

Brierfield House

Nelson

Enter and View Report
Friday 31st January 2020
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:

Brierfield House Care Home
Hardy Avenue
Brierfield
Nelson
Lancashire
BB9 5RN

Staff met during our visit:

Joanne Colclough (Manager)

Date and time of our visit:

Friday 31st January
10.30am - 12.30pm

Healthwatch Lancashire Authorised Representatives:

Amanda Higgins - Senior Project Officer
Dawn Allen - Engagement Officer
Carol Chan - UCLAN student
Ali Almadhoob - UCLAN student

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

General Information

Brierfield House Care Home is owned by Four Seasons Health Care with places for residents. There were fourteen vacancies at the time of our visit. The person in charge was Joanne Colclough.

Information obtained from carehome.co.uk states that the home provides care for people from the age of 65 who are affected by dementia, old age and physical disability.

Methodology

The Enter and View representatives made an announced visit on 31st January 2020.

We spoke to seven residents, three 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 on the environment and facilities.

As some residents were receiving visits, choosing to stay in their rooms or being nursed, we spoke with seven of the twenty six 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:

Brierfield House Care Home, in the Pendle area of Lancashire is a forty two bed care home in semi rural surrounds with public amenities close by.

The Manager and staff were welcoming and residents were interested to speak to us about their experiences of living there. Overall staff appeared to be committed and dedicated to their roles.

The overall response from residents was fairly positive however there were a number of residents commenting on the lack of activities and routine. A number of care staff expressed the need for higher staffing levels however communication is sufficient to highlight this with senior management.

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 view a dedicated facility website and there was a printed brochure available on our arrival. The home is close by to local amenities, is clearly signposted from the main road and there is sufficient disabled parking.

Green

The external environment

Brierfield House Care Home is set in a residential area in Nelson, Lancashire. There is ample parking to the grounds of the building with a designated area for waste. Overall the external environment is pleasant and well maintained. The building has a conservatory area which is close to an outside smoking area which did not provide an attractive and comfortable setting for residents who are non-smokers.

Green

The internal environment/reception-first impressions

The reception area is spacious and the Care Manager's office was situated by the main entrance. Representatives were made welcome by a member of the team and we were directed to sign a visitor's sheet on the reception desk. We noticed that our Healthwatch poster was displayed as requested, both in the ground floor area and in the upstairs dementia floor.

Staff were easily identifiable by uniform with ID badges also being worn. We were greeted by three residents who were seated by the main reception area. They were happy to engage and acknowledge our representatives when introduced by the care worker. The staff noticeboard was situated in the main reception along with a copy of the latest CQC inspection certificate. Our first impressions were of a clean and homely environment.

Green

The observation of corridors public toilets and bathrooms

Corridors were uncluttered, mostly furnished with vinyl flooring with contrasting grab rails to ensure safety of residents. There were several attractive prints and photographs of residents engaging in activities.

The first floor bathroom(which served dementia resident)was malodourous, There were sufficient supplies of toilet rolls and hand gels were available for visitors and staff. At the time of our visit, one female resident told us she uses her ensuite bathroom to use the toilet. The staff told us all rooms have ensuite bathrooms.

Amber

The lounges, dining and other public areas

There were two lounges that served the ground and first floor. Both dining rooms were well presented with clean vinyl tablecloths and centrepieces however there was some old food marks noted on the tables. The menu choices were well planned and the kitchen staff demonstrated on their paperwork how alternative meals and choices were provided to residents. The meal choices were on a four weekly rotation and the kitchen staff were very accommodating with our questions. There was no sight of a food menu either on the walls or on the dining tables. One resident told us “the staff accommodate meals and adapt them to each person.”

The ground floor lounge appeared to have sufficient space for residents to be sociable, watch television and have a choice of seating for meal times. Seating was arranged in a way that encouraged social interaction. There were six tables in the ground floor dining room which was spacious presented a pleasant dining experience and décor was pleasant and homely. We also saw fruit juices were readily available in self service machines in lounges and dining areas.

The first floor lounge was less spacious however with four tables we witnessed visitors and residents sat together. There were nine residents most of whom were in their own rooms when Healthwatch representatives were present. There are various levels of mental capacity on this floor which may well impact on resident and staff interaction. There were plants on the window sills in corridors, which created a nice environment.

We were introduced to the sensory room which we observed as needed décor improvement. This is used as a one to one room for carers and residents however, representatives felt that it could have been utilised in a more flexible way.

Green

Observations of resident and staff interactions

Staff were generally very quiet with residents however they responded in good time for assistance from call bells. Healthwatch representatives observed staff engage with residents respectfully, addressing them by name.

Feedback from residents in respect of care was generally positive with one resident describing staff as “they are kind to me.” One resident also told us that “you will get anything you need.” Overall, staff responded positively to our visit.

Green

Additional information

We were introduced to some of the residents by name and staff were able to advise on which residents would be suitable to speak to in regards to their views on living in the home.

Staff told us there was a mobile hairdresser that attended once a week and we were invited to look at the hair dressing room. All residents’ doors and communal areas had dementia friendly signage with tidy and well organised laundry facilities.

There was no evidence of an activity schedule or activities taking place. There was a minimum of staff on hand and this became apparent from speaking with the staff on shift during our visit. Within the care home brochure, there is a page included on a ‘dedicated Activities Leader’.

Feedback from residents

Environment

‘It feels safe and comfortable.’

“They are kind to me.”

“I use a wheel chair.”

“My room has enough furniture and I like to see my visitors in my room.”

“I left and came back, I would of left if I didn’t like it here.”

“Room is clean, breakfast is ready for you in the morning.”

“I like it here. Nothing has changed.”

“It’s home.”

“Look how clean it is here”.

“The environment is excellent; we can see squirrels on the hillside.”

“The care home is excellent.”

Activities

“I like reading and crosswords.”

“I stay in my room most of the time.”

“In the summer I go out in the grounds/garden.”

“I see the hairdresser once a week.”

“There are not that many group activities that I am aware.”

“I honesty don’t do a lot.”

“There used to be a lady (activities coordinator) but she left a couple of months ago back due to lack of participating residents.”

“She used to have quizzes, drawings, ball games and bingo. There is a musical evening on valentines day.”

“There is currently no activities coordinator.”

Care

“Staff come around every morning to offer more choices for meals. They talk to people to build staff rapport with residents. Staff know when a resident is acting out of character.”

“They are brilliant staff.”

“Everybody’s very friendly.”

We always see the same faces.”

“Haven’t had a shave today.”

“I like it.”

“They help me to the toilet.”

“I get on with all the staff.”

“They need to increase the number of staff.”

“There should be more on the educational side of things - (in particular writers who have lost control of their dominant hands.”

“There has to be open communication in which residents can express their real feelings.”

“The staff are friendly - they don’t belittle you.”

“The staff are lovely.”

“I get attended to quickly at night.”

“I know his wife would want the staff to shave his beard more often”

“His nails get long sometimes. That’s not him.”

Food

“Food is cooked nicely.”

“I sit at the dining table for my meal.”

“Food is very good, you can’t complain,”

“Food always looks good.”

“They need people to be trained to cut food for one handed people.”

Relatives and friends’ views

How do you feel generally about the service?

“Its good, they are lovely staff.”

“It’s nice to be on one level. My friend, who is a resident, can walk about and exercise.”

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

“I can ring up and check on my friend.”

“Yes, when there issues they contact the family.”

“His nails get long sometimes. That’s not him.”

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

“Yes”

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

“There aren’t many activities. There isn’t an activity co-ordinator but there should be one.”

“Not aware of any. We did some cake baking during the summer.”

Would you recommend this service to others?

“Yes, the care is good however there is only so much we can do.”

Staff views

Do you have enough staff when on duty?

“No, it’s been ongoing for a while. People are being brought in and then staff sickness is an issue. They are employing anyone now and the new staff tend to leave.”

“The current Manager has been here for approximately one year so some stability after different Managers and a gap of four months.”

“We have four residents to hoist - two are dementia residents so this is time consuming and stretches our capacity.”

“We meet every two months to catch up.”

Do you feel supported to carry out person centred care?

“It really is difficult working on minimum levels of staff especially when we have to attend appointments with residents and it reduces our levels further.”

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

“We have ELearning modules to complete and are kept upskilled on a regular basis.”

“I feel staff would benefit more having one-to-one contact with the Manager.”

“We have up to date training from eLearning modules.”

“Trainers come in to help staff understand moving and handling as well as hoisting.”

Are you happy working here?

“I am happy working here, however we need more staff.”

“I am, yes. I can deal with the situation.”

“You can go to the Manager about anything really. Things do tend to go on the back burner though depending on priorities.”

“I am yes, the staff are very friendly and supportive. We are like a family here.”

“I feel like I am not doing my job to full capacity and doing the minimum required.”

“We are not always fully staffed. We are always lacking carer staff. In reality they need three carers when they only have two most of the time. This has been the case for the past couple of months. Cleaners and laundry services are under staffed.”

“Management are very supportive for chats and resources. When we are unsure about something, we can speak to our Manager.”

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

“Yes, as the residents seem to be very happy, satisfied and looked after as long as there are enough carers in.”

Response from provider (response received 13/03.20)

Hi Dawn,

Apologies for not getting back to you sooner. Week one and two of new employment have been slightly hectic 😊

I have had a look at the report and feel that the content is fair for the visit you held. It is difficult for me to feedback comprehensively as I am totally new to the home and lots of things are in the pipeline for positive changes over the coming months. Hopefully by the time your team re-visit, we will be much improved.

Hope this is helpful, sorry I can be more in-depth

Kind Regards

Vicky

Vicky Thompson

Manager

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