

Moor Park House Preston

Enter and View Report

23rd September 2021

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:

Moor Park House

81-83 Garstang Road

Preston

PR1 1LD

Tel: 01771 886785/883603

Date and time of our visit:

23rd September 2021, 10:30-12:30

Healthwatch Lancashire Authorised

Representatives:

Amanda Higgins (Engagement)

Georgia Hackett (Engagement)

Susan Turley (Engagement)

Vaishnavi Hemdev (UCLan medical student)

Niharika Singh (UCLan medical student)



Introduction

Our role at Healthwatch Lancashire is to gather people's views and experiences, especially those that are hard to reach and seldom heard, to give them the opportunity to express how they feel about a service. This was an announced Enter and View visit undertaken by authorised representatives from Healthwatch Lancashire (HWL) who have the authority to enter health and social care premises, announced or unannounced. The aim is to obtain the views and experiences of residents, relatives and staff and observe and assess the quality of services.

The team compile a report reflecting observations and feedback. Healthwatch Lancashire is an independent organisation, therefore we do not make judgements or express personal opinions. The report identifies aspects of good practice as well as possible areas of improvement. This is sent to the manager for their opportunity to respond. Where appropriate, Healthwatch Lancashire may arrange a revisit to check the progress of improvements. The report is then published on the Healthwatch Lancashire website at www.healthwatchlancashire.co.uk and sent to the Care Quality Commission, Healthwatch England and any other relevant organisations.

Acknowledgements

Healthwatch Lancashire would like to thank management, staff, residents and relatives, for making us feel welcome and taking part in the visit.

General Information

Moor Park House is a 54 bedded purpose built home, which was at full capacity at the time of our visit.

They provide residential care for older adults, as well as complex nursing care for adults with an acquired brain injury.

Methodology

The Enter and View representatives made an announced visit on 23rd September 2021 and spoke to 16 residents, 13 staff members and 1 relative.

Healthwatch Lancashire obtain the views and experiences of residents, relatives and staff. Conversations with each are adapted to capture individual experiences to help assess the quality of services. Conversations with residents were structured around four themes (Environment, Care, Food and Activities). Conversations with staff included their experiences of staffing levels, support and training. Relatives are asked to speak about their general experiences including how they feel about the service, if they feel involved in and informed. The team also recorded their own observations on the environment, facilities and staff-resident interactions.

Summary:

Moor Park House is a 54 bedded purpose-built home which provides residential care for older adults, as well as complex nursing care for adults with an acquired brain injury.

As the HWL team arrived at the home, we were greeted by the manager and the activity coordinator who were welcoming and explained that the activity coordinator would show us around the home and help us to speak to the residents and staff (as some residents are unable to verbally communicate). On the day we visited, the home was running a pizza making day and a pizza making station was set up in the reception area.

The environment was clean and pleasant, with resident painted pictures hung on the walls, as well as bunting and other autumnal decorations. The garden was well maintained with a pergola and ducks that lived in an enclosure. Resident and staff interactions which were observed were positive and caring, with staff knowing residents' names as well as needs, preferences and hobbies.

Overall, the feedback we received from residents was positive. Although some residents shared they were not happy at the home, most residents gave positive feedback and shared that they are happy with the care they receive. For those residents who shared that they were unhappy at the home, some made comments about the food and others were unable to explain further. It was evident that the home provided a range of activities for the residents and staff take the time to still chat to residents who do not want to take part in activities. Feedback about the food was mixed, but staff advised that those who do not like the food, are offered alternative options.

Only 1 relative was available to provide feedback at the time of our visit. This individual shared that they were very happy with the care their loved one received at the home and that they feel informed in their care.

Feedback received from staff was generally positive. The HWL team noticed good staff morale, and this was supported by staff feedback with frequent comments made about the team being close and supportive. All staff felt well trained and would recommend this home to a relative. However, some mentioned difficulties with ensuring there are enough staff when on duty which they felt put extra pressure on them when on shift.

Enter and View observations

The external environment

The home was well signposted and had a good-sized car park, with several disabled parking spaces, close to the main entrance. The grounds and outside garden area was well maintained and welcoming. The garden had clear paths and chairs for residents to sit out, as well as a pergola. The garden was attractive with plants and trees, as well as ducks in an enclosure, which staff informed us had been born at the home. Staff also informed us that they had activities such as, Swing ball, which they bring out into the garden for residents.

The internal environment/reception -first impressions

We were welcomed by the Manager and the Activity Coordinator who were expecting us. They explained that the Activity Coordinator would walk us round the home to ensure that we could speak to residents and staff to gain feedback. The reception area was warm and welcoming, with positive music playing in the background. There was a visitors' book which the HWL team signed in to, as well as a temperature checker and hand sanitiser. The HWL team also had to show reception staff proof of a negative COVID-19 lateral flow test.

The reception area was clean and well decorated, with a seating area. There was bunting and autumnal decorations which had been made by a volunteer. On the day that we visited, the home was running a pizza day and so there was a table in reception with different pizza ingredients. There was also a board showing the 'weekly schedule of activities' which included 'out in the garden', walks in the park, dog therapy day, pizza making and a minibus residential trip.

The lounges, dining and other public areas

The corridors were bright and clean, with pictures hanging on all corridors. On one ward, the corridors had paintings on the wall which residents had painted. There was also a large supply of hand sanitiser and face masks on each corridor.

The lounges were pleasant and clean, with sofas and a TV. There were signs on the door of the lounges, stating how many people were allowed in the lounges at one time, to stay in line with COVID-19 guidance. The lounges were spacious, with space for residents who require a wheelchair, as well as available chairs for other residents and staff. It was observed that the residents were facing each other, towards the TV, to help promote social interaction.

One dining room we observed had a TV playing in the background, with three residents sat around a table talking. Staff told us that most residents eat in their rooms out of choice, but they have an option of a dining room if they wish to use it. Staff told us that residents choose what they would like to eat for the following day, but if they change their mind on the day, they can do this.

Observations of resident and staff interactions

The HWL team observed positive interactions between staff and residents. Staff were visible and seen walking around as well as interacting with residents. All the staff which HWL interacted with knew the residents' name. In particular, the Activity Coordinator who showed the HWL team around the home, knew all the residents' names, as well as their relatives' names and individual needs, preferences, hobbies and activities. All the residents appeared positive towards the Activity Coordinator.

Person centred care was evident. All rooms which we observed, had been personalised, with personal belongings and photographs. One resident when asked if he likes his room, shared that he "*loves Chelsea*" and pointed to the many Chelsea football items in his room, which he seemed proud to show off. Another resident had their own personalised menu which was displayed on the bedroom wall (as well as a sign on the outside of the bedroom door, telling staff about the personal menu) and the resident explained that because she does not like the food at the home, the staff have made her a personalised menu of foods she prefers.

Feedback from residents

Environment

Overall, most residents seemed satisfied with the home environment, with a small number of residents feeling unhappy. A small number of residents felt that their room was too small. Some residents also shared that they were unhappy with the size of their room when they first arrived at the home but were able to change rooms when they voiced their concerns and were now much happier.

"I love it"

"I like my own space, my tv, my own bath, my kitchenette"

"It's okay. At first they gave me a small room, then they changed it to a larger one"

"It's got everything I need, I have brought my own bed"

"It's alright in here, I'd like the room to be a bit bigger"

"We can decorate it if we like, my grandchildren make pictures"

"I don't like being here, I like her [staff member]"

"No comment"

"It's not my scene - it's not what I thought it would be or what I expected so I'm leaving".

Activities

There was very positive feedback surrounding the activities that the home arranged. A few residents shared that they do not like to partake in activities and further added that staff always try and involve them and take the time to chat with them. Activities which residents mentioned included beach days, going to the park and playing dominoes.

"I like dominoes - it gets your brain working again!"

"I go on the park, we went up to Longridge"

"I prefer to be on my own, I've always been like that"

"I spend all day in my room, apart from when she [staff member] takes me out"

"I don't really get involved, I mingle with the patients in the TV room"

"I enjoy doing crosswords, most days I succeed in doing it. I read a lot, I read romance, not silly romance. I go to the garden, it does look reasonably good. I go to church"

"Each week I cook for the staff, I used to be a head chef"

“Sometimes I feel like participating. I have been on the mini bus. We do crosswords all the time”

“I’ve got my computer that I play scrabble on, we went to Fleetwood recently and I put my feet in the sea. I enjoy singing and playing on keyboard”.

Care

Residents shared that they were happy with the care they received and felt safe and looked after. Residents frequently mentioned the friendliness of staff.

“I’m happy here, I’m happy that I am being cared for. My family phones me and people come in to feed me, I have a chat with them. During lockdown, they let my husband come”

“When I first came I made presentations on my conditions because my nurses weren’t aware, which is okay, but the website says that they care for spinal patients. I do my own catheter, every 3 hours I do need help”

“Yes of course I am happy, I am being looked after. We get along, we all like each other, we know each other. My family talk to me everyday.

“Very friendly and caring. I get on with everyone even the cleaner knows it”

“Happy with the care, very helpful”

“The physio is great”.

Food

Feedback about the food was mixed, with some residents liking the variety of food on offer and others not liking the food. One resident mentioned that they did not eat any of the food offered but explained that staff had made them a personalised menu. Instead they ate food which a friend brought into the home for them. HWL representatives were also informed by both staff and residents that if residents did not like the food on offer they were offered alternatives, to accommodate their preferences. In addition, residents could buy their own food and staff were happy to cook it for them (this was supported by both staff and resident feedback).

“Very good, there’s variation”

“I don’t eat the food, I don’t like it, my friend has to bring me food”

“Yes, I like soup”

“I like steak and kidney pie and jelly fruits! Everyday is mash potato and chips”

“I like bacon sandwiches and big fat cakes! I will eat what no one else wants, I like my own company so I eat in my room”

“It could be better, I wouldn’t give people in wheelchairs [the food] because they can’t work out”

“If I go and buy steak, they will cook it for me, they’re accommodating”

“I don’t like spices. I don’t like what is on the menu but they will make me something else. They make baked potatoes and beans on toast”.

Relatives and friends' views

Only one relative was available to talk with us at the time of our visit. This relative shared with us that they were very happy with the service and care their loved one receives and that they feel informed.

How do you feel generally about the service?

The individual stated that they are very happy with the service and staff and added that "they love him".

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

The individual felt that they are kept informed.

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

The individual shared that they do know how to make a complaint.

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

The individual shared that they are aware of the social activities, but as their loved one is unable to walk, they don't take part in activities.

Would you recommend this service to others?

The individual said they would recommend this service to others.

Further comments:

The individual shared that their loved one had been at the home for 6 weeks now and found it to be a very caring environment. They commented on the room being quite bare and the resident was unhappy with this initially, but the staff made them aware that they could decorate the room how they wished. As a result, the resident's grandchildren now paint them pictures which they display in their room and are much happier.

Staff views

All staff we spoke with, had something positive to say about working at the home. However, there seemed to be issues with staffing levels due to staff sickness or agency staff not arriving to their shift, which put additional pressures on other staff. However, there appeared to be good staff morale and staff seemed to enjoy working at the home. All staff felt they had been trained to a good standard and would all recommend working at the home to others.

Do you have enough staff when on duty?

"Sometimes, people call in sick but we are trying to cover, but we do well as a team"

"Yes, we can't leave people so we have enough staff and we manage well"

"Yeah, if we are ever short we ring around people. They're always moving you around different activities"

"Depends on the situation, sometimes there is a lack of staff"

"A lot of residents need 1-1, they have to be covered. Sometimes it can be short staff, as long as you are working as a team you get through it"

"No. People often call in sick and we get agency staff who don't always turn up. People on rotas sometimes don't come in and then it's not covered."

Do you feel supported to carry out person centred care?

"I am very supported, I am working via agency so I feel good"

"Any questions are always answered"

"Yeah, the staff support each other during tough times"

"Staff really supported me when I first started, you gain the confidence at the same time".

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

"I have worked as a healthcare assistant for 6 years, so I am okay"

"Yes, we do online and in person training. I am well supported, freedom to ask for help"

"Yes they offer nursing associate training, I don't want to learn this at the moment. All staff are trained and clued up"

"We have mandatory training and online training. First aid, nutrition, safeguarding, people living with dementia, palliative care"

"I came fully trained and there's always ongoing training on the job. If you felt you needed more or you were struggling to do something they'd put the training in place for you."

Are you happy working here?

"Yeah I like this place"

"I am happy working here, management and staff are cooperative"

"I cant really think of any negatives"

"Yeah. It's quite good but hard sometimes"

"I love working here, its new to me. Its not always the same"

"15 years working here, I must be, yes"

"Yes I love it. It's a lovely place. They have a lot of incentives and there are treats all of the time, like big bags of sweets."

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

None of the staff we spoke to said that they would not recommend the care home to a close relative.

"Yes, most definitely"

"Yes of course, I have been here for three and a half years"

"Yeah, it's good enough but we do have a shortage of staff like anywhere else"

"I would 100%, you have a duty of care but making them a cup of tea and making them laugh. It makes you realise how lucky you are"

Any other comments:

"We have a positive outcome from covid, staff and residents are closer together. A lot of staff live alone, work became the focus. There were no visitors for residents so we did themed lunches, Christmas dinner etc"

Staff spoke about the activities which they put on for the residents, which included:

- Beach days
- Coffee mornings

- 2 day socially distanced music festival weekend in the garden
- Court room drama day
- Car wash day
- Pizza making night

Areas for improvement

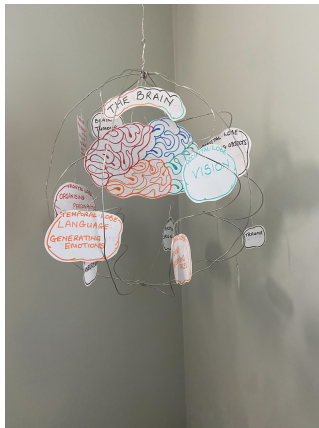
The following areas for improvement have been highlighted from resident and staff feedback. These are not Healthwatch Lancashire recommendations but rather, areas to explore further for possible improvement.

Variation and choice of food options

Staffing levels

Conclusion

Healthwatch Lancashire visited Moor Park House as part of their Enter and View schedule. The environment was well maintained and pleasant. Staff and resident interactions were positive and caring. Resident feedback was generally positive with most residents liking the home and feeling cared for. However, views about the food was mixed with some liking the variety on offer and others not liking any of the food. Despite staff and residents explaining that other food was on offer, this may be an area for improvement to explore further. We spoke to one 1 relative who gave good feedback about their loved one's care. Feedback from staff was generally positive, with all staff feeling well trained and supported. However, low staffing levels was commonly mentioned which put additional stresses on staff. Thus, this may be another area for improvement.



Handmade
diagram of
the brain



Pictures painted by
residents hung in the
corridors



The sensory room



The home was
running a pizza
day on the day
we visited.

Response from provider

Areas identified for improvement	Action from provider	When by	Comments
Variation and choice of food options	<p>To consult with the Catering Manager to request he undertakes monthly drop in sessions for residents to come and make suggestions or support menu creation.</p> <p>To ensure that all pureed food is moulded using the appropriate moulds to look well presented.</p>	<p>10/11/2021</p> <p>To put meetings in place by 30/11/2021</p>	
Staffing levels	<p>This is unfortunately an ongoing problem. CQC notification submitted 10/11/2021 for increase of staff migration to agency due to higher rates of pay, and conversation with our Inspector on 3rd November 2021 at our DMA.</p> <p>Ongoing recruitment with nurse focussed induction day and 2 weeks shadowing. New induction packs, named buddy and supervisor system, and monthly catch ups in place to support and retain staff.</p> <p>Current use of agencies, however we have approx. 12 new starters to commence in coming weeks.</p> <p>To continue to recruit at a rate of 3 carers per month, once fully staffed, to ensure that turnover of staff is projected with continuous recruitment of staff.</p> <p>To CQC notify any instances of unsafe staffing levels, as per our agreed ratios and dependency levels.</p> <p>New policy amendment for sickness and absence means that automated letters are sent out on day 1 of each absence, going through our trigger system, which will hopefully reduce absence or highlight repeated staff who fail to attend, which means action can be taken quicker and morale should improve in relation to staff levels and attendance.</p>	<p>Ongoing</p> <p>Improvements should be noted by 10/12/2021</p>	
Completed by	Lindsey Openshaw (Care Home Manager)	Date	1/11/21

www.healthwatchlancashire.co.uk

 info@healthwatchlancashire.co.uk

 Twitter: @HW_Lancashire

 Facebook: facebook.com/lancshealthwatch