

Pennine View Care Home

Accrington

Enter and View Report

Tuesday 14th February 2023



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

Contact details

Pennine View Care Home
Addison Street
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hello@dovehavencarehomes.co.uk

Telephone number: 01254 233821

Registered Manager

Lyndsey Rafferty

Date and Time of our Visit

Tuesday 14th February 2023

10:00am-12:30pm

Healthwatch Lancashire Authorised Representatives:

Emmy Walmsley (Senior Engagement Officer)

John Moore (Healthwatch Volunteer)

Introduction

Our role at Healthwatch Lancashire is to gather people's views and experiences, especially those that are seldom heard, to give them the opportunity to express how they feel about a service. The aim of an Enter and View visit is to gather views and experiences of residents, relatives and staff of a service and observe the environment to assess the quality of the service.

This was an announced Enter and View visit undertaken by authorised representatives who have the authority to enter health and social care premises, announced or unannounced.

The team collate feedback gathered and observations made to compile a report. The report identifies aspects of good practice as well as possible areas of improvement. Healthwatch Lancashire is an independent organisation, therefore we do not make judgements or express personal opinions but rely on feedback received and objective observations of the environment. The report is sent to the manager for their opportunity to respond before being published on the Healthwatch Lancashire website at www.healthwatchlancashire.co.uk.

Where appropriate, Healthwatch Lancashire may arrange a revisit to check the progress of improvements. The report is available to the Care Quality Commission, Healthwatch England and any other relevant organisations.

General Information

"Providing residential care for people living with dementia, Pennine View offers both a comfortable 'forever home' and also welcome those in need of a shorter respite stay." (Taken from the Pennine View website)

During the visit there were twenty six residents within the home.

Acknowledgements

Healthwatch Lancashire would like to thank management, staff, residents and relatives, for making us feel welcome and for taking the time to speak to us during the visit.

Methodology

The Enter and View representatives made an announced visit on Tuesday 14th February 2023 and received feedback from nine residents, four relatives and five staff.

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. 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 on the environment and staff-member interactions. To retain confidentiality and anonymity of respondents, names, pronouns and any identifiable details have been removed from quotes.



9 residents
4 relatives
5 staff

Summary

Healthwatch Lancashire representatives spoke to nine residents, five staff members and four relatives on the day of the visit.

When representatives entered the building, we were greeted by the manager who was enthusiastic about our visit to the home. The home had three floors with two in use at this present time. The representatives were shown around the home and ensured we were catered for during the visit. The entrance had disabled access to the side with stairs leading directly to the reception.

The first floor had an open plan dining and lounge area with adequate seating available and promoted social interaction. The main area had enough room for relatives to visit with their family members and had a separate room if privacy is needed.

The bedrooms were very spacious and allowed wheelchair and physical aids to move around and had a toilet and sink facility within the room. There are separate communal bathrooms and shower rooms available nearby to the bedrooms. There was sufficient signage around the home that helped residents find key areas such as bathrooms, toilets and lounge areas. The second floor had a lounge and separate dining area and housed most of the bedrooms within the home.

The lounge area led out to a wrap-around garden, where there was level access and had enough seating to accommodate all the residents. There was a lift between both floors, which was secure to enable the staff to safely help the residents up and downstairs.

Staff members were identifiable by their uniforms and name badges. Staff members and management were observed to be friendly and supportive towards the residents during the visit and knew the residents by name. The home was clean and clutter free and allowed access for wheelchairs and physical aids throughout the home.

The residents were observed to be happy within the home and were being supported by staff members. The home was decorated for Valentine's Day at the time of the visit and a special menu had been arranged for the residents. There is a menu board up in the dining rooms and also on the tables for the residents to view. There is a lot of choice for residents at different times of the day.

Enter and View observations

Pre-Visit and Location

Prior to the visit to Pennine View Care Home, Healthwatch Lancashire representatives spoke to the manager of the home who provided a previsit questionnaire. Pennine View Care Home has an informative website which includes care needs, the services they provide, menu options and the fees for the home.

The Care home is situated close to public transport, shops and pharmacies within the area. There was clear signage when entering the road to the care home and a sign stating where the reception was when entering the car park. The home is set over three floors with two in use at present. The home can take up to forty eight residents and each room has a toilet and sink facilities within the rooms. The bathrooms and shower rooms are separate to the bedrooms and can be found on both floors.

At the time of the visit there were twenty-six residents within the home. There is an open plan lounge, dining area which has sufficient seating and chairs set out to promote social interaction between the residents.

There was parking to the front and the back of the home, with disabled parking spaces near the front of the home. The outdoor area was well maintained and there was space for residents and relatives to sit outside at the front and back of the home.

The home had a secure front door with a bell and a signing in book within the entrance. Healthwatch Lancashire representatives were welcomed by staff members and all staff members had badges on.

The internal environment- First impressions

Healthwatch Lancashire representatives were warmly greeted by the manager who made us feel welcome into the home. Representatives were shown around the home, there were hand sanitisation stations scattered around the nursing home.

The downstairs had an open plan lounge and dining area with a kitchen serving area and a family room attached to the sides. This then leads outside to a wraparound fenced private garden area with seating available for the residents to sit on. Food is prepared on site and served through the serving area to all the residents where they are given a few different choices every day to choose from.

There was a large seating area and a smaller seating area for residents to sit and promote social interaction between residents. The second floor had a smaller lounge area and separate dining area for residents to sit and allows space for relatives to visit. There was a hydration station within the kitchen area which

allowed residents to keep hydrated throughout the day. This can be accessed by the staff and residents can ask for this at any time of the day.

There was notice boards displaying support and a staff champion board displaying staff names and their specialism for example, first aider, mental health, and allergy awareness. The home was painted neutrally with a range of pictures in the corridors for the residents to look at. The hand rail was a different colour so the residents can distinguish the difference.

There was room for the home to receive visitors with room available in the open plan room and a separate family room for residents to sit with their relatives. On the day of the visit there were relatives visiting the residents in the communal area.

The observation of corridors, public toilets and bathrooms

There was dementia friendly signs throughout the home consisting of pictures and words to help the residents find their way around the home. Each bedroom door had the residents name on and are decorated to suit the residents needs.

The communal areas were clean and free from clutter, the main area was large and enabled residents to move around freely. The communal bathrooms and shower rooms were large enough to fit residents, staff and allowed room to support with physical aids including wheelchairs and walking aids.

The bathrooms and shower rooms had an adequate supply of soap and towels, residents have their own toiletry box in their rooms to ensure when they are running low the staff can tell relatives. There are call bells in every bedroom, bathroom and shower room. The home has sensor alarms that help keep residents safe within their own rooms. This is to alert staff of falls and prevent them.

The Healthwatch Lancashire poster was present throughout the home on both floors and relatives were aware that representatives would be attending. There were pictures of the local area from the past on the walls which could be seen by the residents and visitors.

The lounges, dining and other public areas

The lounge area was open plan and was decorated for valentine's day with balloons and decorations up around the lounge and dining area. There was enough seating for all the residents and extra to accommodate relatives that come into the home.

There was a menu up on the wall to show the residents the choices for meal times and there were also menus printed out on each table so this is visible to residents. There were activity posters up throughout the home for residents and relatives to view including a singer.

The dining area was set up ready for dinner and allowed the residents to sit together socially. The activities timetable was visible to see within the home and showed a rationale for why those activities had been chosen. This included why the activity was taking place and why the home had chosen that particular activity.

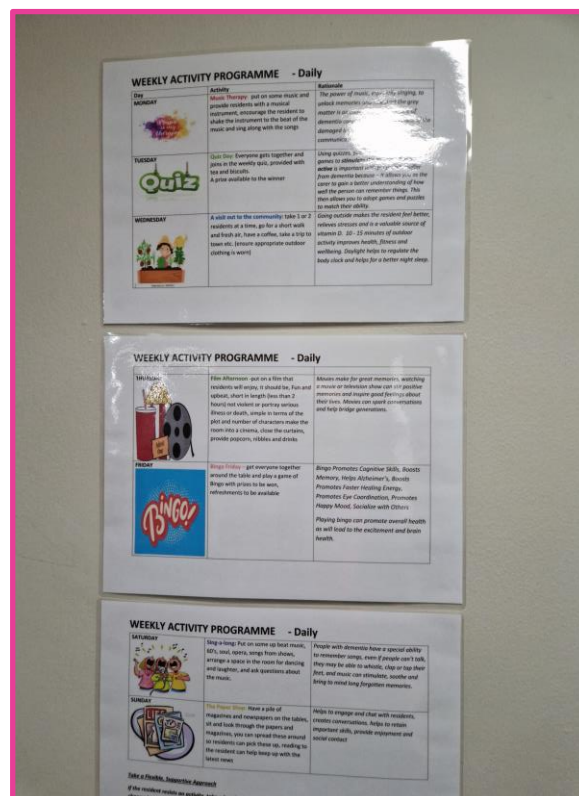
Observations of resident and staff interactions

During the visit the staff members were observed to be friendly and supportive towards the residents within the home. They were seen to be helping them move around the home and supporting with personal needs.

Staff were seen to be answering call bells efficiently and staff members were giving sufficient time to the residents. There were social interactions taking place between residents and staff, with staff members doing activities with the residents throughout the visit. Representatives observed a music session which included singing and dancing being carried out by the manger and then biscuit decorating being done with the residents.

During the morning staff were handing out snacks to the residents and it was observed that a staff member gave a resident with limited sight her plate and spoon, then ensured they knew where they were by gently putting them into their hands and asking if they needed any help.

Staff were identifiable by their uniforms and by name badges worn by staff members. All staff were observed to know the residents by name and showed person centred care by helping them with different activities throughout the visit.



Resident feedback

During the visit Healthwatch Lancashire representatives spoke to nine residents.

Environment

The residents spoken to were happy with the environment and had no negative comments. *"My room is brilliant; I do what I want to do to it."* Another resident commented about their room saying, *"Oh yes my room is good, I decorate it how I like."*

One resident commented on the size of the home and the range of activities. *"It's a very big place, and there is plenty to do and loads of people to talk to."* Another resident was happy to tell representatives, *"It's very family orientated here."*

Some residents were complimentary about the manager saying, *"I love her, there is nothing she won't do for you."* *"She is so helpful and supportive and joins in with the daily activities with the staff."*

Activities

Residents were happy with the activities that were available to them at the home. *"I wouldn't want to change a thing, I love it."* One resident mentioned about the choices available, *"we have a lot of choice of activities, and I love them all."* *"We sit and chat with the staff and I like that."*

One resident commented on the relative's day saying, *"I love it when we have relatives day and everyone comes in and has coffee and a cake together."* Residents talked about how they like doing the activities that are in place and that their family can join in. *"There is plenty to keep your mind occupied and I look forward to my family coming to join in the activity with me."*

Care

The residents were complimentary about the care they are receiving and spoke highly of the staff within the home. *"I like that I still have my independence, I get to do what I want, and the staff are there to support me."* One resident spoke to representatives about how happy they were in the home. *"I am very happy here, they are all so lovely, I love Lyndsey and the staff are fantastic."*

Another resident commented on the team within the home saying, *"everybody is good here, the staff are brilliant."* Some residents were complimentary over the staff and mentioned they feel looked after but also have space to be

independent. "Everybody is good here, nobody makes me do anything I don't want to do, all the staff will help you if you need it but I love my independence."

Food

Residents spoke very highly about the food and the choices they are given. "There is nothing wrong with the food here, you can't go wrong for eating, we get so much choice." One resident was keen to mention how nice the chef is by saying, "The chef is really nice, he doesn't like to praise himself, but he should."

All the residents spoke to representatives about the quality of the food. "The food is really good." "The food is great and there is always a wide variety."



I am very happy here; the staff are fantastic and you get well looked after.



Relative feedback

During the visit Healthwatch Lancashire representatives spoke to four relatives

How do you feel about the service provided?

The relatives spoken to were complimentary of the home and stated that they are happy with the service being provided. *"It is very good here; we are a team with the staff and we want to help where we can."*

Representatives spoke to some relatives who praised the relative day saying, *"I think they are a great idea; we have sessions where relatives can come in and have a chat and voice our views and opinions, it also gives us chance to catch up on any news from the home."*

There were comments around the feel of the home including, *"The place is always clean and welcoming when we visit." "I like coming here as it is a nice place to visit and the food is always good."*

Do you feel you are kept informed about your relative?

The relatives spoken to were very happy with the communication they received from the home. *"We are very well kept informed about our relative."*

A relative mentioned *"I get all the information I need, and I am happy with the communication."*

Do you understand the process to make a complaint if you needed to?

The relatives were happy that they could go to any member of staff in the case of a complaint if they needed to.

Are you aware of any activities provided by the service?

The relatives were happy with how the activities are advertised and shared with them. *"Things get advertised on the door all the time and they are always doing different activities; we can join in if we like."*

Would you recommend this service to others?

All the relatives spoken with said they would happily recommend this care home to another friend or relative. *“As soon as you come through the door it smells nice, the staff are friendly, and their bedrooms are kept so clean and tidy.”*

Staff feedback

Healthwatch Lancashire spoke to five members of staff during the visit.

Do you feel you have enough staff when on duty?

Most of the staff members were happy that there are enough staff when on duty with some mentioning that it can be busy at times. *“Yes, we all work together as a team very well and we help each other.” “It can be a struggle at times and more staff would be helpful.”*

Do you feel supported to carry out person centred care?

All staff spoken to were happy that they receive support to enable them to do their job effectively. *“Yes, 100 percent the manager is amazing and will go above and beyond for you.”* Another member of staff commented, *“sometimes when it's busy it can be hard, but we are all a team and it works well.”*

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

All staff members were happy with the training that is provided by the home. *“Yes, you can ask for additional training if you feel you want to develop more.”* Another member of staff commented, *“yes I love doing training especially when its whole team training.”*

Are you happy working within the nursing home?

All staff members stated they were happy working within the care home and more now that all the staff are permanent. *“Yes, it's a lovely care home, staff are welcoming and friendly and I am happy we are all permanent staff now.”*

Another member of staff commented on how the permanent staff make a difference within the home. *“Yes, it's brilliant, I love seeing everyone looked after and cared for especially now we are all permanent, we know the residents better.”*

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

All the staff members commented that they would be happy to put their relative or friend in the care home. *"Yes, I'd even put my own mum in here."*

Any other comments

"I was so welcomed into the team; it feels like a home from home."

"It is the resident's home; we do what they want."

"We promote independence, it is so important to have that independence."

"The manager is very approachable and open."



Recommendations

The following recommendations have been formulated based on observations of the environment and feedback gathered from residents, relatives, and staff.

1. Consider implementing dementia friendly clocks within the care home.

Provider response

Recommendation	Action from provider	Timeframe	Comments
<ul style="list-style-type: none">Consider implementing dementia friendly clocks within the care home.	Discussed and order completed.	4 Weeks	Completed



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Lancashire

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