

Woodhill House
Morecambe
Enter and View Report
Tuesday 4th February 2020



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:

Carmel Croft (Manager)
Woodhill House
Woodhill Lane
Morecambe
LA4 4NN

Staff met during our visit:

Carmel Croft (Manager)

Date and time of our visit:

Tuesday 4th February 2020 10.30am-12.30pm

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 Carmel Croft, together with staff, residents and visitors, for making us feel welcome and taking part in the visit.

General Information

Woodhill House is owned by Lancashire County Council with places for forty six residents. There were two vacancies at the time of our visit. The person in charge is Carmel Croft.

Information obtained from carehome.co.uk states that the home provides care for people who are affected by Dementia and old age.

Methodology

The Enter and View representatives made an announced visit on Tuesday 4th February 2020.

We spoke to six residents and six staff, (no relatives were available) 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 forty four 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:

Provided by Lancashire County Council Woodhill House is a purpose built facility in a suburban area of Morecambe.

The facility presented as well maintained and the grounds similarly so, with ample parking spaces and a pleasant central courtyard for the residents enjoyment.

Representatives felt that in terms of décor the facility generally presented as clean, warm and homely. However, there appeared to be a lack of storage space and the carpets and curtains in some areas needed replacing and may have contributed to a slight malodour.

Responses from the staff who spoke to us were positive with staff telling us *“we have good training.”* and *“I am encouraged to develop.”* One staff member told us how much they enjoyed their job stating *“It’s not about money it’s about making somebody’s day better.”* However, responses in respect of staffing levels were less clear with several respondents telling us that staffing levels were *“not always”* enough.

Person centred care was a consistent theme around the home with the staff producing “one page profiles”. Similarly a “You said we did” consultation process valued the contributions of residents, friends, and relatives.

Residents seemed happy, clean and well dressed, and they appeared confident in their interactions with others. One resident told us *“they (staff) are kind and I feel safe.”*

Likewise, comments about food were generally favourable with resident reporting liking *“fish and chips”* and *“I like custard”*.

During our visit we observed activities in progress and there appeared to be a full activity schedule with a resident telling us *“you can do what you like.”* Other residents told us that they had ben out for meals and were able to go to the shops.

Representatives were pleased to hear that the provider would be adding to, and updating the current facilities to improve the experience of residents at Woodhill House.

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

Woodhill House is provided by Lancashire County Council and is situated in a quiet residential area of Morecambe with the centre of the town being “10-15 minutes away”.

Likewise, a resident told us that they a local shop was within walking distance with the Woodhill House brochure reporting the facility being on a “main bus route.” The facility had plenty of available parking spaces with disabled access as appropriate, and representatives found the home easy to locate, being adequately signposted.

The building is a laid out over two storeys and consists of three separate Dementia units and one residential unit with a central double height communal area. The Manger told us “*there are 46 bedrooms, 35 bedrooms are for people who are living with dementia and the bedrooms have a washbasin and commodes if needed which is stated in their support plans. 10 bedrooms on the residential unit all have en-suite facilities*”.

Prior to our visit we were able to access a generic LCC website and a comprehensive Lancashire County Council brochure was available at the home.

Green

The external environment

Representatives considered that both the grounds and the building of the facility were reasonably well maintained. Indeed the grounds appeared to have been recently cut and the shrubs cut back. However, there were a few minor items which required removal such as spent hanging baskets and some disused garden furniture.

The team did not observe any litter to the grounds and during our visit the Manager was able to show us a large and secure courtyard with comfortable outdoor seating and sun parasols. The Manager told us that a small remembrance garden was used regularly by the staff and residents, and that the grounds were the focus of many activities during the warmer months.

It was a pleasant and warm day at the time of our visit and representatives saw that a door leading from building to the courtyard had been left open for residents to access the outdoors.

Representatives found that the reception area easy to locate and that the secure front door was answered in a timely manner.

Green

The internal environment/reception-first impressions

The staff at Woodhill House were very welcoming, we were shown into a bright and stimulating reception area where we were able to use the anti bacterial hand gel, and sign into the visitors book provided.

We observed that a nostalgic compilation of newspaper articles were displayed in an engaging and prominent manner recording “On this day” (4th February) events. Readers were informed of such disparate events as the introduction of parking meters in 1958 and the “loutish behaviour” of the Rolling Stones in 1967.

Nearby a tree of branches had been constructed and hung with cut outs of red hearts. A statutory noticeboard gave general information about the delivery of person centred care, a residents’ charter and a mission statement. Yet another notice advised visitors of the Blue Butterfly scheme focussed on DNAR.

Similarly, the team observed the Healthwatch Lancashire poster displayed at various points around the home.

Staff were identifiable by uniform and name badge, we also noted “one page profiles” of staff on individual units around the home.

Green

The observation of corridors, public toilets and bathrooms

Corridors were wide, well lit and uncluttered with colour contrasting handrails. Dementia specific orientation was evident with door signage being colour coded pictorial and written. Similar signage was repeated at high level aiding orientation for staff, residents and visitors. Representatives observed that residents had been encouraged to personalise their doors with memory boxes filled with personal items. Likewise, that an effective “bus shelter” had been replicated at the corner of one corridor for those looking for a quiet spot. Other information throughout the home presented as dementia friendly with orientation boards displaying the time, day, date and weather,

Other corridors contained similar social spaces with well stocked library shelves and easy chairs next to coffee tables decorated with ornaments flowers and plants.

Indeed, representatives considered the facility as a whole was warm and homely with one respondent telling us *“it’s comfortable, warm and more than clean.”*

Representatives observed the provision of public toilets and washing facilities to be more than adequate and those seen by the team were clean and well supplied with soap, toilet rolls and towels. Bathrooms had adaptations provided as necessary,

representatives observing that both assistive bathing facilities and wet rooms were readily available.

Green

The lounges, dining and other public areas

Each unit had a lounge and dining area with additional facilities being available in the large central lounge area. On this occasion representatives spent the majority of their time on the residential Derwent Unit in an effort to maximise responses however we also spoke to residents on other units who wanted to engage with us.

The Derwent unit presented as similar in provision to other units with a small lounge/diner adjacent a satellite kitchen to prepare snacks and drinks. The kitchen appeared as modern and bright complemented with a dishwasher, fridge and kettle. Nearby a small table served as a hydration station complete with tea, coffee, juice and biscuits.

Notices throughout the home kept residents informed of the daily menu. A notice board detailed. “Lunch is served at 1pm. Afternoon tea is 2.30pm. Tea or coffee and cake/biscuits are served daily. Evening dinner is served at 5.00pm.”

On the day of our visit the main meal was indicated as a “residents’ choice” the Manager telling us that once a week each resident was able to choose their favourite meal from an open menu. The remainder of the menu detailed alternative light meals such as sandwiches and breakfast of cereal and toast.

Similarly, representatives observed small round dining tables to be nicely set with tablecloths and floral decorations.

The adjacent lounge area in the Derwent unit contained a variety of easy chairs with a TV on the feature wall. However at the time of our visit the majority of residents had chosen to be in their rooms.

The layout of the building dictated that each of the four units resembled a domestic setting, the lounge, dining and kitchen facilities being compactly contained. Representatives considered that this compromised the amount of storage available which led some areas to look a little “messy”. Likewise, there appeared to be inconsistencies in the standards of decoration throughout the home. Some areas appeared recently refreshed whilst others looked a little tired, with older carpeting (which may have contributed to a slight malodour in some spaces). The team observed that curtains and blinds in particular appeared to require replacement.

The Manager was able to address some of the environmental issues telling us that a legacy from a former resident had enabled the home to submit a planning application to extend some areas and refurbish others.

The Manager explained that a consequence of the new building work would be to upgrade the facility generally.

Representatives were shown the main communal lounge area which was largely unoccupied and seemed dark and cold. The team were shown a hairdressing area concealed by a curtain which contained backwashes chairs and mirrors. However, we were pleased to hear that as a result of upcoming improvements a dedicated “Pamper Room/Hairdresser” would be created.

Green Amber

Observations of resident and staff interactions

Representatives observed that there appeared to be a sufficient number of staff to support the number of residents and few call bells were heard. We observed positive interactions and humour between staff and residents. Staff knew residents names and asked them how they were. We observed a staff member asking a resident *“is it warm in here, is it ok if I open the windows?”*

Many residents in the residential unit chose to stay in their own rooms whereas in the other units the residents were more visible, and actively encouraged to socialise. We observed the fulltime activity co-ordinator sat with a resident using an olfactory box which stimulated memory. The box contained phials which encouraged reminiscence. The resident picked out up a phial called “Steam trains” and immediately recognised the smell which made her smile and cry out *“trains!”*

A monthly activity schedule included regular Oomph! exercise sessions, daily living skills, a visiting entertainer, knitting sessions and a pamper day. The team also observed the availability of relaxation and meditation, visits to St Johns church and Arts and Crafts. Staff told us that they were able to take residents out with one resident confirming *“we went out for a meal at Christmas.”*

Staff appeared to have a good understanding of person centred concepts having completed one page profiles. Similarly, the activity co-ordinator told us that staff conducted one to ones with residents which were undertaken on a daily basis.

Residents presented as confident and comfortable in their environment, and they appeared confident interacting with representatives in both answering and asking questions.

Likewise residents’ appeared to well dressed and well cared for with one resident telling us *“it is very good, I am helped to wash and dress and the call bell is answered quickly at night.”*

Green

Feedback from residents

Environment

"It was alright."

"Very good, I would prefer a smaller place."

"It's alright, it's clean."

"It's alright, basic, they change the bedding every week."

"I like my room; it's cleaned all the time."

"It's comfortable, warm and more than clean."

Activities

"No."

"Not very often, used to do a lot but I'm comfortable where I am."

"We went out for a meal at Christmas. A lady comes with records. They do more downstairs."

"We have some now and then."

"I have been to Blackpool."

"I am staff now!"

"Yes you can do what you like."

Care

"It is marvellous."

"Apart from one, they are okay."

"Very good, they help me to wash and dress."

"Call bells are answered quickly at night."

"No one actually explained why I am here."

"It just depends on who you are talking about."

"They are always nice."

"I used to wander around looking for my husband and he is dead, but I don't now."

"They are kind and I feel safe."

Food

“90% of the time it’s good, we have fish and chips on Friday.”

“its fine, we get a choice.”

“I like fish and chips but they are frozen chips.”

“Some I like some I don’t. We get two choices for dinner and two for tea. If you don’t like something you can request something else.”

“It’s always nice I can’t complain.”

“I like the food and we can have food from the chippy.”

“I like custard.”

Staff views

Do you have enough staff when on duty?

“Yes, we do most of the time.”

“Yes and no - some day’s people have holidays or sickness and agency staff come in.”

“Depends, normally we have enough, if someone is off they we will get some one from another unit.”

“Yes we always have enough.”

“Not always, it varies.”

“We have a duty book with the skill mix etc.”

Do you feel supported to carry out person centred care?

“Yes, we take them out (residents) to activities.”

“Yes, up to date with training, if I have any issues I can ask for help.”

“Yes I’ve been trained.”

“We can take residents to the shops if they want to go.”

“Yes, we have training and I use my own initiative.”

“We have review meetings every four months with family, residents, and staff.”

“We have one to one daily contact, a one page profile and activities are personalised.”

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

“Yes.”

“Yes.”

“Yes, we get enough by face to face, online and booklet training.”

“Yes face to face training.”

“Yes, and its regularly updated.”

“Yes, we have good training.”

“We have Mental Capacity Training and safeguarding prior to working on the floor.”

Are you happy working here?

“Yes I am.”

“I love it, it’s my sanctuary.”

“Yes I am happy.”

“Yes absolutely.”

“I am mostly, it’s not about money it’s about making somebodies day better.”

“I am yes and I am encouraged to develop.”

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

“Yes, I have done.”

“Yes more than 100%.”

“Yes, I would very much so.”

“Yes.”

“Actually I would.”

“Yes definitely so.”

Response from provider (received by email 19/03/2020)

Good afternoon,

I hope you are keeping well. Thank you for your report but when reading paragraph 3 of page 5 it states that we have 45 residents bedrooms each being serviced with an en-suite sink and toilet .

Actually we have 46 bedrooms, 35 bedrooms are for people who are living with dementia and the bedrooms have a washbasin and commodes if needed which is stated in their support plans. 10 bedrooms are on the residential unit all have en-suite facilities.

Thanks

Carmel

Carmel Croft,
Registered Manager,
Woodhill House
Lancashire County Council ,
Tel: 01524 423588
Mobile 07585983945
www.lancashire.gov.uk

healthwatch Lancashire

Leyland House
Lancashire Business Park
Centurion Way
Leyland
PR26 6TY
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 | | Premises –if different |
| Woodhill House L24 4NN | | |
| Contact Name | | Telephone Number and/or email |
| Camel Craft | | 01524 423588 |
| Name of Healthwatch Enter & View Authorised Representatives | | Michele Chapman -Project Officer |
| Date & Time of Enter & View | | |
| Were you happy with the Enter & View Arrangements prior to the visit? Comments- | | |
| Yes I was happy with the enter and view arrangements before the visit | | |
| Please outline any Positive aspects of the Enter & View visit. | | Comments- |
| Residents enjoyed talking to Healthwatch | | |
| Please outline any Negative aspects of the Enter & View visit. | | Comments- |
| Cannot think of anything Negative | | |
| Please use this space to comment on how you think we could improve your experience of | | |

Healthwatch Lancashire Limited
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Registered office: P O Box 78, County Hall, Preston PR1 8XJ

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.

The ladies who visited from Healthwatch were very friendly. They were very respectful that they were in peoples homes and listen to their views

| | |
|--------------|---------------------|
| Completed by | A. Craft |
| Position | Residential Manager |
| Date | 9/2/20 |

www.healthwatchlancashire.co.uk

info@healthwatchlancashire.co.uk

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