

Windsor Road
Lytham St Annes
Enter and View Report
Monday 12th September 2022
11:45am-1:30pm



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:

30 Windsor Road

Ansdell

Lytham St Annes

Lancashire

FY8 1AH

Telephone number: 01253 731424

Staff met during our visit:

Hannah McCaffery (Manager)

Date and time of our visit:

Monday 12th September 2022

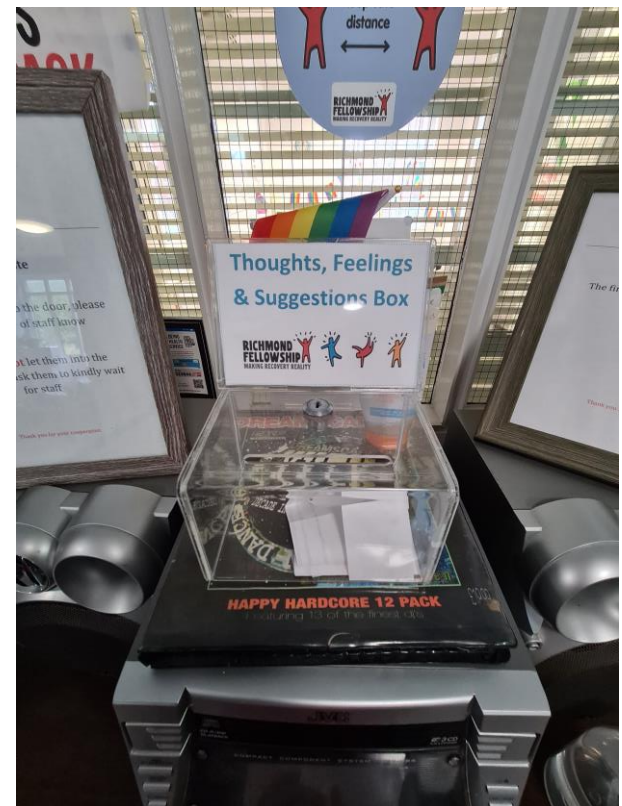
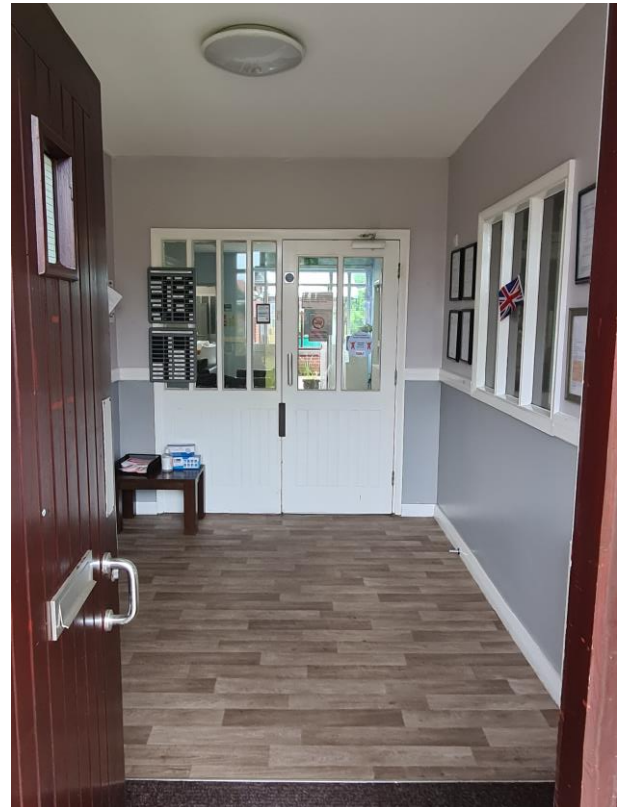
11:45am-1:30pm

Healthwatch Lancashire Authorised

Representatives:

Emmy Walmsley (Senior engagement officer)

Lesley Miller (Administrator)



Introduction

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

General Information

Windsor Road is owned by Richmond Fellowship with places for eleven residents.

There were ten residents at the time of our visit.

They provide personal care for adults aged 18 and over. empowering residents to regain control of their lives and gain skills and confidence to move on to independent living where appropriate.

Methodology

The Enter and View representatives made an announced visit on Monday 12th September 2022 and spoke to eight residents and three staff members. An online survey for relatives was provided but no responses were received.

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:

Windsor Road residential home provides personal care for adults aged 18 and over, empowering residents to regain control of their lives and gain skills and confidence to move on to independent living where appropriate.

Healthwatch Lancashire representatives spoke to eight residents and three staff members.

Once Healthwatch Lancashire representatives entered the building there was a communal area which had sofas, information boards and a television to use. There was also a stereo with CD's residents can use and a thoughts, feelings and suggestion box for residents to add things to. There was a lounge area off the main area which included sofas, a television and a games console. On the other side lead to a large kitchen with ample counter space for residents to cook, there are also notice boards telling everyone what food is available that week and also recipe sheets for residents to use.

This then led on to a large outdoor area with a large garden, polytunnel, smoking shelter and outdoor seating which is maintained by a gardener regularly. Both front and back entrances were accessible and tidy. Off the kitchen was a music/craft room which is used as a room where the residents can go and listen to music or do activities in.

The corridor led to the residents private rooms with en-suits. All the corridors were easily accessible and provided plenty of space to move around safely.

When Healthwatch Lancashire representatives arrived, they were greeted by the manager who showed them around the home and spoke to them about activities they do. The resident rooms were situated downstairs and on a second level where there was a separate kitchen for the residents to use. The residents were all talking to each other and engaging in conversation with staff members. Lunch club was beginning, and it was observed that residents and staff were working together to make the lunch. It was very clear to see that the home was resident led and the staff are there for help and support in times of need.

The staff members were seen to be engaging with the residents and enjoying their time with the residents. One member of staff was observed going around asking all the residents if they had eaten and what they would like to eat today. Gloves and aprons were provided to staff and residents whilst cooking and the staff ensured that the residents were safe and helped if it was needed. There was a happy atmosphere in the kitchen during lunch club with everyone engaging and communicating with each other in a friendly manner. It was also observed that residents were asking staff members if they would like anything to eat and ensuring they were included.

All staff members 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 energetic in the workplace and were seen to continuously communicate with the residents. Positive resident interactions were observed and a very good atmosphere was observed throughout the visit. All residents seemed very happy in the service and talked to Healthwatch Lancashire about how happy they were and their relationship with the staff members.

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



Enter and View observations

Pre Visit and location

Windsor Road was observed to be close to bus services and also the train station to allow residents to get to and from the residential home. The residential home is also in walking distance of shops, a pharmacy, and local amenities. There was a lot of parking including disabled parking. There was no signage to get to the residential home and Healthwatch Lancashire felt it could be more clearly signposted.

The external environment

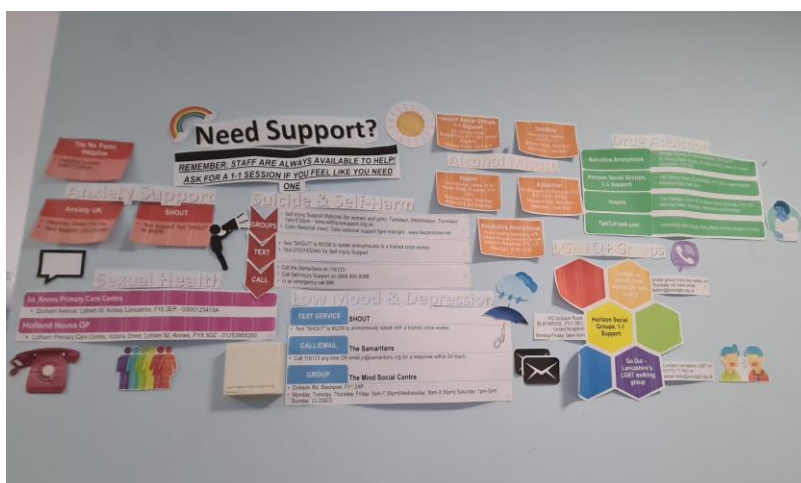
The external environment was well looked after with a regular gardener carrying out maintenance. There was seating outside for residents to enjoy and a smoking shelter for residents to sit in and have some time outside. There is also a polytunnel which residents grow their own vegetables. This is an opportunity for residents to plant and look after their crop and eventually use it within the meals that are cooked in the home.

As Healthwatch Lancashire representatives entered the building it was very secure and needed a member of staff to let you enter the building. The building was secure to visitors attending the home, but residents are able to leave and enter the building freely..



The internal environment/reception - first impressions

Healthwatch Lancashire representatives were welcomed by Hannah McCaffery, the manager of Windsor Road residential home. There was a pleasant and homely feel to the home including sofas and flowers as you enter the building for residents to enjoy. There was a happy atmosphere with all the residents talking to each other and enjoying cooking their dinner together.



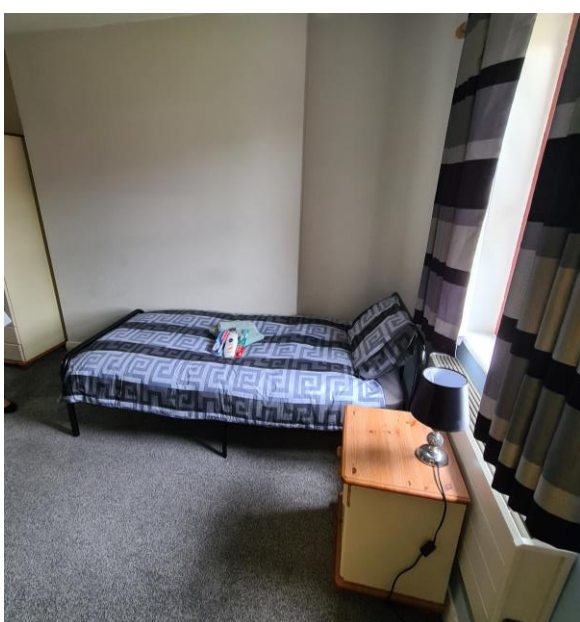
As Healthwatch Lancashire crisis representatives arrived at Windsor Road we were asked to sign in the visitors book and then were let in through the secure door. There was a lot of information up throughout the home to support and guide the residents. There were different posters including help lines, fitness challenges, Healthwatch posters, building maps and posters explaining what is happening within the home.



The observation of corridors, public toilets and bathrooms

As you enter Windsor house there is a friendly homely feel with seating, a television, posters and pictures up on the walls. There are plants around the home and lots of information on the walls for the residents to read. The communal areas are very spacious and easy to get around, the home is suitable for all abilities and has easy access to the front and back door. There are signs outside of each room and a floor plan around the entire home.

Windsor Road had ensuites in every room and a communal toilet. All bathrooms were observed to be clean and accessible.



The lounges, dining, and other public areas

During Healthwatch Lancashire's visit to Windsor Road it was observed to be very clean and tidy and spacious for all the residents to get around easily. There was a lot of seating where residents can sit and interact with each other, there was 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 is a large kitchen with dining area for residents to enjoy cooking and sitting with other residents. There are frequent cooking and baking clubs within the home.

There is a menu visible for all residents and there are also recipe sheets out for residents to try new foods and recipes.

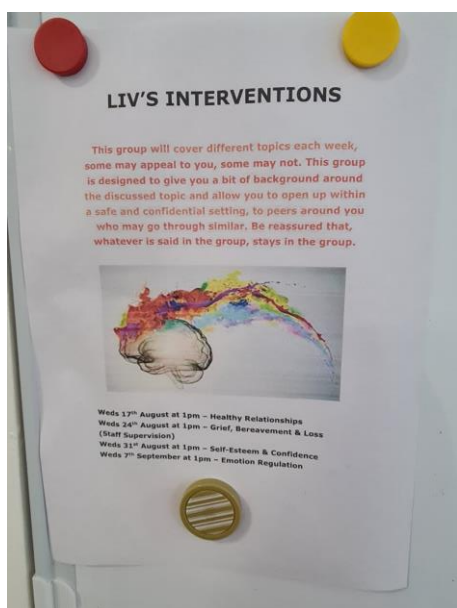


Observations of resident and staff interactions

At the time of the visit there were three staff on duty who were all welcoming and involved with the residents. They were observed to be helping the residents make their dinner and having conversations with them. Staff were observed to be friendly and welcoming to all residents that they came across; they were seen to get all the residents involved and ensured that all residents had eaten.

Staff were observed to be speaking to each resident by name and with respect throughout the visit. There are bells in each individual room so residents can ask for assistance at any time during their stay. Staff members were seen to be talking to residents and helping them with their daily tasks.

There are a lot of activities going on throughout the home and these are clearly signposted with posters and boards throughout the home explaining what is happening and a suggestion box asking residents what they would like to do.



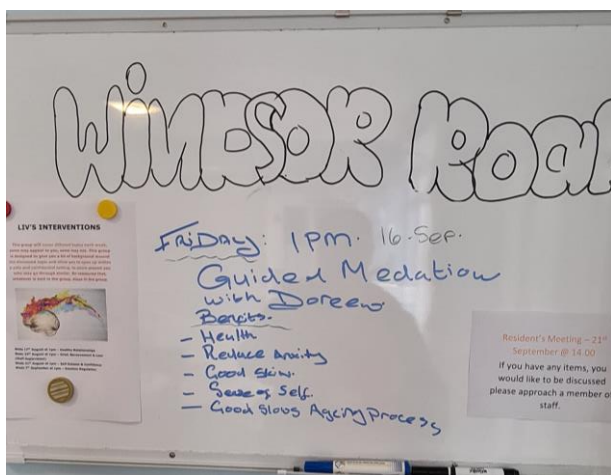
	MON	TUE	WED	THURS	FRI	SAT	SUN
09:00 - 09:30	STAFF HANDOVER	STAFF HANDOVER	STAFF HANDOVER	STAFF HANDOVER	STAFF HANDOVER	STAFF HANDOVER	STAFF HANDOVER
09:30 - 10:00	MORNING MEDICATIONS	MORNING MEDICATIONS	MORNING MEDICATIONS	MORNING MEDICATIONS	MORNING MEDICATIONS	MORNING MEDICATIONS	MORNING MEDICATIONS
10:00 - 11:30	COFFEE MORNING & HEALTHY MEAL	COFFEE MORNING		COFFEE MORNING	COFFEE MORNING	COFFEE MORNING	COFFEE MORNING
11:30 - 12:00	1-1 SESSION AVAILABILITY	FLAT CHECKS (A-H)	1-1 SESSION AVAILABILITY	FLAT CHECKS (I-K)	1-1 SESSION AVAILABILITY	HEALTH AND SAFETY FLAT CHECKS	GARDENING GROUP
12:00 - 13:30	LUNCH CLUB		1-1 SESSION AVAILABILITY	1-1 SESSION AVAILABILITY	LUNCH CLUB	LUNCH CLUB	1-1 SESSION AVAILABILITY
13:30 - 14:00	AFTERNOON MEDICATIONS	AFTERNOON MEDICATIONS	AFTERNOON MEDICATIONS	AFTERNOON MEDICATIONS	AFTERNOON MEDICATIONS	AFTERNOON MEDICATIONS	AFTERNOON MEDICATIONS
14:00 - 14:30	STAFF HANDOVER	STAFF HANDOVER	STAFF HANDOVER	STAFF HANDOVER	STAFF HANDOVER	STAFF HANDOVER	STAFF HANDOVER
14:30 - 15:00	ONLINE SHIP SUPPORT	1-1 SESSION AVAILABILITY	BAKING GROUP	1-1 SESSION AVAILABILITY	1-1 SESSION AVAILABILITY	1-1 SESSION AVAILABILITY	1-1 SESSION AVAILABILITY
15:00 - 16:00	1-1 SESSION AVAILABILITY	1-1 SESSION AVAILABILITY	1-1 SESSION AVAILABILITY	1-1 SESSION AVAILABILITY	1-1 SESSION AVAILABILITY	1-1 SESSION AVAILABILITY	1-1 SESSION AVAILABILITY
16:00 - 17:30	EVENING MEDICATIONS	EVENING MEDICATIONS	EVENING MEDICATIONS	EVENING MEDICATIONS	EVENING MEDICATIONS	EVENING MEDICATIONS	EVENING MEDICATIONS
17:30 - 18:00							
18:00 - 20:00	POOL	POOL	NETBALL	CINESTAR NIGHT	NETBALL	NETBALL	NETBALL
20:00 - 21:30	NIGHT-TIME MEDICATIONS	NIGHT-TIME MEDICATIONS	NIGHT-TIME MEDICATIONS	NIGHT-TIME MEDICATIONS	NIGHT-TIME MEDICATIONS	NIGHT-TIME MEDICATIONS	NIGHT-TIME MEDICATIONS
21:30 - 23:00	STAFF CLEANING & PATROLING	STAFF CLEANING & PATROLING	STAFF CLEANING & PATROLING	STAFF CLEANING & PATROLING	STAFF CLEANING & PATROLING	STAFF CLEANING & PATROLING	STAFF CLEANING & PATROLING

Residents were observed to be receiving person centred care as they are allowed to decorate their own rooms in colours they like. They can have personal possessions in their rooms. There are also monthly resident meetings to discuss what the residents would like to do and any activities they can add to the plan. There is an activity board for residents to add to and see what activities are coming up and when.



Additional information

During the visit to Windsor Road, it was clear to see a lot of pictures and posters on the walls. These were varied between information, fitness, activities, meeting invites, groups coming up and also inspirational quotes.



Feedback from residents

Environment

The residents commented that they were happy with the environment *"I love the garden and I like it when the gardener comes."*

Some of the residents commented on their personal rooms, *"I love that we can decorate our own room our own colours, they are very flexible, and I like that."*

"I love sitting out in the garden, its lovely"

Activities

Residents that Healthwatch Lancashire representatives spoke with commented *"we do so many activities such as baking, cooking, classes, pool night, cinema night, arts and crafts, takeaway night and coffee mornings."* *"I love that they provide groups specific to our recovery such as bereavement classes and relationship groups."*

"I am always busy, and I can speak to the staff about anything they will put on what we want."

"They do so much for us."



Care

The residents were very complimentary over the care they receive explaining, *"the care is excellent, they are always there if we need anything."*

"We are all a big family it's great, Hannah is amazing, she's only been in post about two months, but she's made a massive difference already."

"We are free to do what we want and it's nice because we feel in control."

Food

Residents commented that *"We buy our own food and get the money back; they are very good and give us our money back pretty quickly."*

"I enjoy cooking and baking with the residents and staff, it's fun."

"I love cooking and we even use our own veg we have grown outside in the polytunnel."

Staff views

Do you have enough staff when on duty?

Both staff members commented that there are always enough staff on duty.

"We always have enough staff; we are never understaffed, and Hannah is amazing she comes out and joins in with activities and courses with the residents."

Do you feel supported to carry out person centred care?

"Hannah is a great boss and allows us to do our job to the best ability."

"We can carry out person centred care because Hannah is so understanding, fair and organised. she's a very good manager."

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

"Definitely I am always training and keeping up to date."

"We have training days and have asked about doing mental health training."

Are you happy working here?

The members of staff were very complimentary about the home and said, *"I love working here, it is very recovery focused and it's about working together."*

"I feel very supported in my role, and we have an amazing manager who enjoys getting involved in activities with the residents."

"Hannah has really stepped up I think she deserves a medal with how much she has done in such a short period of time."

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

"I would definitely recommend this home to my family or friends; it is very recovery focused and friendly."

Any other comments

"I think we could benefit from more funding for a mini bus or for trips out with the residents."

"Its lovely because we are able to go with residents to appointments if they need support and that's a lovely thing to do, a lot of workplaces don't do that."

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

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