

Greenroyd Residential Home

Lancaster

Enter and View Report

12th 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:

Ella Wakeman
Greenroyd Residential Care Home
27 Hest Bank Lane
Hest Bank
LA2 6DG

Staff met during our visit:

Ella Wakeman (Manager)

Date and time of our visit:

Tuesday 12th November 2019

Healthwatch Lancashire Authorised Representatives:

Michele Chapman Project Officer (Lead)
Lesley Miller Project staff

**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 Ella Wakeman, together with staff, residents and visitors, for making us feel welcome and taking part in the visit.

General Information

Greenroyd Residential Care home is privately owned by Sands Care Morecambe Ltd with places for twenty three residents. There were no vacancies at the time of our visit. The person in charge is Ella Wakeman.

Information obtained from carehome.co.uk states that the home provides care for people from the ages of sixty five plus who are affected by dementia.

Methodology

The Enter and View representatives made an announced visit on Tuesday 12th November 2019 10.30-12.30pm.

We spoke to three residents, six staff and six 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 three of the twenty 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

Summary:

Greenroyd Residential Care Home is situated in an attractive semi rural area close to Morecambe Bay, with limited transport links nearby.

The facility is a large traditional detached house, the building and the garden areas presenting as well maintained and attractive. Representatives observed the gardens to have pathways, seating and raised beds to enhance the residents' outdoor enjoyment.

The interior of the home was bright, well decorated and very clean with the staff being happy to engage with us and the residents seemed generally content. We observed residents engaged in activity and the activity coordinator was able to tell us about the activities she had arranged and those planned for the future. Residents' who spoke to us seemed positive about the food, one told us *"I like the food here, and there is a lot."*

Feedback from relatives and friends was also predominantly positive describing being *"happy with the service."*

All of the staff who responded to us on the day told us they were *"happy"* in their work and several reported long periods of service; however staff also reported difficulties when there were periods of sickness.

Representatives felt that there appeared to be enough staff on duty to support the number of residents however, there seemed to be issues around the deployment of the available staff in respect of them being *"in the right place at the right time"*.

Representatives felt that on occasion this may have compromised the care and dignity of residents.

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

Prior to our visit representatives attempted to view a dedicated website and were unable to find one. Similarly, the home did not have a brochure to hand when requested.

Representatives found the facility easy to locate being situated on a main road and clearly signposted with a bus stop right outside. Staff told us that a local Spar shop was relatively close by.

There was a parking area to the front and side of the building and a graduated ramp leading to the front reception area however we did not see a dedicated disabled parking area.

Green Amber

The external environment

The external grounds were attractively landscaped with sweeping lawns and all weather pathways, raised brick beds displaying evergreen planting alongside mature trees.

The area was populated with bench seating and a bird table for the residents' enjoyment however it didn't appear that there were any secured garden areas.

The building presented as a large traditional red brick detached house a newer extension seeming similarly well maintained.

Representatives were initially a little confused by the location of the main entrance, however this was soon identified.

The secured front door was answered in a timely manner by the Manager who was very welcoming.

Green

The internal environment/reception-first impressions

Our first impressions were of a very homely, spacious and clean environment. The atmosphere seemed very relaxed and calm with pleasant music playing in the background.

A visitors book was available to sign into and hand gel was positioned close by. The Healthwatch Lancashire poster was prominently displayed as requested with an additional copy in the lift. Representatives observed that the residents had completed an interesting collage which had been entered into the Lancashire Health festival Collage competition. Similarly, a poster urged visitors to contribute

any unwanted lights, tinsel, and Christmas trees to turning Greenroyd into a “Winter Wonderland.”

Representatives saw that the home was in the process of compiling person centred information in the form of “This Is My Story,” blank templates being available in reception.

Although there was no photographic staff noticeboard, staff were easily identifiable by a smart lilac uniform.

Green

The observation of corridors public toilets and bathrooms

In common with the rest of the facility the corridors were clean, spacious and uncluttered, with vinyl flooring. Decor was light and welcoming with noticeboards and items of interest (particularly artwork) throughout.

Representatives observed a bookshelf selling books to fund residents’ activities, a noticeboard indicating that there was visiting entertainment and attendance at events outside the home including “Lyrics and Lunch” at St Chads church in Lancaster and a “Circle of Friends” at the church drop in centre. The activity coordinator told us that she was currently attempting to raise funds for a minibus.

Greenroyd is a dementia specific facility and the signage throughout enabled easy navigation being pictorial, written and highlighted in yellow with dark edges.

Given the bedrooms at Greenroyd have the benefit of en-suite facilities representatives concluded that there were a sufficient number of public bathrooms to service the number of residents. The bathroom areas appeared neatly presented and well stocked with hand soap, toilet rolls and towels. Adaptions to bathrooms such as raised seat grab rails and wet rooms were provided as appropriate.

There were no discernible odours in any area of the home that representatives visited.

Green

The lounges, dining and other public areas

The lounge area was very homely reflecting the domestic environment, with soft furnishings and artwork.

The majority of residents populated the lounge and dining areas the lounge appearing comfortable and spacious with a variety of seating options. A table was centrally located on which the activity coordinator was leading Christmas card making with the residents. Elsewhere in the lounge area however, seating was generally placed at the perimeter of the room rather than in social groupings.

A traditional fireplace served as a focal point decorated with handmade poppies from Remembrance Sunday. A TV was on low in the lounge area but it did not seem that any of the residents were watching it, the majority of them dozing in armchairs.

However, when we spoke to residents they seemed relatively happy, and willing to engage. Similarly, the team considered the residents to be clean and well dressed one lady proudly showing off her newly painted nails. The team observed that a mobile hairdressing service was also available.

A smaller second lounge afforded an opportunity for residents to receive visitors in private. Representatives observed the room to have a comfortable sofa and a piano. A resident was seen spending time with her husband and daughter in private conversation.

Likewise, representatives were able to speak to several relatives/friends who were visiting and responses from them were generally positive a relative confiding that he was “*happy*” with the service and “*I come here for my Christmas lunch.*”

A spacious dining room contained sufficient seating for the number of residents. The dining area was sparsely decorated in light colours with decorative panelling artwork and a wall mounted TV, the overall impression being serviceable but not particularly inviting.

Whilst we were in the dining area the kitchen staff wrote the daily menu on a blackboard at the doorway. The menu indicating main meals of cottage pie or chicken supreme with broad beans, broccoli or cauliflower followed by fruit pie. A further choice being goat’s cheese pie or omelettes (with potatoes) followed by gateaux. Indeed, residents’ who responded to us were seemingly happy with the food telling us “*I like the food there is a lot.*” and “*I like the egg and chips.*”

Green Amber

Observations of resident and staff interactions

Representatives observed positive interactions between residents and staff, we heard staff calling residents by name and asking how they were. It was evident that residents were given a choice as to when they came to breakfast as we heard a staff member call “*good morning*” to a resident as he entered the dining area.

Similarly, one resident appeared to have mislaid his hearing aid and staff went to great efforts in finding it.

One representative spoke to the activity coordinator at length, she told us about her ambitions to introduce Movement to Music, and how she had introduced skittles and other armchair ball games. Likewise, some residents had been taken out to the illuminations another resident was enabled to meet friends in Lancaster. The activity coordinator was also in the process of planning a ferry trip to Windermere.

Representatives considered that there were sufficient numbers of staff to support the numbers of residents and call bells were answered in a timely manner.

However, the deployment of the staff in the main lounge and dining areas was inconsistent and representatives observed several occasions when support appeared to be required, but not immediately available.

One resident was seen dozing at the dining table at 10.30am when we entered the dining room. About 30 minutes later a staff member approached and asked him if he would like to move to the lounge, (which he declined.)The staff member then left asking the resident to “*shout up*” if he wanted help. When we left at 12.10pm the resident was still in the dining room and in the interim we had seen him fall asleep head on the table, we did not see staff approach him again.

A resident approached a representative telling them she “*felt sick*” and we relayed this to the staff member in the lounge, who advised us that, the resident was “*always like this.*” However, on leaving the premises we observed that the resident had soiled herself (this was being dealt with).

One resident was heard complaining she was “*wet through*” and standing by the toilet area seemingly waiting for attention. When representatives enquired of the staff member in the lounge if they could help, they responded that “*someone is on their way.*”

Amber

Feedback from residents

Environment

“Yes it’s alright.”

“My room’s nice.”

“I like my room.”

Activities

“I’ve got my nails and hair done. I look after myself.”

“I like going for walks with my family.”

Care

“Not so bad at all. Careful what you say to some.”

Food

“I like separate food. We do get a choice.”

“We get basic food.”

“I like the food here there is a lot.”

“I like egg and chips.”

Relatives and friends’ views

How do you feel generally about the service?

“I am happy with the service.”

“It’s very good, they have a difficult job and they are all very nice.”

“It’s really good we have no complaints.”

“It seems to be all right, but my friend has no teeth in today and that’s unusual.”

“It seems very nice.”

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

“Yes.”

“Yes, they will contact me if Dads not available.”

“Oh, absolutely! We are kept informed.”

"We are only friends but the relative would be informed."

I think she (relative) is happy."

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

"Yes, I would speak to the manager."

"I would speak to the manager."

"Yes, through Ella or Kevin."

"I am not sure. I would phone up."

"Not really, but I will find out."

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

"Yes, I am invited to the sing song and my wife goes to the dementia choir. I come here for my Xmas dinner."

Yes, we join in if we want to. Mum knows she has a choice." The meals are lovely I book Dad in to have some of them."

"I don't know of any."

"We haven't talked about it"

Would you recommend this service to others?

"Yes it's really good."

"Oh yes, certainly."

"If someone has Alzheimer's or Dementia I would, but not for just care."

"Yes, it seems nice."

Staff views

Do you have enough staff when on duty?

"9 times out of 10 yes but can't help sickness."

"I am OK but others do struggle when someone is off sick."

"We can't keep staff and there are lots of changes. Some of this is due to a lack of public transport."

"Mainly yes, unless there is sickness. We are very much a team."

“Yes, unless there is sickness.”

“No it’s difficult when people are off sick.”

Do you feel supported to carry out person centred care?

Yes, any one will help or assist.”

“Yes we take residents out into the community.”

“We help people eat and drink.”

Yes, we adapt caring duties to the individual.”

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

“Plenty, my training is up to date.”

“I do some training, basic food, COSHH, Safeguarding.

“Yes.”

“Yes we go to the Sands or online for training.”

Are you happy working here?

“Yes, I have been her for a while.”

“I have been here a long time.”

“I am very happy I have been here a year.”

“I love it here.”

“Yes.”

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

“Yes, I would stay here.”

“Yes, I would most definitely.

“Definitely, I have booked my room.”

“Yes, I would.”

Yes, I would.”

Response from provider (received by email 25/02/2020)

Sorry for the delay in my response, I have had to take some time off work lately. I have got some feedback back as I feel some of the comments are a little unfair as we are a dementia home and have to put things in place due to the behaviours of a certain residents. Feedback regarding enter and view visit:

The lounges, dining and other public areas:

The lay out in the lounge is general laid out so that at the top end of the lounge all seating is around the perimeter, so residents can view the television. In the bottom side of the lounge we generally have this laid out so there is a viewing area to the garden at the bottom two chairs next to the small window with a CD player. Residents tend to move these at the bottom of the lounge as the day of your visit they had started off with (apparent from the TV area) sitting in social grouping.

Unfortunately as much as we would like to have the dining room set up for meals we cannot as we have a residents that collect items and feel it is unfair to take the extra space for them to wander around in.

Observations of resident and staff interactions:

Resident dozing at the dining table - The resident in question tends to spend most of his time in the dining room, he always seemed to gravitate to quite area's (dining room/reception area) when he was mobile the gentleman in question would sit for long periods in these areas out of choice.

Resident 'feeling sick' – The resident in question has said this repeatedly for a while now, she has been seen by many GP's regarding this and this is one of her behaviours relating to her dementia.

I understand you have to release the report on what you saw on the day but due to the nature of the home I feel these points needs to be considered, also I feel families may read this and may be upset recognising these are the behaviours of their love ones.

Other area's we are improving:

- Broacher and website currently under construction
- Parking area has changed prior your visit to allow more space, we are still having conversations with the neighbours to allow more car parking spaces to the right hand side as you come onto the drive before we mark the car park out.

- Generally residents rooms are kept locked apart from the residents who will have the capacity to know where their room is (to stop residents wandering into other residents room and collecting items that don't belong to them) and wouldn't need staff assistance to find there room, as staff had to collect the key off the senior in charge to go upstairs to collect clean clothes from the rooms this sometimes takes time for them to do so, since all staff now have a master key on their pager to allow them to take any residents straight up that need changing.

Thank you

Ella

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