

# Woodhill House Care Home Morecambe

Enter and View Report

Tuesday 11<sup>th</sup> October 2022

10:30am-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.

Contact Details:

Morecambe Woodhill House Care Home

60 Woodhill Lane

Morecambe

LA4 4NN

Telephone number: 01524 423588

Staff met during our visit:

Carmel Croft (Manager)

Date and time of our visit:

Tuesday 11<sup>th</sup> October 2022

10:30am-12:30pm

Healthwatch Lancashire Authorised

Representatives:

Emmy Walmsley (Senior engagement officer)

Alison McAteer (Engagement officer)



## 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](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

Woodhill House is a purpose built two storey home for older people located in the lovely seaside town of Morecambe

They offer friendly, compassionate, person centred support to people living with dementia who choose Woodhill House as their home. We also welcome older people for residential care and short-term respite stays

## Methodology

The Enter and View representatives made an announced visit on Tuesday 11<sup>th</sup> October 2022 and spoke to eleven residents, seven staff members and three relatives.

Healthwatch Lancashire obtain the views and experiences of residents, relatives and staff. Conversations with each are adapted to capture individual experiences to help assess the quality of services. Conversations with residents were structured around four themes (Environment, Care, Food and Activities). Conversations with staff included their experiences of staffing levels, support, and training. Relatives are asked to speak about their general experiences including how they feel about the service if they feel involved in and informed. The team also recorded their own observations on the environment, facilities and staff-resident interactions.

## Summary:

“Woodhill House Home for Older People is a residential care home providing personal care to people aged 65 and over. The service can support up to 46 people in one purpose-built building. The home is arranged into four living areas called ‘houses.’ Three houses accommodate people who are living with dementia and one house provides accommodation for older people who have physical care needs.”

Healthwatch Lancashire representatives entered the building to find signs asking visitors to sanitise hands and wear a face mask. There was a bell that enabled us to enter the secure building. In the entrance to the care home there was seating and a lot of information regarding the home and a daily information book. As you entered the home there were different corridors that led to different parts of the home. The first two areas accommodate people who are living with dementia is secure and consists of two lounge areas with bedrooms. The third part was the residential area.

The communal corridors had a lot of wall decorations including employee of the month board and a wall of reflection where the residents can reflect on their lives. The corridors had pictures of the residents doing different activities including a memory board and a board displaying a time they had met a member of the royal family. The downstairs area has a kitchen, two lounges with their own kitchen, a shop, hairdressers, and a communal room for activities. The signage on the doors were dementia friendly and easy to find. Each lounge area had a toilet nearby.

On the corridor the care home had implemented some decorative lights as they couldn't take the residents to Blackpool illuminations during the pandemic, so they wanted to bring it to them. This is situated next to the bus stop with a bench they had put in place for residents to sit and talk to other residents.

There was a communal room where the residents can take part in activities and that afternoon there was a church service. There was a shop on site that stocked different products and was brought in during covid 19 so that residents could access products if their relatives couldn't get into see them. The manager explained to Healthwatch Lancashire representatives that the residents enjoy taking part in the running of the shop. There is also an optician and a chiropodist that comes to the home to see the residents.

The lounge and dining area had tables and chairs for the residents to sit and have meals but also socialise with other residents. The seating was laid out so that social interaction can be initiated. The home was uncluttered in many of the areas throughout and enough room for residents to move around. The outdoor area was accessible to the residents, but the manager explained that work was being done and some areas have been cornered off.

Most of the bathrooms in the home were accessible, some small and some bigger bathrooms for accessibility. Some of the bedrooms have sensor mats so that staff members are aware if residents are moving around. Each room has its own call system so they can call the staff. All bedrooms have a memory box outside their door that they can fill with pictures and memories.

The home was clean and tidy throughout, there was also a daily menu situated in each lounge area of the home. Staff seemed to be very busy and trying to attend to all the residents in the area they were in charge of. It was observed that staff members knew all the names of the residents and they were being tended to.

Healthwatch Lancashire representatives spoke with residents, staff and relatives during the visit and there was good feedback from all, there were a few recommendations mentioned.



## Enter and View observations

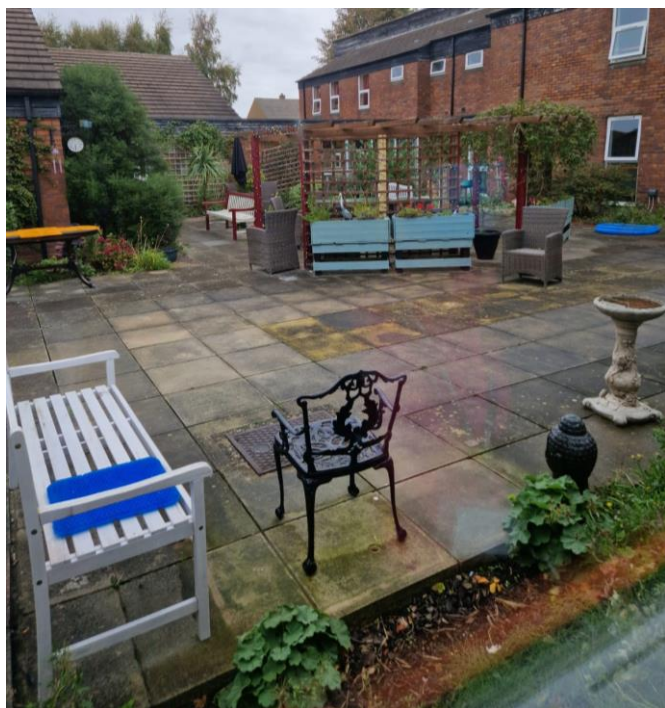
### Pre Visit and location

The care home is near a bus stop, and this can take the residents to amenities and shops, there is also a little shop onsite that the residents can use. There is a lot of parking outside the home for relatives and visitors to use. The home is clearly signposted and easy to access.

### The external environment

The external environment has seating and good access but is going through some maintenance at the moment with staff members changing some of the outdoor area.

It was clear to see where you had to sign in when entering the building and there was a bell to ring in order to enter the building.



## The internal environment/reception - first impressions

We were welcomed by one of the management team and then shown around by Carmel the manager. There is a homely feel in the lounge areas where the residents sit and have their meals and activities, It is an open lounge dining room.

There were a lot of displays throughout the home displaying different topics and days out that the residents had had. All staff members were wearing a uniform so were identifiable.



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

The communal areas are clearly signposted and dementia friendly. The toilets were clearly signposted and pictures on doors to identify rooms. The communal areas were clutter free but in some seating areas in the corridors there was a lot of resources where the residents sit. There are some accessible toilets and some smaller toilets. The smaller toilets were all one colour which can cause confusion with people living with dementia.





## The lounges, dining, and other public areas

The communal areas are clean, tidy and accessible to the residents. The seating arrangements do promote social interaction between residents. The dining room is spacious and has enough room for residents. There was a lighting problem in one area, but the manager ensured Healthwatch Lancashire representatives that this was being dealt with.

There is a communal area for residents to receive relatives and a pod outside that was designed during the pandemic so relatives could still visit their relatives. This can still be used if it is needed.

## Observations of resident and staff interactions

Staff observations during the visit showed that they were very attentive towards the residents, but Healthwatch Lancashire representatives observed that the staff members seemed overworked during the visit. Staff were seen to be attentive towards residents but there were a lot of residents in each area.

There was an activity timetable on the notice board. Healthwatch Lancashire representatives are unsure if the residents are told what activities are on during the day. One activity observed was a ball game between staff and residents in the lounge area. No other activities were observed at the time of the visit.

There are memory boxes on the doors of all the rooms that residents can put memories and pictures in the boxes. It was observed that some of the residents had used these to put family pictures in. The bedrooms were also observed to be decorated with resident's pictures and personal belongings.



## Feedback from residents

### Environment

*"The rooms are nice."*

*"I got my room decorated the way I like it; I have a nice warm room."*

*"It's really good here, I wouldn't change anything."*

The residents commented that there were a few things they would change about the environment, *"I don't like that I can't have a bath or shower in my own area, I have to go somewhere else."*

*"I have to wash my hair in the sink as the shower is broken and no one can take me to the bathroom in the other area."*

*"The home could do with a bit of decorating; it is looking old."*

*"I like it here I can get around alright."*

### Activities

Some of the residents spoken with were very happy with the activities being offered.

*"I love knitting and reading."*

*"I have an iPad so I can facetime my family, I read the paper and watch television."*

*"I can go to the hairdressers and my family take me out and about."*

*"The staff look after us, we do some games like jigsaws and puzzles."*

Some of the residents spoken to mentioned that they would like to have more activities to do.

*"There's not enough going on, I want to go out more, but I know with the pandemic it was hard."*



*"I would like to do more than sit in my room and watch television."*

## Care

Most of the residents were very happy with the care they were receiving and mentioned, "staff are very nice they will do anything, but they are so busy so I don't like to ask for too much."

*"I love that I get a shower on a Sunday, the care is good."*

*"We are well looked after; I would like more attention, but I know how busy the staff are and there is not always enough staff."*

*"The staff are great; I feel safe in the care home."*

*"We are well looked after; we've got a great little shop they sort it all out for me."*



## Food

The residents spoken with were very happy with the food and the options, but some had a few recommendations.

*"The food is very 'samey', but we can buy our own food if we don't want to eat from here."*

*"The food is excellent, soup, sandwiches and cottage pie is my favourite."*

*"The food is not very nice, but staff are happy to go out and buy me food that I want."*

*"The food is alright; we have choices they will make you something else if you want."*



## Staff views

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

All of the staff commented that they have enough staff but when there is sickness, holidays, or staff off it can become a problem.

*"When staff are off it can be difficult."*

*"We could always do with an extra hand."*

*"Staff are moved about when others are off, I know they are trying to recruit though."*

*"It can be hard when there are no washing facilities, and a member of staff is taken off the area."*

*"Handover time could be more informative between staff."*

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

All staff members spoken to were happy that they could carry out person centred care.

*"We've got a great team who support each other in this area of the home."*

*"Not having a bath or a shower in some areas can be a bit of a struggle for residents and staff."*

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

All staff members spoken to said they were happy with the amount of training they do, and they all help towards their working day.

*"Staff meetings are very helpful."*

### Are you happy working here?

All staff members said they were happy working at the home and some of them had been there for many years.

*"I love the residents."*

*"The staff are all nice and we all support each other."*

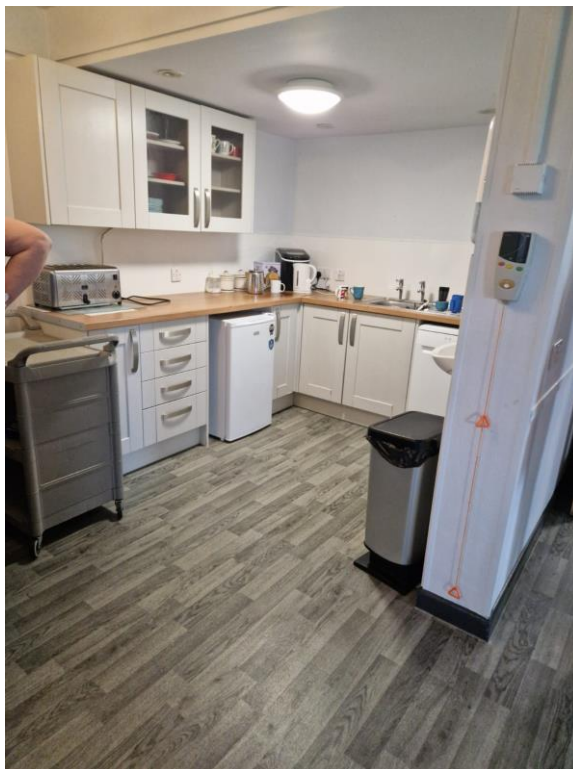
*"Yes, I love my job."*

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

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

### Any other comments

*"The residents are very happy and are well looked after."*



## Relatives and friends' views

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

*"The service is excellent, caring and dedicated staff."*

*"Excellent care provided for my relative."*

*"The staff are always busy."*

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

*"Yes, we are kept informed of our relatives."*

*"We can ring and speak to someone."*

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

All relatives explained that they knew how to make a complaint and the people to raise concerns to.

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

*"Yes sometimes, we don't always know what is happening within the home."*

### Would you recommend this service to others?

All relatives commented that they would be happy to recommend this care home to others.



## Any other comments

*"Improvement with personal belongings for example clothing being misplaced or other residents personal clothing being in the wrong wardrobes/bedrooms."*

*"Some seating outside so that we can sit with our relatives, the home overlooks a cricket ground but there is nowhere to sit and watch."*





## 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.

- Continue to monitor, review and request feedback regarding staffing levels.
- Ensure that staff handover is effective and that staff members and agency staff coming on to the areas are fully briefed before taking over.
- Consider ways of promoting activities to residents, so that they are aware of what is on offer.
- Evaluate the quality of food and food choices provided and request regular feedback from residents regarding this.
- Provide opportunities for staff to share their views on how to improve the service, addressing the concerns which have been raised in this report.
- Review the process of how personal belongings are recorded and accounted for when returned to residents rooms.
- Ensure the areas that are providing dementia care are up to date with relevant dementia friendly equipment including dementia clocks and bathroom decoration.
- The overall interior and exterior of the care home could do with some decoration enhancement to ensure it is appropriate for the residents.

## Provider response

Areas identified for improvement	Action from provider	When by	Comments
<p>Continue to monitor, review and request feedback regarding staffing levels.</p>	<p>The home will continue to monitor, review and request feedback regarding staffing levels through our meeting and survey procedures</p>	<p>ongoing</p>	<p>Staffing levels are continually monitored and reviewed using a dependency tool (Barthel) which calculates the number of care staff hours that are required for the level of dependency of residents.</p> <p>The home uses contractual staff and their own casual staff team to cover for staff absence and training in the first instance.</p> <p>It is acknowledged that the home also uses agency staff where contractual hours cannot be covered. These agency staff are from an approved provider and as far as is practically possible are regular/ familiar people to ensure continuity for the delivery of support to/ for the people who live at Woodhill House.</p> <p>Woodhill House also has access to additional hours to support people who are nearing the end of life or experiencing a period of additional support requirements, i.e. Physical or Mental health increased needs.</p>
<p>Ensure that staff handover is effective and that staff members and agency staff coming on to</p>	<p>The management team will continue to follow handover and briefing procedures and ensure that staff record and verbalise</p>	<p>ongoing</p>	<p>LCC, Older People Care Services have a robust Handover procedure which takes place prior to each shift</p>

<p>the areas are fully briefed before taking over.</p>	<p>information to enable quality support for the residents.</p>		<p>commencing and before each shift is completed.</p> <p>The twice daily Handovers with the staff team are planned and facilitated by the duty manager.</p> <p>Additional briefings take place during each shift to discuss updates, reviews, safeguarding and environmental issues. All staff including agency staff are included in each handover and every briefing.</p>
<p>Consider ways of promoting activities to residents, so that they are aware of what is on offer</p>	<p>The home will continue to display the activity calendar and discuss with residents throughout the day what is on offer.</p>	<p>ongoing</p>	<p>LCC Older People Care Service Vision:</p> <p>Our Vision 'To be the best quality service, safely supporting Older People with kindness, dignity, care and compassion to live their life, their way'</p> <p>The home employs an Activity Care Assistant who is trained in Oomph activity (<a href="http://oomph-wellness.org">oomph-wellness.org</a>), There is a weekly activity calendar which is produced in collaboration with residents, staff and the Oomph programme.</p> <p>Activity takes place daily, morning and afternoon for groups and on an individual basis.</p> <p>All residents are supported to make a choice regarding joining an arranged activity at a level of their choice and or an individual activity i.e., going out with carer for walks, shopping etc.</p>

			<p>The care staff support residents to engage in activity of their choice whether it be an arranged group or themed party.</p> <p>Residents are also encouraged to access the community to pursue their own interests with support from family, friends, and staff according to their wishes.</p> <p>The activity calendar is one method of communicating with residents. Activities are also discussed with residents one the day, and residents are invited to participate at the time of commencement. Due to varying memory/retention of information this is carried out according to the person's needs.</p> <p>Activities are carried out in all areas throughout the day and may be a group activity as observed by the health watch visitors or on 121 basis for those who prefer i.e. Pamper sessions, manicure's, reminiscence, life story chats, crafting activity etc</p>
<p>Evaluate the quality of food and food choices provided and request regular feedback from residents regarding this.</p>	<p>The home will continue to hold residents meetings where food is an agenda item, we will invite the catering team to attend these meetings on occasions to speak with residents and seek feedback.</p>	<p>Invites will be sent to catering staff periodically throughout the year.</p>	<p><i>As per our vision:</i></p> <p>Monthly residents meetings take place where food and menus are discussed, and any changes requested are addressed with the catering team.</p>

		<p>The catering team are flexible in their approach and do cater for a variety of dietary requirements (allergy/food intolerances, gluten, nuts, vegetarian, vegan, pureed etc.) alongside the daily menu options.</p> <p>In addition, staff support residents to make their preferred menu choices daily. The home is equipped with kitchen areas whereby snacks and drinks can be offered at any time of the day and night to support residents to enjoy a healthy balanced diet.</p> <p>Examples of daily meal options below:</p> <p><b>Breakfast available everyday</b> -porridge, cereal, toast, jams, marmalade, fruit juice, tea &amp; coffee</p> <p><b>Additionally</b> - twice a week eggs and bacon or sausage sandwich.</p> <p><b>Saturday big breakfast</b> - has all the trimmings served alongside a full lunchtime menu.</p> <p>There is a <b>seasonal 3-week rotational menu</b> (summer/winter) there are <b>5 options per meal</b>, i.e. <b>lunchtime options</b> are homemade soup is available to all; then a choice selection of sandwiches; one hot option; plus jacket potatoes with choice of filling or a cold meat salad. The lunchtime pudding</p>
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		<p>is a hot choice i.e. Sponge, crumble, fruit pie etc.</p> <p>Each day there is <b>afternoon</b> Cake or homemade biscuits.</p> <p><b>Hydration stations</b> are in place on each area, where hot and cold drinks are available alongside, fruit, biscuits and snacks which are available all day every day and are replenished regularly throughout the day.</p> <p><b>Evening meal/ Teatime</b> consists of 2 hot options each day. 1 is a vegetarian option, 2<sup>nd</sup> option there is a choice of jacket potatoes with choice of filling, or cold meat salad. The dessert is usually a cold choice i.e. fruit and jelly, egg custard etc.</p> <p><b>Residents choice day every week</b> is Tuesday for lunch and evening meal. Residents pick from a selection of options for the two main meals of the day for both main meal and pudding/dessert.</p> <p><b>Supper</b> toast, crumpets, potatoes cakes, cereal, biscuits and hot drinks, chocolate, Horlicks, Ovaltine, tea, coffee.</p> <p>People are encouraged to live life how they choose therefore we have a few residents who enjoy ordering takeaway food i.e. fish&amp; chips and Chinese are a particular favourite, staff support this choice through help with ordering or shopping for residents requests.</p>
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<p>Provide opportunities for staff to share their views on how to improve the service, addressing the concerns which have been raised in this report</p>	<p>The home will continue to provide opportunity for staff to share their views, comments, and concerns through procedures in place and seek new ways to capture this information.</p>	<p>ongoing</p>	<p>The home has a comments box which is situated on the office corridor for staff, family and residents to make comments and suggestions, this is checked weekly by the registered manager and any suggestions/comments addressed through staff and resident meetings.</p> <p>Staff have area meetings which take place monthly and full staff meetings take place quarterly. Staff are offered the opportunity to make suggestions/comments within these meetings or if they prefer, they can raise these daily in briefings and handovers or in their 121 supervision.</p> <p>Meetings held and comments suggestions made are then displayed with 'You Said, We Did' poster to keep staff informed regarding actions taken or reason why it is not possible.</p>
<p>Review the process of how personal belongings are recorded and accounted for when returned to residents rooms</p>	<p>The home will commit to looking improvements regarding personal belongings they will work with laundry staff regarding the process.</p>		<p>Woodhill House employ dedicated laundry assistants in addition to care assistants.</p> <p>Woodhill House use a laundry identification system called 'Attach a tag' – this is a small button sized tag which can have either the residents initials printed on it or room number if preferred and is attached discreetly onto the</p>

			clothing label or the inside seam of the garment. Residents and families are invited to use this system if they wish at a small cost.
Ensure the areas that are providing dementia care are up to date with relevant dementia friendly equipment including dementia clocks and bathroom decoration	The home will be ordering replacement of dementia friendly equipment i.e. clocks, signage, contrasting toilet seats etc as required.		The home has just undergone some extension and refurbishment work and is now looking at replacement fixtures, fittings and furniture.
The overall interior and exterior of the care home could do with some decoration enhancement to ensure it is appropriate for the residents.	The home will continue to report any repair/replacement and or redecoration requirements through the appropriate channels.		The redecoration of the home is part of an ongoing programme of refurbishment and bathrooms are included in this alongside communal areas and bedroom areas.
Completed by	(Name) Carmel Croft Registered Manager	Date	18/11/2022

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