

**Rossendale Road  
Burnley**  
**Enter and View Report**  
**Wednesday 13<sup>th</sup> April 2022**  
**10am - 12.30pm**



**DISCLAIMER**

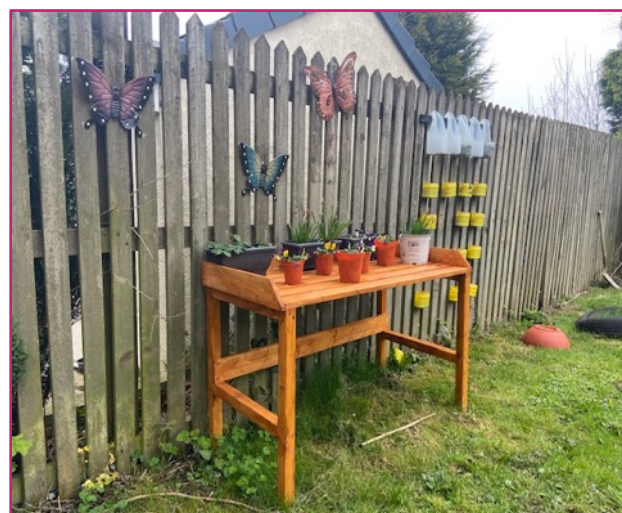
This report relates only to the service viewed at the time of the visit and is only representative of the views of the staff, visitors and residents who met members of the Enter and View team on that date.

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Staff met during our visit:  
Dyane Ridehalgh (Registered Manager)  
Barrie Pilling (Deputy Manager)

Date and time of our visit:  
Wednesday 13<sup>th</sup> April 2022  
10am - 12.30pm

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 Dyane Ridehalgh, deputy manager Barrie Pilling, 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

Rosendale Road Residential Home is a specialist service for adults who have experienced an acquired brain injury, and is privately owned by Voyage Care. The service can provide care for up to thirteen adults, and there were two vacancies at the time of our visit.

## Methodology

The Enter and View representative made an announced visit on Wednesday 13<sup>th</sup> April 2022 from 10am - 12.30pm. We spoke to four residents and six members of staff; four further staff and two 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:

Rossendale Road Residential Home is a modern care facility in the suburbs of Burnley. It provides support for people with an acquired brain injury through facilitating their rehabilitation and helping them move towards a greater degree of independence. There are a mixture of long-term residents and those there for short-term, twelve week placements.

The building is split over two floors and provides six self-contained flats and seven en-suite rooms, along with a large variety of communal areas to support activities or therapies. There is also plenty of outside space with gardens to each side of the property. All interior areas, including public bathrooms, were observed to be extremely clean, tidy and well organised to enable accessibility. Most rooms had been recently decorated and were extremely well cared for and homely. The activities room and training kitchen appeared a little dated in comparison to the other rooms, and the manager explained that there were plans for modernisation in the near future. Our representative was shown two en-suite bedrooms and one flat, which were all light and spacious, with personalisation in rooms belonging to long-term residents.

Conversations with residents and observations made during their interactions with staff demonstrated positive relationships. One resident told us, *"They look after me well here"* and another describing the care they received as *"good."* Some activities appeared to support the residents to maintain the interests they had enjoyed prior to their injury. One explained that they liked *"watching funny videos on Youtube and playing pool"* and another was observed setting out for a cycle on his electric bike. Residents also shared that they experienced autonomy regarding their daily routine and mealtimes.

Feedback from relatives was mixed. One relative thought the service on the whole was *"positive"* and they appeared happy with the activities provided. They told us *"I believe the staff try hard to keep residents engaged and active."* Another relative thought the activities were limited and neither relative were aware of activities they could be involved in. Both relatives felt that communication in general could be improved, particularly with those who lived some distance away. The registered manager explained they were aware that some relatives felt communication could be better, and for this reason they were in the process of setting up a communication room which would enable regular video calls.

All staff spoken to were filled with enthusiasm and passion for the work they did at Rossendale Road. One member of staff spoke about the residents and said, *"It's lovely to nurture them, see them progress and enable them to go back into the community."* Staff all felt they had received a good standard of training and were *"well supported"* in their role, with one adding *"The support from management is fantastic."* Most spoke positively about staffing levels and one was proud of the teamwork demonstrated but another felt that at times more staff were needed on shift. All staff said they were very happy at work either all of the time or most of the time, with one describing their move to Rossendale Road as *"the best decision I have ever made."* Every member of staff would recommend the service to others. One said, *"I have and will recommend to friends"* and another commented, *"Yes I would recommend. I know my family would be cared for here."*

## Enter and View observations

### The external environment

Rosendale Road Residential Home is located approximately two miles from Burnley town centre. There is a bus stop positioned immediately outside, making local amenities accessible, and there are also two convenience stores close-by for residents to use. Although positioned on a busy main road, the home receives some privacy from mature trees and bow top fencing. A path runs alongside neatly mown lawns and a privet hedge, visible to the front and side of the building, leading to a larger flagged area at the main entrance, accessible for wheelchairs and those using mobility aids. Roof repairs meant that this part of the building was covered with scaffolding at the time of our visit, but it would ordinarily be surrounded with planters and window boxes.

In addition to the gardens to the front, there is further outside space to the rear of the property. A potting bench, containers of sprouting bulbs and homemade bird feeders showed that residents were involved in caring for parts of this area. A table and chairs were positioned on the central paved area and additional sheltered seating was available beneath a gazebo.

### The internal environment/reception - first impressions

Our representative received a friendly welcome by a member of staff at Rosendale Road, and was asked to follow Covid procedures before being shown to the office to meet the registered manager and deputy. First impressions were of a spacious and modern facility with a calm and welcoming atmosphere.

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

Corridors throughout the ground floor were observed to be very clean, with all areas uncluttered and completely accessible. Notice boards were observed with photographs and names of staff on duty that day, along with a selection of documents and posters to explain Covid procedures, Care Quality Commission rating and information about local independent advocacy services. There were also framed photo collages of residents participating in activities.

A wide, carpeted staircase could be seen to lead to the first floor, which could also be accessed by a small lift. This could also be reached by an additional staircase towards the rear of the property, leading to an emergency exit. There are a total of six flats and seven en-suite rooms across both floors, and a public toilet and bathroom available on each. These were observed to be extremely clean, with all necessary provisions of soap, paper towels and toilet rolls. All public toilets and bathrooms were spacious, with non-slip flooring, grab rails and an adjustable bath or accessible shower.

## The lounges, dining and other public areas

There are numerous communal areas at Rossendale Road, to provide ample space and a mixture of facilities to meet the needs of the residents. The ground floor benefits from two lounges and a large dining room. The lounges were observed to be homely and inviting with a variety of wall art, ornaments and plants, along with tasteful decoration, seating and furniture. One lounge had patio doors which led out into the garden and helped to increase natural light. The second lounge was described as a quieter room, with different lighting options to create a relaxing atmosphere. Books and magazines were available for residents and there was a large goldfish bowl and fish which residents looked after. The dining room was observed to be bright and very pleasant, and at the time of our visit, it was filled with Easter decorations. Photographs of a variety of food and drinks were displayed on the walls, and menu choices for the day could be seen on a large whiteboard. Large dining tables could be used by residents who wished to eat together at mealtimes and a serving hatch could be seen to lead into a large, modern, well-equipped kitchen.

In addition to the lounge and dining areas, there is a games room with a pool table, television and some comfortable seating. Rossendale Road also has a large room used for activities and for therapy. Here, residents have access to table top pool, darts board, basketball, chess, and a large variety of board games. A current project was observed by our representative, which involved residents making bird feeders to hang in the garden. One half of the room is dedicated to a training kitchen, where residents are supported to make their own meals as part of their rehabilitation. This area can also be used for those wanting a quieter environment at meal times. The manager explained that they were hoping the room would be redecorated and modernised in the near future to include height adjustable worktops.

Further facilities for rehabilitation were available on the first floor, and our representative was shown a large gymnasium with a variety of exercise equipment, which was available for residents to use during physiotherapy sessions. The room was observed to be well organised and the equipment positioned safely. A further communal lounge on the first floor contained a large television and a selection of DVDs, and it was explained that it was sometimes used for movie nights.

## Observations of resident and staff interactions

Staff appeared to be very attuned to the needs of individual residents and were observed responding to mannerisms, body language or gestures, alongside verbal forms of communication. Interactions were observed to be incredibly warm, caring and respectful and encouraged independence wherever possible. One resident was being supported to go out on his electric bike independently and another was observed being supported to get some fresh air in the garden. Staff also demonstrated the genuine care and respect they had for residents when speaking about them to our representative.

## Feedback from residents

### Environment

All residents responded positively when asked about the environment and facilities at Rossendale Road. One said *"I've got everything I need"* and another replied that they liked the room they were in. With permission, our representative viewed one of the flats at Rossendale Road accompanied by the manager. The resident expressed that they liked the size of the room, how it was decorated and shared their delight that they had their own kitchen. Our representative observed two of the empty bedrooms and found them to be of an equally high standard of decoration, with excellent facilities.

### Activities

Posters displayed on the walls showed a range of activities available for residents to participate in if they chose to. Regular activities included a weekly quiz, a movie night, race night, karaoke and bingo. One resident told us *"I like everything!"* whilst another explained that they enjoyed *"watching funny videos on Youtube and playing pool."* When asked if they enjoyed going out, one resident said that they *"loved animals"* and enjoyed *"going to the zoo"*, and another explained that they helped out in the garden. The manager explained that some residents attend the Offshoots Project at Townley Hall, which focusses on gardening and wellbeing. It was also explained that the activities co-ordinator had organised visits to Blackpool, open air music concerts at Townley Park, cinema visits, bowling, and pub lunches.

### Care

All residents expressed they were happy with the care they received and that they liked the staff. This could be seen through observations which showed residents comfortably interacting with staff, including dropping into the manager's office for a chat. One resident explained, *"They look after me well here"* and another described the care at Rossendale Road as *"good."*

### Food

All residents we spoke to shared positive comments about the food at Rossendale Road. One resident said, *"I like everything!"* and another gave a thumbs up for their favourite food which they said was *"spaghetti"*. When asked about food choices, one resident told us, *"I just look in the cupboard and choose!"* This was further explained by the therapy co-ordinator, who told us that all residents are supported to be as independent as possible and encouraged to work towards making their own lunch. This goal could be broken down and differentiated depending on the rehabilitation needs of the resident.

## Relatives and friends' views

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

Relatives who shared their views with us had mixed views about the service. One said they felt “*generally positive*” about it, and another described it as “*adequate.*”

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

The two responses we received suggested improvements could be made to the ways Rossendale Road keep relatives up to date and informed. One relative did not feel they were kept informed, and another thought contact with next-of-kin or family members “*could be better.*” One relative identified the difficulties in communication and further added that they only found out about an upcoming review meeting when they had called to speak to the manager.

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

One relative explained that they would speak to the manager if they needed to make a complaint and another told us they hadn't looked at the procedure but were confident they would be able to work it out.

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

Responses about social activities were varied. One relative said, “*I believe the staff try hard to keep residents engaged and active.*” They added, “*I am aware of some social activities and day trips.*” Another relative thought the activities seemed limited and both relatives explained that they were not aware of any social activities open to family members.

### Would you recommend this service to others?

Both relatives told us they could possibly recommend the service to others.



## Staff views

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

The majority of the staff we spoke to thought that there were enough staff on duty either all of the time or most of the time. One told us, *“Yes we always have sufficient staff on shift.”* They continued to explain that in situations where staff absence is unavoidable, *“we all pull together as a team and are able to meet our targets throughout the shift.”* A similar comment was made by another member of staff who said, *“We all help each other so there are enough staff.”* An example of this was given by one member of staff who said, *“We’re allocated to a resident on shift, but others in the team will jump in and help each other when needed.”* One member of staff talked about the improvement they had seen in the staffing levels since before Covid and another mentioned how there was now more consistency and stability within the team. Another thought that there were enough staff at times but that with an increase in residents, they felt more staff were needed on shift.

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

All staff who shared their views were extremely confident they could carry out person centred care, with comments such as, *“I feel well supported”* and *“The support from management is fantastic.”* One member of staff continued to explain that *“Staff are all aware of the goals for each resident, which are individual to them - this is person-centred.”* It was explained to our representative that Rossendale Road use Goal Attainment Scaling (GAS) to ensure rehabilitation is tailored around an individual’s needs and reflects their personal choices. The progress towards achieving goals is recorded daily, with tasks differentiated into small steps so that everyone is able to achieve at their own pace. It was explained that each resident has a key worker and they feedback information to the team leader, who feeds back to the manager so everyone stays informed. One member of staff commented, *“It’s lovely to nurture them, see them progress and enable them to go back into the community.”*

The relationship between staff and residents was identified as being an important part of person-centred care. One member of staff said, *“We have a really good relationship with residents and they enjoy having a laugh with us.”* Another added, *“We get to know them inside out!”*, which was explained further by a staff member who said, *“We get to spend a lot more time with individuals, or take them out so they share more with us and we get to know them well.”*

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

All of the staff we spoke to were positive about the amount of training they have had to enable them to carry out their duties at Rossendale Road, including specific training to work with people who have experienced an acquired brain injury. One

explained, *“We have training either every 6 months or annually and this is done on the computer.”* Another staff member described the training as *“spot on.”* This was confirmed by another member of staff who said, *“The training is very regular it is either done as a Microsoft Teams meeting or we all have our Aspire Training login, and this shows us when certain training is due.”* It was also explained that some training could be booked face-to-face, but this had been more regular prior to the pandemic.

### Are you happy working here?

All staff we spoke to said that they were happy working at Rossendale Road all of the time or most of the time. One member of staff described being made to feel very welcome when they started at Rossendale Road, describing it as *“the best decision I have ever made.”* They went on to add, *“I feel valued and have built up a great rapport with the people we support and management and staff.”* This was echoed by another member of staff who said, *“People care about me here and we work very well together.”* Further positive comments were made about the management team, with one member of staff saying, *“They’re really good, Dyane is easy to talk to, and the managers treat people as they’d like to be treated.”* Another commented, *“I love working here, it’s a nice place to work. I get on with the staff and it’s so rewarding to see the guys going forward and making progress.”*

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

Staff were all happy to recommend Rossendale Road to either a relative or a friend and gave extremely positive comments. One told us, *“I would recommend this service to relatives, friends and people within the community”* and another said, *“I have and will recommend to friends.”* When explaining why they would recommend, one member of staff said, *“I see the progress in the residents”* and another commented, *“I would highly recommend. It’s the progress for the residents, you see them grow.”* Another member of staff added, *“Yes I would recommend. I know my family would be cared for here.”*

## Areas for Improvement

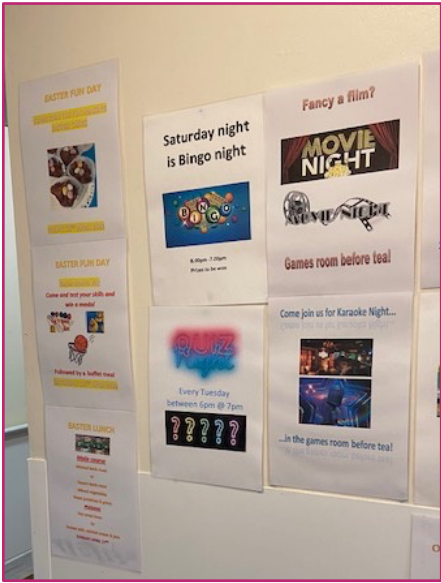
The following areas for improvement have been highlighted from residents, relatives, and staff feedback. These are not Healthwatch Lancashire recommendations but rather, areas for improvement suggested by residents, relatives and staff.

- Develop ways to communicate with relatives so they feel they are kept informed and up to date.
- Continue to monitor staffing levels and address any concerns staff may have regarding this.

# Pictures taken during the visit








## Response from provider

Areas identified for improvement	Action from provider	When by	Comments
Develop ways to communicate with relatives so they feel they are kept informed and up to date.	<p>We have now set up a communications hub which the people we support can use at anytime to contact their families at times arranged by themselves and their families.</p> <p>Keyworkers support the people we support to ring or email the families to arrange an agreed time for a video chat once a week. Keyworkers will also update the families on any activities they are welcome to attend.</p> <p>The communications hub is also used for the people we support to find information around activities they have identified they want to visit and hobbies they want to revisit.</p> <p>Also, in the hub are information boards, Inspiration posters, headways information file and website address. individuals to research about their brain injuries if they wish to do so.</p> <p>Voyage have an interactive app called HIVE which has blogs for our people we support to join in with various other houses through out the company this includes blogs for gardening, baking, various creative activities and lots of competitions to enter.</p>	01.06.2022	<p>In the hub we have 2 laptops and two tablets which connect to the TV screen for larger sized viewing as some of our individuals have poor eye sight and this enables them to interact with their families without struggling to see them.</p> <p>Individuals plan their activities after researching with their keyworkers. Families can use the hub with their relative</p> <p>Individuals and their families can research about their brain injuries if they wish to do so.</p> <p>Voyage has growing together events held twice a year which give the people we support change to have their say these event dates are available on HIVE for the individuals to engage if they like.</p>
Continue to monitor staffing levels and address any concerns staff may have regarding this.	<p>We have 3 potential new staff going through recruitment 2 x full time and 1 x part time we have also a new full-time staff member that started 27.06.2022</p> <p>During the pandemic on occasion we had to work with 4 staff is our safe levels but not ideal. Most of the time there are 6-8 staff depending on activities/appointments on the morning shift and 5-6 on the evening then 2 x waking night staff. We also have an on call that can come in to work if required each day.</p>		At Rossendale Road we have our recruitment team screening potential staff on a daily basis. An advert is out for full/part time staff indefinite at this time.
Completed by	Dyane Ridehalgh - Service Manager	Date	30.06.2022

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