

# Dolphinlee House Lancaster

Enter and View Report

25<sup>th</sup> November 2021

Time 10:30am - 1:00pm



## 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:

Dolphinlee House,  
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## Staff met during our visit:

Jackie Parker

## Date and time of our visit:

25<sup>th</sup> November 2021

10:30am - 1:00pm

Healthwatch Lancashire Authorised

## Representatives:

Amanda Higgins (Engagement)

Amina Adan Mulata (UCLan medical student)

Fahima Maka (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](http://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 visitors, for making us feel welcome and taking part in the visit.

## General Information

Dolphinlee House is owned by Lancashire County Council and provides residential care for up to 46 residents.

They provide residential care for older adults, including specialist dementia care. There are 4 units on site: 2 residential care units, 1 rehabilitation unit and 1 reablement unit. There were 5 vacancies at the time of the visit (4 vacancies on the rehabilitation unit and 1 vacancy on the residential care unit).

## Methodology

The Enter and View representatives made an announced visit on 25<sup>th</sup> November 2021 and spoke to 13 residents and 5 staff members.

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 and if they feel involved and informed. The team also recorded their own observations on the environment, facilities and staff-resident interactions.

## Summary:

Dolphinlee House provides residential care for up to 46 older adults, including specialist dementia care. HWL representatives spoke to 13 residents and 5 staff members during their visit.

HWL representatives were welcomed by the deputy manager on arrival. The environment was tidy and pleasant, and public areas were accessible. The toilets were clean and dining rooms were set ready for lunchtime. There were pictures on the walls and signage to help residents find their way around.

Overall, feedback received from residents was generally positive. Most residents were satisfied with the home environment, whilst a smaller number of residents shared some aspects they dislike, including the home being too warm and bedrooms being small. Feedback was mixed regarding the activities arranged at the home, with some residents enjoying the activities, and others sharing that they sometimes have nothing to do. Residents shared that the staff at the home are friendly and caring, however, sometimes they are very busy, meaning residents don't always get to spend much time with them. Feedback about the food on offer was also mixed. We were told that staff offer residents alternative options if they do not like what food is on offer.

Staff feedback was positive with staff members feeling happy working at the home. Most staff shared that they feel well supported to carry out person centred care, with one staff member sharing that due to staff shortages, person centred care can be impacted. However, when asked about staffing levels, most staff shared that there are enough staff on duty, including the use of the same agency staff members, which meant they know the residents and have good relationships with them. Staff felt they were well trained and would recommend this care home to a close relative.

## Enter and View observations

### The external environment

There was disabled parking available, and the home was clearly signposted. The gardens and grounds were pleasant and well maintained. There was outdoor furniture where residents could sit outside.

### The internal environment/reception - first impressions

HWL representatives were welcomed by Jackie Parker (the deputy manager) and other staff members at the home. There were Covid-19 safety precautions in place which HWL representatives had to follow, including answering a series of Covid-19 symptom related questions, proof of a negative lateral flow test, proof of double vaccination, reading and signing of risk assessments and use of hand gel. Representatives also had to sign the signing in sheet.

The home was very tidy, there were no bad odours, and there were lots of displays and pictures making the home feel friendly and looked after. Signage was used throughout the home to help navigate residents and relatives to the bathrooms and other areas of the home. All communal areas observed were clutter free and pleasant with space for wheelchairs.

### The lounges, dining and other public areas

There were many toilets in each of the areas and floors observed. All of which were clean, accessible and uncluttered using contrasting colours to help identify the toilet seat and handles.

Seating was positioned throughout to promote social interactions, including some seating facing each other. HWL representatives observed staff playing games with residents and making Christmas baubles. Dining areas were set ready with tablecloths, place mats and cutlery. There was a menu for the day displayed on the wall, with picture displays of the food as well as the time that lunch is served and a clock with the current time.



## Feedback from residents

### Environment

Overall, residents seemed satisfied with the home environment. Several comments were made about the bedrooms being accessible. There were also comments made about the environment being too warm.

*“It’s nice and it’s well-kept. The washing is done and hung up in the wardrobe.”*

*“I don’t want to be here obviously. The room is lovely, the carer here set it up so I could get to my room easily and to the bathroom.”*

*“It’s not brand new but it’s adequate.”*

*“There is a nice view outside the window.”*

*“It is too warm in the dining room and there is not enough space in my bedroom.”*

*“It is too warm.”*

*“I am looking forward to sitting with the fancy table mats.”*

### Activities

There were mixed comments regarding the activities arranged in the home, with some residents liking the activities on offer and others sharing that there was nothing for them to do or that they had to entertain themselves. Several residents mentioned the lack of activities during Covid-19 lockdown periods.

*“There’s not a lot to do. They play records downstairs. We make our own fun. They play dominoes but I don’t know how. I’d rather be doing something like listening to music or listening to someone singing especially at the weekends.”*

*“I can’t do much. My son can come now that restrictions in the home have lessened. I haven’t been mixing because my immune system has gone down. No one has been in to do anything or to say hello.”*

*“I do wordsearches and I have the tv on. I’ve got puzzles to exercise my brain. Family and others visit me every day.”*

*“I keep active by walking around. I walked outside but it was too cold so I had to come back in.”*

*“I get visitors which is great, I do the exercises and get my nails painted.”*

*“I couldn’t do many activities when I was in isolation, I watch TV most of the time.”*

*“I like getting my nails done - I can get them changed when I like.”*

*“There is always something to do, lots of choice, even when I don’t know what to do.”*

*“They have a wine and cheese night.”*

## Care

In general, residents had positive comments about the care they receive. Residents shared that the staff were friendly and caring and often took the time to chat with them. There was a small number of comments made about staff often being very busy, meaning they don't have the time to chat or spend much time with them.

*“The girls are smashing. Very homely if you know what I mean. We have a laugh and we have jokes.”*

*“You know sometimes when you click with someone. I click with my carer. They're all very nice and helpful but they're busy. At first I used to think no one cared - no one says hello, it would be nice if they just bobbed in. They don't clean enough but my standards at home were much higher.”*

*“They do as much as they can do. They go out of there way. There's always someone to help. It's frustrating not being able to look after myself.”*

*“They are a brilliant team when everyone works together - they knew my whole story.”*

*“They are not always on time but that is because they are short staffed.”*

*“They are very caring, there is always someone to talk to or go to. They do my hair and nails.”*

*“I feel cared for and happy, the staff visit me often to have a chat and keep me company.”*

*“I get along with some staff, but not all.”*

## Food

Comments were mixed regarding the food on offer, with some residents liking the food and others not. Two residents shared that if residents do not like what is on offer on the menu, staff will make something else to suit their preferences.

*“I don't really like the food but even when I was younger I was a fussy eater. I don't like the food here at all. I'd rather have a big steak.”*

*“You order today for tomorrow. The food isn't good - I can't cut the bacon and the eggs can be like frisbees. The portion sizes have been small. It's not warm. If they did a ham and leek pie there would be 2 pieces of ham.”*

*“The food is good. There's a lot of old fashioned food because there's older people here, like trifle.”*

*“I am happy with the food.”*

*“I am not keen on the dinners but I like the pudding.”*

*“There is always something you can eat and if there is nothing you like they will make you something you want.”*

*“It is homely food - there are always two choices and they can swap and make something you want.”*

*“I am not keen on the taste of the food.”*



## Staff views

Feedback gained from staff was positive. Staff felt that there was enough staff when on duty and most staff felt supported to carry out person centred care (with the exception of one staff member who felt that they could be supported in this area more). Staff felt well trained and were happy working at the home.

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

*"We have enough staff, even office staff join in when they need to."*

*"Yes and they are all lovely."*

*"Yes there is good support and sometimes the office helps out if things get hectic."*

*"Yes usually. We have a lot of permanent staff but also agency. The good thing about the agency staff we use here is that we use the same agency company and the same people come to cover so they know the residents quite well. They often know the residents better than the casual staff because they come back to the same area of the home so get to know the residents really well."*

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

*"Yes, we get supervision and that helps so I know what I'm doing. I feel supported in knowing what I need to do. If I needed anything I'd go to the managers and they'd direct me to where and what I need."*

*"Not always. There's not enough time. We are too rushed and have a lot of paperwork to do and that can be prioritised over the residents."*

*"Each unit has staff and there is good teamwork and staff."*

*"I am supported well, there is always someone to go to. There is lots of overlap between different teams and shift patterns so you feel supported throughout."*

*"I feel quite supported, I have only been here 2-3 years."*

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

*"Yes definitely. We've done some recently and have more coming up. They ensure we are up to date with training."*

*"Yes definitely, there's a lot of training. They encourage you to do training."*

*"I had some training course on moving and handling. The office keeps on top of training courses."*

*“It has been harder with Covid, now we are back to face to face. I think we adapted well with Covid and moved the training to Teams”*

### **Are you happy working here?**

*“Yes I enjoy coming to work and seeing different residents each day.”*

*“Yes.”*

*“Yes, it is the people here that make it.”*

*“Yes it feels good and supportive, it gets busy sometimes.”*

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

*“I would. We’re not allowed because we work here but yes I would if it was someone else.”*

*“Yes.”*

*“Yes, we are always assessing the residents’ health to ensure everyone is in the right place.”*

## 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 for improvement suggested by residents and staff.

**Consideration of activities to keep residents occupied**

**Consideration of staffing levels to ensure residents get sufficient time with staff**

**Variation and choice of food options**

## Pictures taken during the visit



## Response from provider

Areas identified for improvement	Action from provider	When by	Comments
Variation and choice of food options	Ensure that all staff offer all options available to each person.	30/01/2021	There are 5 options available for each meal. The menu is a 3-week rolling menu which is changed seasonally (Winter, Spring, Summer, Autumn). Lunch and dinner service have 2 main hot choices (which includes vegetarian options) as well as an additional 3 set alternatives daily. Giving them 5 options to choose from per meal. As well as snacks available in between. We also provide meals for any special dietary requirements/needs.
Consideration of staffing levels to ensure residents get sufficient time with staff	Continue with increased staffing levels	Ongoing	<p>Lancashire County Council Older Peoples Care Services, Dolphinlee House has taken into consideration staffing levels throughout the period of the pandemic (20 months) and continue to do so. The staffing levels have been increased to take into account isolation periods and increased resident need. We have been having an additional 2 staff in the morning, 2 in an evening and 1 at night.</p> <p>Additional 1-1 support is put in place for residents that require end of life care or for anyone that presents with an increased level of need.</p> <p>Dolphinlee House also works in partnership with the CCG providing therapy staff for individuals that reside on the intermediate care areas. They attend the home regularly and complete assessments for daily skills i.e. making meals/hot drinks and exercise sessions with them.</p>
Consideration of activities to keep residents occupied	<p>People who reside in the intermediate care beds are to be encouraged once out of isolation (if applicable) to attend communal areas to engage with staff and others.</p> <p>To work with the therapy team and the activity care assistant to develop a variety of stimulating activity that can be completed during isolation periods.</p>	30/1/2021	<p>There is a monthly activity calendar on each area for residents to be involved with.</p> <p>Activity is carried out both in groups and 1-1 which people are encouraged to join.</p> <p>During residents' meetings residents are asked to share their opinions on what activities they would like to do</p>

			<p>which is then incorporated into the activity calendar.</p> <p>Several IPADS are available throughout the home which have access to wifi, oomph on demand as well as activities carried out in the home. People can use these to contact family members and use the internet.</p>
Completed by	Melissa Ward	Date	21/12/2021



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