They always have time for a chat."*

*"They are really helpful."*

*"There's not one member of staff that I don't like, they're like family."*

## Food

*"Food is good. I think there is a choice."*

*"It is excellent. There is a choice and it's well cooked."*

*"It's very good, I like it all."*

*"It's lovely and good."*

*"It varies but on the whole it's ok. There is usually a choice."*

*"The food is great, much better than I was having at home. You can have a cooked breakfast if you want."*

*"It's steak pie for lunch today, it's always lovely."*

*"The food is really fresh. At 11am every day we get a lovely bowl of fresh fruit salad, a bowl this size." (Pointing to bowl of fruit on table).*

*"There is always lots of choice. I like sitting together at lunchtime."*

## Staff views

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

*"Yes in the main. It is a struggle sometimes but everyone mucks in."*

*“Not really some days.”*

*“Yes there are four carers in the day with a team leader and two night staff and a team leader.”*

*“I do feel we could do with more staff to give residents more time.”*

*“We generally do, but sometimes when people phone in sick we could do with more. There isn’t much you can do if people are sick.”*

*“Most of the time we do. Yes, I’d say we do.”*

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

*“I’m in a good position to do that as I go round to their rooms and I also take them to the dentist for example if the care staff are busy.”*

*“Don’t really get time in the kitchen but I can chat as I set tables etc.”*

*“Yes I have a supervisor who I can express any concerns to. They will then help overcome any obstacles to my giving person centred care.”*

*“I do by following the residents’ wishes and preferences. For example if they are going to church Sunday morning for 11.15am I make sure they have what they need.”*

*“We provide a minibus for activities and take residents out to places like Blackpool lights and the Air Raid show.”*

*“Yes. We all get time to read the residents care plans and get to know their likes and dislikes.”*

*“Oh yes, absolutely. The management are very good here.”*

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

*“They do train me e.g. on dementia care, health and safety etc. It is invaluable. I have even done the moving, handling and that comes in useful.”*

*“I do such as dementia training and ELearning.”*

*“Yes we get lots of updates to training. When we request more knowledge training is organised. They are really good.”*

*“Yes. The training is great here. You either get it onsite or you go to one of the other homes.”*

*“We have training that you have to do, that’s usually done here. We also have online stuff too.”*

*“The training here is better than other places.”*



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

*"Yes it is a nice environment. Five hours per day keeps me busy. I help out and they sometimes help me."*

*"Yes I have come back three times."*

*"Yes I have been here sixteen years."*

*"Yes I come to work for the residents. The company sent out a survey asking "Do you come to work and go the extra mile for Anchor?" - No I do it for the residents, that's is who we should be doing it for."*

*"This is a very good company to work for. I have had a flexi rota for six years because I have got two young children."*

*"Yes but I do think we could do with more staff and more pay."*

*"I love working here. It's like being part of a family. I've worked here for over two years now. That doesn't happen often in these roles."*

*"I love it here. Everyone works together. It's a really lovely place to work."*

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

*"Yes definitely."*

*"Yes quite happy."*

*"Yes it is so resident focused."*

*"Yes I would, standard of care from the girls is very good. They look after them well."*

*"Yes."*

*"Yes, I already have."*

## Response from provider

info@healthwatchlancashire.co.uk

### healthwatch Lancashire

Leyland House  
Lancashire Business Park  
Centurion Way  
Leyland  
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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 ERIC MORECAMBE HOUSE HARRON GRAVE MORECAMBE	Premises –if different
Contact Name ANSON THURBERIES	Telephone Number and/or email 01524 831104 ah.ericmorecambehouse@ancha.org.uk
Name of Healthwatch Enter & View Authorised Representatives	Michelle Chapman - Project Officer Jeanette Newman - Engagement Lead Lysey Beniston - Manager Lysey Yates - Engagement Volunteer
Date & Time of Enter & View	12/11/19 11am
Were you happy with the Enter & View Arrangements prior to the visit? Comments-	
Reviewed telephone call confirming attending. Lysey stated we should of received Peter to advise us visit. No book had been received.	
Please outline any Positive aspects of the Enter & View visit. Comments-	
Staff - very friendly and approachable	
Please outline any Negative aspects of the Enter & View visit. Comments-	
Only spoke to residents in lounge in morning whom are mostly dementia. Would of got more feedback from other residents	
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  
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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.

Completed by	Alison Fairthorpe
Position	Chair
Date	12/11/19

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