

# **The Glen Care Home Morecambe**

**Enter and View Report**

**Wednesday 4<sup>th</sup> December 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:

The Glen Care Home  
Gleneagles Drive  
St Andrews Grove  
Morecambe  
LA4 5BN

### Staff met during our visit:

Emily Slater (Manager)

### Date and time of our visit:

Wednesday 4<sup>th</sup> December 2019  
10.30am -12.30pm

### Healthwatch Lancashire Authorised Representatives:

Michele Chapman Project Officer (Lead)  
Dawn Allen Project Staff  
Lynne Yates 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](http://www.healthwatchlancashire.co.uk)

## Acknowledgements

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

## General Information

The Glen Care Home is privately owned by Amicura Ltd with places for forty five residents. There were fifteen vacancies at the time of our visit. The person in charge is Emily Slater.

Information obtained from carehome.co.uk states that the home provides care for people from the ages of sixty plus who are affected by dementia, physical disability, old age and younger adults.

## Methodology

The Enter and View representatives made an announced visit on Wednesday 4<sup>th</sup> December 2019.

We spoke to six residents, six staff and three 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 six of the thirty 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:

The Glen Care Home is a bright and modern nursing facility in the process of refurbishment and improvement.

Situated close to transport links and amenities the home was particularly notable for the attention to detail in respect of activities and the positive feedback in respect of food and the dining experience. One resident told us *“The activities are brilliant”* and *“the food is very good.”*

Representatives found the environment to be very clean and comfortable with restful décor and a variety of public rooms for the use of residents.

Residents who responded to us told us that The Glen was *“homely”, “welcoming”* and *“It’s got everything I need.”*

However, there were concerns raised by all respondent groups in terms of levels of staffing and staff turnover. Particular focus being centred on the speed of responses to call bells and the accessibility of call bells to residents in particular areas. Responses recorded by the team included *“there are buzzers going off all the time”* and *“it would be better if there was a buzzer by the chair.”* One resident told us *“It’s not easy to get help.”*

Representatives were able to speak to the Manager about this and she reported an improving situation in respect of responses to call bells and the availability of portable lanyard buzzers for more vulnerable 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 we were able to access a comprehensive Amicura Group website; however, the facility itself did not have a brochure available at the time of our visit due to a printing delay.

The home is located close to the main A589 road area of Morecambe with local amenities within walking distance with supermarkets being a short drive away. The home was clearly signposted both from the main road and the front of the building with a bus service being available on the main thoroughfare.

The building had a large parking area with sufficient spaces and suitable disabled access. However, the area we parked in looked rather unkempt with glass on the floor next to a skip and the building adjacent to this looked empty.

The Manager reassured representatives that the glass would be cleared right away and explained that the facility was in the process of refurbishing large parts of the original building.

### Green Amber

#### The external environment

The building itself is large, modern and purpose built, formerly known as Morecambe Bay Care Home (which closed). The current provider took over the service quite recently and the building is currently undergoing a process of improvement and refurbishment. As a result only forty five beds are operational with a full capacity of eighty five in the future.

The grounds surrounding the building were well maintained and appeared to have been recently cut, there was some mature landscaping and we saw that metal tables and chairs were dotted about the grounds. However, representatives felt that the exterior could have been enhanced with more comfortable seating and additional planting with winter tubs and baskets.

The garden areas were secured with a chain link fence which enabled residents to see the neighbourhood whilst staying safe; the team observed that the “garden room lounge” opened directly onto a seating area giving residents the opportunity to access the outside.

Reception was clearly identifiable at the front of the building and the Manager answered the secured front door in a timely manner.

### Green

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

The reception area was bright, light and attractive with various areas of information and interest. Representatives were able to sign into the visitors' book provided and use the antibacterial hand gel close by. The Manager was very welcoming and warm, as was the environment complete with a cheerful Christmas tree and an adjacent small seating area.

We observed that the home had a prominently placed "feedback box", alongside a wall mounted illustrated activities notice board and a named daily staff whiteboard.

Pleasant music was heard throughout the home.

## **Green**

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

Corridors were observed to be bright, spacious and uncluttered with colour contrasting handrails. In common with the rest of the building the environment was very clean and the team saw thoughtfully placed items of reminiscence such as artwork and photographs of the royal family and images of old aeroplanes. Elsewhere a quiet seating area displayed books, games, CD's and a twiddle board to engage residents' interest.

Signage was noted to be permanently affixed to doors on a brass plaque, being pictorial and written. The doors of residents were numbered and of various muted colours but by and large they were not personalised. However, one resident did have a cheery "Merry Christmas" wreath attached to their door.

Representatives considered that there were enough public bathrooms to service the number of residents each bedroom having an en-suite toilet and sink. The Manager telling us that rooms currently being refurbished would also have a shower.

All the public bathrooms observed were newly refurbished, clean and modern with appropriate equipment such as adapted bathing, raised toilet seats and grab rails.

Bathrooms were noted as having plentiful supplies of soap, toilet rolls and hand towels.

## **Green**

## The lounges, dining and other public areas

Representatives considered that residents had a wide range of choice in respect of social areas with four lounges including a snug, a quiet lounge, the main lounge and a garden lounge which the Manager laughingly described as “a bit of a man cave.”

The main lounge was the most popular and we observed the activity coordinator delivering a Karaoke session of nostalgic music.

All the lounges were well decorated in a contemporary style with a variety of seating; tables and wipe clean wood effect vinyl flooring. However, representatives felt that the environment may have appeared more homely with the addition of more soft furnishings and perhaps houseplants or flowers.

The team were shown two spacious dining rooms which were both attractively set with tablecloths, napkins and crockery. Similarly we observed matching drinking glasses and a menu set on each table. The kitchen staff told us that the dining experience was enhanced by them rather than carers servicing the tables and making breakfasts and light meals to order.

The manager told us that main meals were provided by an outside catering service “Apetito” and additional meals were prepared in the service kitchens attached to the dining rooms. The main meal indicated at the time of our visit was Chicken Korma or Shepherds pie served with roast potatoes, vegetables or basmati rice. Desert offered was Plum and Cherry Pie or semolina. A lighter meal alternative of soup, Ham and Leek crumble and potato wedges was also offered.

Indeed, residents who responded to our team told us that food was “*really nice*”, there is a “*good cook*” and “*they will accommodate you with food not on the menu*”.

Similarly, we observed that an additional small kitchen area had been allocated for “friends and family” and representatives felt that this was a very welcoming and a thoughtful touch.

A well appointed hairdressing salon was on site and representatives saw that this was in use at the time of our visit proving to be popular with the residents.

## Green

## Observations of resident and staff interactions

Representatives observed positive interactions between staff and residents. The team overheard a staff member reassuring a resident about her hydrotherapy session *“Don’t worry I will be with you.”*

Likewise, respondents told us that staff went out of their way to chat to residents, and that family are welcomed at mealtimes. Similarly, *“he (relative) is on a soft diet and the kitchen staff know what he likes and give him extra”* and *“they made him a birthday cake.”*

The full time Activity Coordinator was particularly focused telling us that she attended the LCC activity forum and had four years experience. A short biography displayed in the reception detailing her commitment and enjoyment in her work stating *“I love my job, finding activities for residents to enjoy. I enjoy fundraising and bringing the community into the home and enabling residents to get out into the community”*. This was borne out of the level of involvement from several secondary schools and student volunteers from a Lancaster and Morecambe college who were coming in to prepare a buffet. Similarly, the Activity Coordinator detailed organised lunches at a local pub where the landlady was happy to accommodate pureed food.

Indeed at the time of our visit the activity board displayed a weekly schedule of balloon crafts, armchair exercise; trivia quiz, movies and games and the Christmas Fair. The Activity Coordinator telling us *“every time I make a suggestion in respect of activities I am supported by the Manager and given freedom.”*

Representatives heard few call bells during the time of our visit and those that were heard appeared to be answered in a reasonable amount of time. However, several respondents told us otherwise, one telling us that *“buzzers are going off all the time”* and that buzzers could not always be reached by residents in public areas. One respondent reported *“you can’t always guarantee they will come, you can hear people crying out in the night for help.”*

In a similar vein respondents told us that during a staff meeting the day before *“only one staff member was seen about and it was her first day”* leading to delays in toileting residents.

Other comments recorded included issues around missing clothing in the laundry, problems with communication in respect of language barriers, and high staff turnover.

Representatives observed the appropriate use of protective aprons.

## Green Amber



## **Additional information**

Representatives spoke to the Manager at the end of the visit and raised the issue of the call bells. The Manager explained that response times had improved of late and that *“it was getting better.”*

Likewise, she told us that there were four portable lanyard buzzers that could be used by more vulnerable residents.

## **Feedback from residents**

### **Environment**

*“Excellent, There is enough space in my bedroom to manoeuvre my motorised wheel chair.”*

*We use the garden patio and it is accessible for me.”*

*“There are two lounges.”*

*“It is really homely.”*

*“It is welcoming.”*

*“It’s alright here. My son is coming today with his Dalmatian dog. They don’t mind.”*

*“I came here before. Everything is right here. I always sit in this room. My bedroom is alright. A few of us sit outside in the summer.”*

*“It’s got everything I need.”*

### **Activities**

*“The activities are brilliant.”*

*“I help the staff sometimes with getting the residents to engage.”*

*“If I go outdoors, I get a taxi with a family member.”*

*“We do arts and crafts, carol service and have a panto visit arranged.”*

*“The hairdresser has just done my hair, and they made me a cake for my birthday which was on Sunday.”*

*“I’ve made a lot of friends.”*

*“I think there are things going on-concerts and singing. But sitting up in the chair is uncomfortable. I only watch TV at teatime not during the day.”*

*“I would like armchair exercises but there isn’t any.”*

*“There are different things going on I don’t always go. I enjoy being here (by the window) and watching what’s going on.”*

*“I enjoy the sing a longs.”*

*“They have a small supply of books and my wife brings library books.”*

## **Care**

*“The staff go above and beyond what they can do.”*

*“I am assisted to have a bath due to my mobility issues.”*

*“Staff make time to listen to me.”*

*“I get reassurance and time when I had anxiety issues.”*

*“I was given good care for my post surgery wounds and I have a stoma bag.”*

*“I have been washed and changed today.”*

*“It’s not easy to get help. There is only one way to get in touch (by buzzer) and it could be a quarter of an hour. They might be with someone else and you have to wait. You can’t always guarantee they will come. You can hear people crying out in the night HELP.”*

*“Staff are friendly. They do a good job. Its not an easy place to work.”*

*“If you want help someone could press the buzzer (by the door).But what do you do if there is no-one about there. You have to wait.”*

*“Yes they care, I can speak to them.”*

## **Food**

*“The staff allow me a choice of foods if it is not on the set menu. The food is flexible if you give them notice.”*

*“Home kitchen is breakfast and dinner*

*“The manager told us they use ‘Apetito’ for the lunch only.”*

*“We can use the second dining room if the central dining room is busy.”*

*“There is a choice, but I am just having a sweet today. Actually there are two choices but I don’t really like either. I am not really hungry.”*

*“It’s good you can’t fault it. They have got a good cook. There is choice and you don’t have to be stuck if you don’t like something.”*

*“It’s very good.”*

## **Relatives and friends' views**

### **How do you feel generally about the service?**

*"It is better than the previous home. He has a nice bedroom and TV and we have brought in pictures and his own comfortable chairs."*

*"There are buzzers going off all the time."*

*"It would be better if there was a buzzer by the chair."*

*"He (relative) is on a soft diet and the kitchen staff know what he likes and give him extra" and "they made him a birthday cake."*

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

*"I realise communication within the team is an issue."*

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

*"Yes."*

*"Yes."*

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

*"Activities are developing."*

*"The music and quiz are popular."*

*"We do games and have choir practise at the moment for Christmas."*

*"Visitors join in which is nice."*

*"He has been encouraged and there is an activity sheet with things like Bingo, Christmas fair, singers. We would like him to do some armchair exercise for his legs. "There is a long waiting list for physiotherapy and it seems that it has more or less been forgotten about."*

### **Would you recommend this service to others?**

*"Yes, the staff go above and beyond what they have to."*

*"Yes, on the whole."*

## Staff views

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

*"I work three days a week (daytimes.)"*

*"We have new staff and some agency staff."*

*"Everybody comes together as a team."*

*"No, many of the residents have complex needs. It can take forty minutes to get someone up in the morning."*

*"Sometimes."*

*"Yes."*

*"Yes."*

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

*"There is adequate support to carry out person-centred care."*

*"My Manager is open to communication."*

*"Yes."*

*"Of course I do."*

*"Knowing the residents, I can encourage some people to sing."*

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

*"There is opportunity for ongoing training."*

*"I have worked here from Feb 2019. It is an interesting job."*

*"The staff get chance to input and be involved."*

*"There is training on-line and in-house. I prefer the latter it is more thorough."*

*"Yes, I am currently training and I am happy with the provision."*

*"Yes, the provider has organised all the training and I get plenty of shifts."*

### Are you happy working here?

*"Yes and no. Sometimes it is quite draining."*

*"Yes I am."*

*"Yes I travel from another town."*

*"I love it here."*

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

*“I would like my uncle to move here but he lives in Manchester and this is a long journey for family.”*

*“Definitely not” a lot of staff have left.”*

*“Yes.”*

*“Yes it’s a good place, my colleagues are caring.”*

## Response from provider (received by email 14/01/2020)

Good morning Michelle

Thank you for the draft report. We enjoyed having you here and your feedback is very valuable to us.

Please see the below comments on the report:-

- Page 3 says Minster care Ltd but is actually Amicura Ltd.
- The Homes brochure is now out to all hospital and community teams.
- Staffing levels have been addressed with staff and their perceived amount and reality was very different. There are 8 carers in the day and that is based on dependency.
- The comment about staff turnover is due to a robust probation period where staff have not passed this due to sickness and also contracts with an agency coming to an end. 3 staff have been dismissed due to inappropriate behaviour. We have had the same manager, nurses, admin, maintenance, domestics and kitchen staff since opening.
- The glass on the car park is now cleared.

Kind Regards

Emily Slater

Manager  
The Glen



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Please consider the environment and do not print this email unless absolutely necessary.

## **Healthwatch Lancashire response 14/01/2020**

Thank you for your feedback which has added clarity to the report.

Page 3 has been changed to reflect your information.

Thank you for your remaining comments which will be published as part of the substantive report.

Many Thanks

Michele Chapman

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