

# Cornmill Nursing and Residential Home Garstang

Enter and View Report

Thursday 29<sup>th</sup> September 2022

1:00pm-3:45pm



#### 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:

Cornmill Nursing Home

Bonds Lane

Garstang

Preston

Lancashire

PR3 1RA

Telephone number: 01995 606446

Staff met during our visit:

George Hill (Director)

Henry Hill (Director)

Sandra Connelly (Registered manager/Matron)

Date and time of our visit:

Thursday 29<sup>th</sup> September 2022

1:00pm-3:45pm

Healthwatch Lancashire Authorised

Representatives:

Emmy Walmsley (Senior engagement officer)

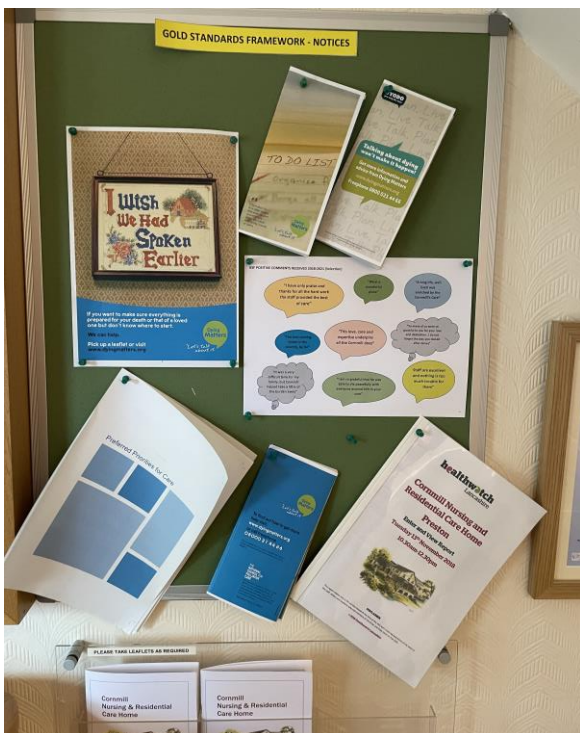
Steven Walmsley (Senior engagement officer)



## Introduction

Our role at Healthwatch Lancashire is to gather people's views and experiences, especially from those 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 relatives for making us feel welcome and taking part in the visit.

## General Information

Cornmill Nursing and Residential Care Home is registered to provide accommodation, personal care and nursing care for a maximum of 52 people.

It is the aim of everyone at Cornmill to provide residents with a comfortable and enjoyable home. A relaxed, companionable, and caring atmosphere, in well maintained and indeed rather special surroundings.

## Methodology

The Enter and View representatives made an announced visit on Thursday 29<sup>th</sup> September 2022 and spoke to eight residents, ten staff members and four relatives. Healthwatch representatives also spoke to three of the management team.

Healthwatch Lancashire obtain the views and experiences of residents 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:

Cornmill Nursing Home, Garstang, Preston, Lancashire is fully committed to providing the highest quality personal nursing care for our residents. Cornmill is registered with the Care Quality Commission to provide care for 52 residents.

Healthwatch Lancashire representatives spoke to eight residents, ten staff members and four relatives.

Once Healthwatch Lancashire representatives entered the building we were greeted and asked to sign in. We were then welcomed by Sandra Connelly, George Hill, and Henry Hill. We were shown around the home and informed about staff roles and where all the areas are in the home. At the front of the home there was a communal lounge area and dining area which led to a conservatory where residents and relatives can sit and look at the River Wyre from the home. This then led into a 'pod room' which was used during covid-19 so relatives could still see their relatives.

Both the front and back of the home were accessible via ramps and stairs. As Healthwatch Lancashire representatives were shown past the communal lounge there was wide spacious corridors and a lift to enable residents to go between the floors of the home. The downstairs area had a kitchen, food store, staff room, medical room, laundry room, cinema room, training room, meeting room and a hairdressing salon. The food store receives fresh food everyday and the food menu is on a three-week cycle so individual needs can be catered for. There is a choice of two hot meals and a cold option, so residents can choose their meals and there is always plenty left over in case residents change their minds.

The medical room holds all the medication, A dual locked secure cabinet is used for storage of medications awaiting destruction. Two locked cabinets are used for the storage of controlled medications. All fridges with medication are connected to Wi-Fi within the building so if anything happens, e.g., a drop in temperature, they will receive an email alert so the problem can be remedied. Visiting GP's have a parking space to make for easier access.

The laundry room had up to date cleaning facilities, with otex washing machines that have sensors in them to detect bacteria and the rooms are deep cleaned to ensure they are as clean as can be. The residential rooms were situated around the nurse's station where all the staff have access to electronic files for all the residents, these inform them of medications and care for the resident's individual needs. Around the home there are areas with seating for residents and relatives to spend some time together.

All the bathrooms in the home were accessible and provided accessible baths and showers. There were also hoists to help and support the residents throughout the home. Some of the rooms have private bathrooms for residents to use.

Every bedroom had a service user guide in it which highlighted key aspects of the residents stay including the menu, who will be caring for them, evacuation procedure and other details to ensure the residents and relatives have access to as much information as possible.

There is entertainment accessible throughout the day and sometimes outside entertainers come into the home. There has been a recent development with some relatives mentioning a new home link app in which relatives can have contact with their relatives and staff members within the home. Some relatives are praising how well this is used by staff members and they are finding it very helpful and engaging.

Staff spoken to had a very positive outlook and attitude and were very enthusiastic to the views and opinions of the individual residents.

Staff members appeared very happy and were seen to be giving person centred care throughout the visit. Positive resident interactions were observed, and a very good atmosphere was observed throughout the visit. All residents spoken to seemed very happy in the service and talked to Healthwatch Lancashire about how happy they were and their relationship with the staff members.

Many of the staff members at the nursing home had been working there for years which shows very low turnover. *"I have been here over twenty years now, I love it, the management team are so lovely and supportive."*

During the visit it was apparent that the management team were very involved within the home and knew all the staff and resident's names and had in depth knowledge of individual residents wishes and requirements.

No negative feedback was provided about the services, and no one commented on anything they would like to change about the service.



## Enter and View observations

### Pre Visit and location

Cornmill nursing home had a very informative website and highlighted all the information needed for someone enquiring about the nursing home. The care home is on a bus route and has easy access to shops and amenities. There is parking for staff and visitors and a marked space for gp access. The nursing home was clearly signposted and is situated adjacent to the River Wyre that residents can sit and watch.

Cornmill nursing home is a stone built former mill which is situated adjacent to the river Wyre. The entrance is welcoming with planters and hanging baskets.



### The external environment

The external environment is very well looked after and is always kept clean and tidy. There was seating outside the front and back of the home for residents and relatives to use. There are two separate entrances for residents to use. When relatives enter the premises, they are personally taken by the reception staff to the relatives room. Access to the home is secure and anyone who needs to enter presses the intercom button which is answered by the reception team before the door is opened.

There is an outdoor garden for residents to sit out in which is secluded with a water fountain.



### The internal environment/reception - first impressions

Healthwatch Lancashire representatives were warmly welcomed by the reception team who helped us to sign in before meeting with the management team. There was a pleasant, homely feel to the nursing home and all the staff seemed happy in their roles. All the staff were observed to be communicating with the residents and ensuring they had everything they needed.

There was a lot of information up throughout the home to support and guide the residents. There were information booklets for residents and relatives to access. There were also screens around the home so it was clear to see when a resident need support in their room, and a timer next to the room to ensure the residents are seen to as soon as possible.

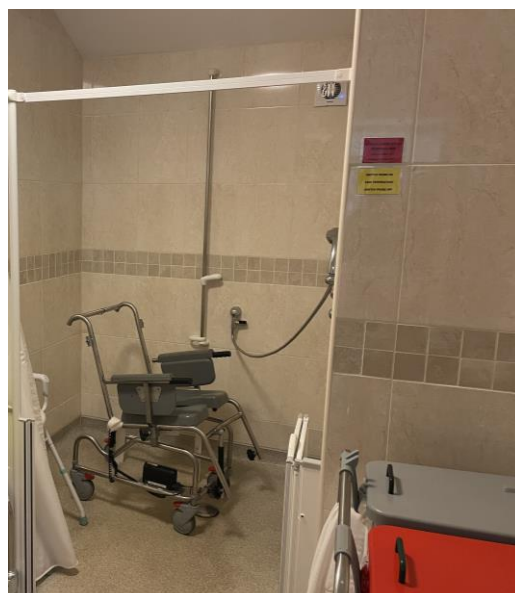




## The observation of corridors, public toilets, and bathrooms

When entering cornmill nursing home there is a reception area where you will see a team of two receptionists who help with all aspects of the home and also help take relatives to rooms within the home. All rooms are clearly signposted to ensure everyone is aware of where they are going.

The nursing home is very accessible inside and outside with ramps, wide corridors and lifts within the home. The communal toilets are accessible and are near to rooms and communal areas for easy access to all residents and relatives. The bathrooms were very clean and tidy and ensured sufficient resources inside them. Some of the residents' rooms had private wc's and these were also clean, tidy and well equipped for individual needs.



## The lounges, dining, and other public areas

There was a lot of seating where residents can sit and interact with each other, there is a communal seating area and a lounge area for residents to enjoy some time to themselves or with the other residents. There is a lot of room available for residents, staff and also any relatives that attend the home.

There were a few areas set up for dining around the nursing home and these are set up to promote social interaction. There is a menu displayed throughout the nursing home but also in the booklets provided in each individual room. There are many small areas with seating for residents to receive visitors in a quite space.

There was a conservatory room for residents and relatives to enjoy and look over at the river Wyre.

### Observations of resident and staff interactions

When Healthwatch Lancashire representatives visited cornmill nursing home it was apparent to see that all staff were interacting with residents and were providing person centred care. They were observed helping the residents get around the home, into different rooms, with mobility and personal care.

Staff were observed to be friendly and welcoming and very cheerful towards residents. At the time of the visit there was a game on in the communal area and the staff member was seen to be interacting very well with the residents, getting them all involved and making it a happy and fun environment.

It was observed that staff were very quick to see to residents if they needed help or support in the communal areas but also in their individual rooms. There was a high staff ratio to residents and it ensured that all residents were able to access fast and efficient care. There were different areas for activities taking place, there is a salon where a hairdresser comes twice a week to see the residents. There is a cinema room and plenty of seating areas where activities can take place.

Each residential room was very personal, and each room had been decorated for the resident and they can bring personal effects into the room to make it more personal and homely.

Healthwatch Lancashire representatives observed that during the visit when call bells were heard they were answered in a timely manner.

## Additional information

*“Cornmill offers a multitude of activities for the residents entrusted to us on both a group and an individual basis. These are provided both on and off the premises, external activities range from coach trips to Blackpool illuminations, BBQ’s, Cheese & Wine afternoons to staff taking residents for coffee, ice cream and to feed the ducks in Garstang. Internal activities include our Gentleman’s Club, all sorts of entertainers and shows, craft classes, games, reminiscence, and exercise sessions. We offer weekly hairdressing in our dedicated on-site salon as well as manicures and pedicures for those who wish to have this.”*

The directors appeared to be heavily involved with the day to day running of the nursing home. They were knowledgeable of individual residents and took the time out to speak to them. They were very friendly with the staff members and ensured they were alright. Directors are on site and are very approachable to all staff, residents, and relatives.

There was a separate room for staff training which had adequate room and had displays up for staff to see and be aware of any changes.



## Feedback from residents

### Environment

The residents commented that they were happy with the environment *“nowhere else is better, I can go where I want, and staff are always on hand to help if I need it.”*

*“The views are brilliant; my room is very large, and I have plenty of space to keep my belongings.”*

*“There is a lot of space for me to spend time.”*

*“I can go and read on the patio by the river which is nice.”*

*“I like my room and they make sure that everything is well looked after.”*

*“We are very lucky to be so close to each other with a very nice room and a wonderful view.”*

*“They take pride in the building; everyone gets a good deal here.”*



## Activities

Residents that Healthwatch Lancashire representatives spoke with commented.

*"I have freedom to choose what I want to do. The hairdressers are brilliant."*

*"We like that we can choose what to do."*

*"I don't always engage with the activities but when I do, they are always very good."*

*"I like that I can go out and read when I want, and the staff allow me to do that."*

*"I have the freedom to come and go as I please when I want to go and see other friends."*

*"We do quizzes finger painting, and we had a Jubilee party."*

*"I am allowed to go outside whenever I want. I can make the most of my time here."*



## Care

The residents were very complimentary over the care they receive explaining.

*"They look after me really well."*

*"They are great at record keeping. Those digital things are really good for letting people know about what happens with me as I can't always remember what I have had."*

*"The staff listen to me. They come quickly when I need something."*

*"The staff can't do enough for me. Staff are very attentive."*

*"They give me exactly what I need. The staff take an interest if I have a problem."*

*"They are there when you need a laugh and they are there when you need a cry, they can't do enough for you."*



## Food

All residents that Healthwatch Lancashire spoke to said the food was very good

*"The food is good. We sometimes go out for food."*

*"The choice is always great."*

*"If I change my mind, they will get me something else."*

*"There is always plenty of choice."*



## Staff views

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

The staff members spoken to were very happy with the staffing within the nursing home and commented that they always have enough staff.

*"Yes, we always have enough staff members."*

*"We have a very supportive team so if someone is off someone else will step in and help."*

*"They are always trying to hire more staff to take the pressure off."*

*"There is an open-door policy and management are always on site which is really good."*

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

The staff members spoken to all agreed they feel they are well supported to carry out person centred care

*"I am able to give the best care that I can."*

*"Yes, I am very supported in my role. We get a lot of support from other professionals and nurses."*

*"We have brilliant relationships with the residents."*

*"Everyone is so approachable here, there is always someone available for help and support."*

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

All staff members spoken to highly praised management for the amount of training available and how it is delivered.

*"Yes, we have regular training for various things in person or via the internet."*



*"There is a training catalogue for registered nurses with various courses for us. I feel very well supported by management and the training links are better than any I have seen before."*

*"There are lots of different training types that we get regularly."*

*"Training is always thought about we are all kept up to date with our training. Paper work is kept digitally so cannot go missing."*

*"No matter what job we do here we are allowed to do all the training, it makes us feel more included."*

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

All staff members spoken to were happy and had been working for the company for several years.

*"Oh, definitely I have worked here over 30 years, its such a happy place to work, I feel very supported."*

*"Yes, it's great here, it is fun and rewarding, its nice to see the residents come from hospital and thrive in our care."*

*"Yes definitely, it's a lovely family run service and I think that makes a difference to the way management look after their staff and residents."*

*"Yes, every day is different, and I like that, I feel very happy and supported."*

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

All staff members spoken to said they would definitely recommend the nursing home to a close relative or friend.

*"Yes, I would, and I already have."*

*"Yes definitely."*

## Any other comments

*"The quality of care here is so much better than any other care home that I have worked in."*

*"Everything is very organised here; the directors are always here and will do anything to help and support you."*

*"It is a really good team, we all support each other, I've been here over 15 years and I still work with the staff I started with its lovely."*

*"Management are always up to date with relevant care and technology changes and always keep us up to date and provide us with the most relevant training."*

*"Management are very aware of staff morale and are always bringing us treats, they are very approachable, and we feel appreciated which makes a big difference."*



## Relatives and friends' views

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

All four relatives spoken to highly praised the service provided at cornmill nursing home

*"Absolutely wonderful, the staff and management are always accessible, they go above and beyond."*

*"Management are wonderful they all have different skills they bring to the business, and it shows."*

*"The building is kept well maintained and its lovely going outside with my relative."*

*"Physical nursing is wonderful; they go above and beyond."*

*"Staff offer 'talk time' sessions so residents have time out to speak to staff members and I think this is a lovely idea."*



## Do you think that you are kept informed about your relative

*"There is always someone to speak to and its never too much trouble, they will sit with me and talk through everything."*

*"I am trialling a new home link on an app, and I absolutely love it, it enhances care and I've been given all the information I need; I can exchange notes and pictures with my relative."*

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

*"Staff are very open, and you can talk to anyone, I never need to complain this nursing home is amazing."*

*"There are files in the rooms that show us the process to complain but I never have to complain they are all amazing."*

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

*"it's so lovely because the relatives can join in with the activities as well."*

*"They do ball games, puzzles, quizzes and they made a wreath for the jubilee."*

*"On the jubilee weekend we watched the procession go through the centre of town and when we went back in all the staff had decorated the home with bunting, banners, and balloons. They put on an amazing buffet that relatives could join in with."*

*"They take the residents to Blackpool illuminations, and they even bought them fish and chips."*

*"I can't fault the activities, there is so much choice available."*

## Would you recommend this service to others?

All the relatives spoken to said they would highly recommend the service to others.

*"Yes, I definitely would."*

*"It's made so much difference my relative being here so I would definitely recommend."*

*"There is plenty going on here for everyone."*

## Any other comments

*"I feel when I come here, I am with friends and not in a nursing home."*

*"I sent a letter during the pandemic and the management team went and read it to my relative, I also face timed them so it was amazing."*

*"The nursing home introduced a covid pod during the pandemic so relatives can still see their relatives, it was a massive lifeline and I can't thank them enough for it."*

*"You're so well looked after here that I don't feel I need to bring anything in to make their stay better."*

*"I like the little areas for me to visit my relative and have some privacy."*



## 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.

- No areas requiring improvement were identified during the visit and the quality of service was deemed to be to a prominent level. It is therefore recommended to continue to obtain regular feedback from members, relatives, and staff to monitor the quality of services which will help work towards continual improvement and be able to maintain the current high standards

## Provider response

Thank you for producing a most pleasing and inspirational report resulting from your recent visit to the Cornmill. The outstanding performance noted throughout the report is a true reflection of the hard work, dedication and commitment of all our staff. Senior management would like to take this opportunity to congratulate and acknowledge the tremendous success staff have achieved.

We are so grateful and appreciative to have a team so willing to go the extra mile and deliver such passionate and personalised care. A staff so eager to do their best for our residents with a consistent positive attitude makes a difference to the quality of life of the residents entrusted to our care.

The many varied and complimentary comments received from residents, relatives, friends and staff throughout the report covering the food, care, and activities are so pleasing and reassuring to everyone.

Cornmill is proud to be rated 'Outstanding' by CQC and to be accredited at the highest level, 'Platinum' by the NHS Gold Standards Framework for Care Homes in the provision of high quality End of Life Care.

I am sure that anyone reading this report will agree that Cornmill is consistently providing a quality service and that we are meeting and often exceeding our statutory and regulatory requirements.

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