

# Ashmeade Residential Home Burnley

Enter and View Report  
Thursday 3<sup>rd</sup> March 2022  
1.30pm - 5.00pm



## 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:

Ashmeade Residential Home

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### Staff met during our visit:

Kathleen Rhodes (Owner)

Lorraine Haslam (Registered Manager)

### Date and time of our visit:

Thursday 3<sup>rd</sup> March 2022

1.30pm - 5.00pm

Healthwatch Lancashire Authorised

Representatives:

Maria Lord (Engagement Officer)



## 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 registered manager Lorraine Haslam, care home owner Kathleen Rhodes and the rest of the staff, residents and relatives for making us feel so welcome and for taking the time to speak to us during the visit.

## General Information

Ashmeade Residential Home is privately owned by Mrs Kathleen Mary Rhodes. There are places for eighteen residents and the facility was full at the time of our visit.

Ashmeade provides residential care for people living with old age, some of whom have dementia.

## Methodology

The Enter and View representative made an announced visit on Thursday 3<sup>rd</sup> March 2022 from 1.30pm - 5.00pm. We spoke to five residents, two members of staff (one volunteer) and two relatives. Three further relatives responded to our questions in writing.

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 were 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 of the environment, facilities and staff-resident interactions.

## Summary:

Ashmeade Residential Home is set within two adjoined properties, converted to create an eighteen-bed facility. It is located on a main road but the large garden to the front, creates a level of privacy. It is situated within easy reach of local parkland, approximately two miles north-west of Burnley town centre and can be accessed by public transport. The care home provides residential care for up to eighteen adults and the registered manager explained that over the years, they have predominantly catered for female residents.

Ashmeade has a relaxed and homely feel, with decoration and furnishings to create comfort and familiarity. All areas observed by the Healthwatch Lancashire representative were extremely clean, tidy and accessible, with high standards of maintenance both inside and outside the property. There are numerous communal areas, which contain comfortable seating, and residents were observed to be relaxed when interacting with each other and with staff. All staff were observed to be caring and gentle towards residents and were equally able to engage in story-telling and shared laughter. All interactions observed were respectful and professional.

Feedback from residents about the environment was incredibly positive, with one resident describing it as *“very pleasant and immaculately clean!”* The quality of the food was also popular with residents, along with the choices available for breakfast. All residents spoken to were very happy with the staff and the care provided at Ashmeade. Our representative received comments such as *“The staff are nice - all lovely and they’re looking after me.”* One resident mentioned having to wait for staff to help them move between their bedroom and the lounges, but also explained, *“they do their best.”* Another explained they would prefer to get up later in the morning but didn’t know if this was an option. Feedback regarding activities was mixed. Most residents we spoke to enjoyed activities such as quizzes or singing with local musicians. One said, *“We have singers come - now that’s good!”*. Another resident added that they preferred to be in their room by themselves but didn’t have many things to do.

All feedback from relatives was positive, and comments referred to the high level of care and professionalism from staff. One relative described Ashmeade as providing *“a professional, well-managed and caring, personal environment for their residents.”* Relatives felt they were kept informed by staff and one explained that *“staff are available at any time to deal with any issues.”* Whilst relatives recognised the impact of the pandemic on visiting times, they were appreciative of staff who had *“gone over and above to ensure residents are cared for and remain safe during extremely challenging times.”*

Staff and volunteers spoken to during the visit were complimentary about the support from management, the welcoming environment and the overall organisation of the care home. During the visit, staff were observed to be relaxed and smiling and laughing with residents or management. A member of staff explained, *“It’s thorough, efficient and well-organised. You can see from the residents - they’re happy.”*

## Enter and View observations

### The external environment

Ashmeade is a large, well-maintained property, set back from the main road in its own mature grounds. It has a sloped entrance suitable for disabled access to the side of the property on Watt Street and there is private parking to the rear. The entrance to the front of the property leads out onto a sensory patio with planters filled with spring bulbs, alongside a bird table and garden ornaments. Here, there is outside seating which can be easily accessed by those using mobility aids, and there is a gate with steps leading down into the beautifully manicured garden. The registered manager explained that the patio and garden are used for many activities during the summer months when the weather is warmer.

### The internal environment/reception - first impressions

On arrival, the Healthwatch Lancashire representative was promptly greeted by a member of staff, in addition to the care home manager, who explained and carried out the necessary Covid procedures as part of the signing in process. The environment was observed to be warm, homely and relaxed. Our representative was invited into the registered manager's office, which was positioned just off one of the lounge areas.

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

Corridors were accessible, clean, tidy and free from clutter. A wide, carpeted staircase or a lift could be used to access the upper floor and bedrooms. With permission, our representative was shown three of the bedrooms. All were very tidy and fresh smelling, with ample toiletries along with clean towels in en-suite bathrooms. Each room was personalised with photographs and ornaments, bed linen and furniture. There were four public bathrooms, all accessible with raised toilet seating and grab rails. Two bathrooms had assisted bathing and showering facilities, and the manager explained that residents were encouraged to choose if they preferred a bath or a shower. All bathrooms were observed to be clean, without odour, and had a good provision of soap and towels.

### The lounges, dining and other public areas

There are three lounge areas at Ashmeade, with large windows allowing a lot of natural light and a view onto the garden. All lounges were observed to be fully carpeted and pleasantly decorated with pastel colour schemes, along with ornaments, pictures and trinkets to give a relaxed and homely atmosphere. Comfortable seating could be seen in each room, with the availability of foot stools

and lap tables. The representative observed one of the dining tables being used by some residents to play dominoes. Towards the end of the visit, staff had set both dining tables with placemats, cutlery and crockery ready for the evening meal. The dining room led into a quieter room, where visiting relatives and residents could sit and talk privately.

Healthwatch Lancashire provided Ashmeade with a poster prior to our attendance, detailing the date and time of the visit so residents, relatives and staff were aware we would be visiting. The poster could be seen on display in the dining room and also in the visiting area.

### Observations of resident and staff interactions

Staff were observed to be gentle and caring in their interactions with residents. One member of staff was observed patiently supporting a resident to enjoy their evening meal and numerous staff members could be seen promptly delivering drinks or meals to residents in their rooms. Staff were observed to treat residents with dignity and respect when helping with movement around the home. Another member of staff was observed speaking sensitively to a resident and asked *“Do you feel a bit down in the dumps? How can I help?”*

### Additional information

Shortly after the arrival of our representative, a relative arrived and briefly chatted to the manager. The manager was observed to be supportive and caring in her responses.

## Feedback from residents

### Environment

The majority of residents spoken to were happy with their surroundings at Ashmeade. One resident described their room as *“beautiful with the best view”* and another described the environment as *“very pleasant and immaculately clean!”* One resident thought that their room was quite small but also explained that this could be because the bigger rooms were for two people sharing. Another resident shared that they had been able to bring ornaments from their flat to put in their room to make it feel more like home. This was reiterated by another resident who described Ashmeade as *“very homely.”*

### Activities

Opinions about activities were largely positive. One resident talked about enjoying the sensory garden and looking forward to going to sit on the picnic bench at Ightenhill Park when it gets warmer. Two residents talked about enjoying going out with family members. One resident talked about enjoying regular quizzes and another also said that they liked *“just having good conversations.”* One resident explained, *“we have singers come - now that’s good!”* They went on to describe residents singing hymns with Alan from the local church and said, *“it was very good - we loved it!”* One resident said they occasionally joined in with activities. Another explained that they preferred to be on their own but that they didn’t feel they could see well enough to do some of the hobbies they used to do.

Our representative spoke to the registered manager about activities, and she explained that the activities co-ordinator plans something for residents to get involved in every day. She was also very clear about respecting the wishes of residents if they chose not to participate. The care home’s Facebook page shows the range of activities available to residents, including baking, art and craft, or chair exercises and games. In addition to this, the care home owner organises a group called ‘Activities R US East Lancs Care Homes’. This has been a way to share good practice, ideas, and resources across care homes in East Lancashire.

### Care

Residents were extremely complimentary about the staff. One resident said, *“They’re very good here, the staff are lovely”* and another commented, *“The staff are nice, all lovely and they’re looking after me.”* One resident pointed to the care home owner as she walked past and said, *“That’s Mrs Rhodes - she’s very nice.”* When asked about the care they received, one resident was pleased she could have a bath instead of a shower and said, *“Joanne helps me when I want a bath.”* Another resident added, *“I’ve got no grumbles. I just go with the flow!”* One resident spoke

about sometimes having to wait for a member of staff to take them back up to their room but added, *“Everyone does their best.”* A further resident explained that they didn’t think they could choose what time to get up. Our representative spoke to the manager, who explained that a few residents preferred to get up as early as 7.30am, but most wanted to wait until between 9am and 10.15am. However, if a resident wanted to stay in bed longer than this, there were enough staff on duty in the morning to allow for flexibility.

## Food

The food was described as *“very good”* and *“good”* and one resident explained they had really enjoyed *“ham, egg, chips and beans for dinner.”* Another was pleased there were plenty of choices for breakfast such as *“toast and cornflakes or porridge.”* This was echoed by a further resident who said, *“I like Weetabix and hot toast with marmalade!”* Snacks were available for residents throughout the day; one resident said they looked forward to the biscuits and explained, *“We have biscuits after our meal - I love them!”* The manager told our representative that there was a menu for residents, with choices rotated fortnightly. Residents were given one option for the main meal of the day, although if they preferred something different, staff were happy to make alternatives in the well-equipped kitchen.



## Relatives and friends' views

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

The feedback from all relatives spoken to was incredibly positive, with high praise for the level of care provided and the dedication of the staff. One relative explained that Ashmeade provides *“the very best service.”* Another said that they were *“very pleased with the care”* and that their loved one *“seems happy with everything.”* This view was reinforced by another relative who said, *“Mum is always cheerful.”* They went on to explain, *“the carers dress her and therefore she looks immaculate!”* A further positive comment described Ashmeade as providing *“a professional, well-managed and caring, personal environment for their residents.”* One relative said that Ashmeade gave them peace of mind, explaining, *“We feel safe in the knowledge that mum is safe and cared for.”*

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

All feedback demonstrated that relatives felt they were kept well informed. One relative explained, *“Family are kept informed and involved with the care plan”* and another said, *“Yes I’m informed whenever there has been a visit from a nurse etc. I have to sign a monthly care plan.”* A further relative mentioned that they felt *“if anything was ever needed, staff would ring up.”*

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

Not all relatives were sure if there was a specific procedure for making a complaint, however all of those we spoke to were clear that they would be able to find out if necessary. One relative said, *“I’d go and speak to Kath”* and another explained, *“If I thought there was anything untoward, I’d just speak to the staff.”*

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

The relatives we spoke to were aware that involvement in social activities had been difficult over the past couple of years, but they were understanding of this. One explained, *“Before the pandemic, I often joined in the activities to be with mum. I’m hoping this will resume again soon.”* This was also mentioned by another relative who told us, *“Visiting has been restricted due to Covid, but they helped us organise a birthday party for Mum with sandwiches, cake and flowers. They all sang happy birthday to her.”*

Another relative talked about visiting their mum and explained, *“you could see she enjoyed herself”*. The manager made it clear they used the Facebook page as a way of sharing experiences with relatives. This was mentioned by one relative who said, *“Mother seems to enjoy activities. I have seen the videos.”*

### Would you recommend this service to others?

All relatives we spoke to said that they would happily recommend Ashmeade to others. One explained, *“It’s second to none! I couldn’t have been happier with mum’s care.”* Another described Ashmeade as *“one of the best in the area - that’s why we chose here.”* This was reiterated by another relative who commented, *“Yes any time of the day I would! The facilities are great, and I can’t fault the care.”*

## Staff views

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

One staff member explained, *“There are four staff in the morning and three in the afternoon, and Lorraine is also here during the day.”* They went on to add that roles were organised to incorporate caring for residents, laundry and kitchen duties. The team leader on duty would have the responsibility of administering medication. Another staff member explained to our representative that they were working on a voluntary basis for two days each week.

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

One staff member told us that they had worked in other care homes and there was a noticeable difference at Ashmeade. They said, *“You’ve got time to spend with the residents here and that isn’t always the case everywhere.”* It was explained to our representative that the activities co-ordinator sets up a calendar of different activities such as art and craft, quiz, memory games or manicures or pedicures, and there is always a staff member available to assist. Another staff member added, *“I help out with activities and spending time with the residents.”*

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

One staff member explained that they had recently had their appraisal and said, *“They ask what training you feel you need or would like. I’d like to learn how to administer medication.”* They also explained that training was done through completion of workbooks, such as the one on oral health care which the staff had recently completed.

### Are you happy working here?

One staff member said, *“I’m so grateful to work somewhere where everyone is so nice. I feel supported and they’ve really taken me under their wing.”* Another added, *“I was here on placement and I asked to come back. I like everything! They value me and I’m part of the team, which feels nice.”*

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

One staff member said they would be happy recommending Ashmeade to a close relative. They said, *“It’s thorough, efficient and well-organised. You can see from the residents - they’re happy.”*

## Areas for Improvement

The following areas for improvement have been highlighted from residents, relatives, and staff feedback. These are not Healthwatch Lancashire recommendations but rather, areas for improvement suggested by residents, relatives and staff.

- . Consider ways to make residents aware of their choices regarding their morning routine.
- . Consider ways for residents to explore hobbies and personal interests.
- . Review assistance available for residents wishing to move between communal areas and bedrooms.

## Pictures taken during the visit





## Response from provider

Areas identified for improvement	Action from provider	When by	Comments
Consider ways to make residents aware of their choices regarding their morning routine.	All residents are asked about their preferences regarding when they get up and go to bed at the time we carry out our pre-admission assessment and this is documented in their care plans. Staff are always supposed to ask residents if they wish to get up and if they say no staff will leave them and return to get them up later. This is the reason that breakfast runs from 7.30 in the morning until 10.30am some days. Most residents will ask when they are ready to go to bed in the evenings. We plan to include a discussion around this at the next staff meeting /supervisions but initially we have ensured staff are reminded about the clients choices regarding this at handovers.	June 2022/ ongoing	
Consider ways for residents to explore hobbies and personal interests.	Again information regarding hobbies and personal interests is collected as part of the pre-admission assessment. We try to ensure that activities are led by these but we have one or two clients who do not participate in activities and choose to spend their days in their rooms. Staff try to ensure that they have 1-1 interaction with these residents daily, even our cleaner will spend time with them as she goes around the rooms. One of these ladies is a keen reader and staff bring books in for her as well as the family. She also enjoys talking about her life and what she has done. The other resident has just received new hearing aids so we are hoping to encourage her to come down to the lounges more but she is still reluctant at the moment because as she has said "she is used to being on her own and it being quiet". However our activities co-ordinator is planning to spend some time each week with this resident to find out what sort of activities she would like.	ongoing	
Review assistance available for residents wishing to move between communal areas and bedrooms.	Staff always help residents when they wish to move between communal areas and their rooms – however it isn't always possible to take clients to their rooms right at the point they ask. Sometimes staff may be involved in assisting other clients with their needs or helping them to move back to lounges after meals. As an example, it can take up to 30 minutes to take one resident who usually goes to her room after lunch and ensure that she is settled and has everything she wants near to her. we always explain to her if we can't do this immediately and ensure that we take her up to her room as soon as possible. This is because we do not have kitchen staff so one staff is in the kitchen and one staff is responsible for medications. This leaves two staff clearing the dining room and assisting clients back to their lounges or rooms.	ongoing	
Completed by	(Name) Lorraine Haslam	Date	24.05.2022

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