

# Barchester- Sherwood Lodge Care Home Preston

## Enter and View Report

Monday 30<sup>th</sup> October 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

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Telephone number: 01772 307513

## Registered Manager

Tracy Lyons

## Date and Time of our Visit

Monday 30<sup>th</sup> October 2023  
10:00am-12:15pm

## Healthwatch Lancashire Authorised Representatives:

Emmy Walmsley (Senior Engagement Officer)

John Moore (Healthwatch Volunteer)

Lynn Yates (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](http://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

Sherwood Lodge Care Home provides residential care for older people. They also offer short term and respite care.

The home has forty eight bedrooms with one of those bedrooms being a double room.

The home is situated on 2.5 acres of land and is shared with their sister home which is Sherwood Court.

At the time of the visit there were thirty seven residents in 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 Monday 30<sup>th</sup> October 2023 and received feedback from seven residents, nine staff members and two 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 service users were structured around four themes (Environment, Care, Food and Activities). Conversations with staff included their experiences of staffing levels, support and training.

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 Staff**  
**7 Residents**  
**2 Relatives**

# Summary

Healthwatch Lancashire representatives made an announced visit on Monday 30th October 2023 and spoke to nine members of staff, seven residents and two relatives.

Sherwood Lodge Care home can cater for up to forty nine residents over two floors.

When Healthwatch Lancashire representatives entered the home, they were greeted by the deputy manager and asked to sign in. A discussion about the facilities was held and a tour of the home was carried out.

There is a spacious reception area with the manager's office adjacent. There is a signing in sheet and hand sanitisation station for visitors to use. This then leads on to the cafe lounge which is used for relatives to meet residents and serves as a quieter communal room.

There is a large dining area with chairs and tables set up for meal times. There is a separate kitchen where all meals are prepared onsite. A daily menu was on display in the dining area. There were different options for lunch and tea, members of staff spoke to representatives about the possibility of asking for something different. Healthwatch Lancashire Representatives were informed that "If a resident doesn't like the food or wants to eat early or later then the chef will make them something separate." The menus presented residents with a choice of three main meals and three desserts with a choice of drink.

At the time of the visit one activity was observed taking place. This was a quiz in the tv lounge with around ten residents. No other games or resources were seen to be available at the time of the visit except for a jigsaw puzzle.

Staff were observed to be in uniform and identifiable by badges which had their names and job title on. The staff members were seen being tentative towards the residents and helping them around the home. There were a range of staff members on duty at the time of the visit and the staff members knew the residents by name. The staff were friendly and courteous towards the residents at the time of the visit

# Enter and View observations.

## Pre-Visit and Location

Prior to the visit to Sherwood Lodge Care Home a previsit questionnaire was sent to the management team to provide Healthwatch Representatives with some background information before entering the home. The website is informative containing information about the facilities, the care they provide, activities and an option to have a virtual tour around the home.

The home is split into two levels with the ground floor housing twenty bedrooms and a further twenty-eight on the first floor. There is parking to the front of the home including four disabled parking spaces. There was level access to the front of the home with the use of drop-down curbs near the entrance.

Sherwood Lodge Care Home is a one minute walk from a bus stop and reachable by car ride to local supermarkets and coffee shops.

The entrance to the home was secure with a number code on the door and this was also at the top of the stairs for safety of the residents to prevent the risk of falls on the stairs at night. Visitors are required to sign in and out of the home for security.

On the previsit questionnaire the manager provided some insight into the activities that are on offer at the home. "Arm chair Exercise, arts and crafts, dominoes, jigsaws, external entertainment, oomph interactive platform, coffee morning each Tuesday at evangelistic church, hairdressers each Tuesday, Monthly themed nights, Church services, board games, karaoke, school visits to the home , sensory themed activities."

The home had a large outdoor area with seating and tables for the residents to use. The seating is arranged to allow residents to sit together and engage in social interaction. The garden is well maintained with flowers, trees and areas for residents to use at their leisure.

## The internal environment- First impressions

When Healthwatch Lancashire Representatives arrived, it was clear where visitors should attend with a sign identifying the reception area. Representatives were greeted by the Deputy Manager and asked to sign in the visitors' book. The area had a television showing pictures of the home, information leaflets about the home and its care offer. The Manager's office was also located next to this area. There was also some seating in the reception area for visitors to the home. There were two staff boards to show visitors staff who work at the home.

There was a board displaying a policy of the month, staff member of the month and also a 'you said we did' poster. This highlighted responses to a residents, family and friends survey carried out by the home and explained what the home have done to improve on the recommendations put forward. There is a resident meeting every month to discuss food and activities and a relative meeting every three months to discuss what is happening at the home.

The home appeared clean and tidy throughout and uncluttered. Accessibility at the home was available through the use of a lift, hoists, wheelchairs or other physical aids. All the doors had signage on them to show what each room represents. The signage was not dementia friendly and could have benefited from the use of images to help signify the use of the room. There was no signage observed in the corridor areas. There were signs on bedroom doors, but this was only contained the names of the residents. During the visit Healthwatch Representatives observed some residents walking around the home who, when greeted, explained that they were trying to find their way.

There was a board in the corridor which showed visitors the different aspects of care each member of staff was a champion of. It was explained that staff have an area of care that they are responsible for promoting at the home such as, dementia, nutrition and hydration, react to red, falls, health and safety, dignity, LGBT and safeguarding.

It was explained that the majority of residents go to the communal areas during the day with only a select few deciding to stay in their bedrooms. All the residents were seen to be in the communal areas throughout the visit and the communal rooms became quite busy at times due to the timing of the visit coinciding with the beginning of the lunch time.

## The observation of corridors, public toilets and bathrooms

There were 48 bedrooms in the home and thirty three had a toilet and sink available for a resident to use. However, it was explained that the other fifteen rooms only provided access to a sink unit.

There were three communal accessible bathrooms on the top floor and one communal bathroom with a separate toilet on the ground floor. Communal spaces including bathrooms and toilets were accessible to residents and were large enough to move around freely. The bathrooms and toilets were clean and clutter free throughout the visit. All corridors were bright and accessible, there was art work displayed in all corridors and communal areas which contrasted with the colour of the walls.

It was observed that residents had made their rooms more homely by decorating them to their taste and also by bringing in personal possessions into their room. Details like this allow residents to feel more at home which is important when moving into a new space.

Both floors could be accessed via stairs and the lift. There was an activity board up in one corridor which showed what activities were taking place that week, this would be more beneficial the communal areas so that all residents could see this and find out what events and activities were taking place.

During the visit no dementia friendly clocks displaying day, date and time were observed by Healthwatch Lancashire representatives in any of the areas throughout the home.





## The lounges, dining and other public areas

The communal areas were all on the ground floor of the home. There was a café lounge area with sofas, chairs, tea and coffee facilities and is used for visitors. The Café lounge area was full towards the end of the visit. It was observed that there were no activities held in this area during the visit due to staff assisting residents around the rest of the home.

The dining area was a large area with enough seating to cater for all the residents. The tables were set out ready for dinner with a flower vase in the middle of each individual table. There were two tables situated away from the main dining area to give residents the chance to eat in a more peaceful environment. The kitchen was next to the dining room where all the food is cooked on site. Opposite the dining room was a further seating area where residents could sit or have a break. This lead on to the conservatory room where there were sofas and an extra table and chairs for meals or for activities.

The conservatory led out to the large garden area which had seating and tables to accommodate the residents. Round the corridor was a tv lounge area set up to promote social interaction between the residents but allowed a quiet space if needed.

The menu for lunch was seen being brought out around 11:40 and put on the tables ready for lunch time. Residents were observed being seated in preparation for lunch. It was noted that residents did not appear to have been given the opportunity to discuss lunch or choose their meals before sitting at the tables.

ACTIVITIES FOR THE NEXT 7 DAYS	MON	TUE	WED	THU	FRI	SAT	SUN
MORNING ACTIVITIES	One To One Time	Coffee Morning	Today's News	Puzzles	Knitting Circle	Arts & Crafts	SUNDAY SERVICE
AFTERNOON ACTIVITIES	Story Reading	Exercise		Suggestions Meeting With Residents	Gentle Exercise	Dominoes	Arts & Crafts
EVENING ACTIVITIES		Musical Instruments	Poetry Recitals	Concert	70s KARAOKE FRIDAY	Book Library	Easy Listening

## Observations of resident and staff interactions

At the time of the visit, Healthwatch Lancashire Representatives observed the end of breakfast time with some residents moving from the dining area to the communal lounges. It was observed that there were enough staff on duty, at the time. However, residents were seen to be requiring additional support moving from one area to another, which was given by staff in a caring and compassionate manner.

One resident expressed frustration that there was a delay in movement between areas as the staff member could not help them at the time as it required two people to move safely, this meant that the resident had to wait until someone else was free to help. The call bell was heard a few times, and this was observed to be ringing for some time which meant a staff member was taken away from the communal area to help in a bedroom. When the resident was supported the staff members were caring and attentive towards them.

The activities coordinator was present at the time of the visit and they were carrying out a quiz in the tv lounge area. At the time of the visit one activity was observed taking place. This was a quiz in the tv lounge with around ten residents. There were not many resources or activities seen out at the time of the visit, a member of staff was observed discussing an activity with a resident but they did not wish to engage with the conversation or any activities suggested by the member of staff. Other residents were observed in different areas of the home who did not appear to know that there was an activity taking place which they could take part in.

The manager and some staff members explained how some of the residents go for a coffee morning on a Tuesday at the nearby church, but not all residents are able to attend due to staffing constraints. There are also opportunities for residents to visit local shops and supermarkets with members of staff when available.

During the rest of the visit staff members were observed helping residents around the home and getting them drinks in the rooms. Some staff members were observed to be completing care plans and also answering call bells to residents that were in their room. There was apparent personal care in the home with staff members talking to the residents by name and helping them around the home.

All staff were identifiable with uniforms and badges with their names and roles on them. A member of staff showed representatives the 'wish tree' where residents can write down what they would like to do or where they would like to go and put it on the tree, they try to accommodate as much as possible.

The home is advertised as a residential home, but it was observed that a lot of the residents required more support and care than others. Several residents needed help communicating, washing, dressing, feeding and moving around the home.

# Resident feedback

During the visit, Healthwatch Lancashire representatives spoke to seven residents. Observations were used to gather information about residents' experiences.

## Environment

All seven residents mentioned they were happy with the environment and talked about how clean and tidy the home was. "It's clean. The people are nice and decent. They're good to mix with. Everything's decent, that's why I like it here. I'm quite happy here." "Yes, it I like the atmosphere and the people are friendly. My room is very clean and if you want anything you just press your bell."

Some comments surrounded staffing and how that helps within the environment. "I've been here for a long time now. It's a really nice place. Everyone is friendly, very friendly." "Staff are very nice, I like the way its set out. I am very happy, and the staff are very helpful." "I've had a very nice welcome and look around."

During observations at the time of the visit there was ample space for residents to sit in different rooms and move around the home freely. The environment was warm, and staff were seen attending to residents throughout the visit.

## Activities

During conversations with residents, it became clear that six out of the seven residents weren't aware what activities were in place at the home or how to join in them. "I'm not sure to be honest, I don't know what's happening."

One resident spoke about the activities happening in other rooms, but they were not asked if they'd like to join in. "Sometimes I hear activities happening in another room, but I've not been asked if I want to join in."

Three residents talked about how their illness or the amount of residents made it hard to cater for everyone's needs. "This home used to be full residential, but we seem to have more people in here who are not capable of doing the activities we used to." "They tell me about things, but there are a lot of people here which is hard to get around everyone." "Not really because of my illness."

One resident commented that activities do happen and sometimes outside entertainers come into the home. "Our activity coordinator does our activities, they do something every day, sometimes we have singers."

One resident explained how they felt that they were not always given a choice in the activities they were offered, "I don't always get what I want. I wanted to sit in my usual seat today but there was no one available to come and help me."

## Care

All seven residents commented that they were happy with the care they receive. "It's OK for me." "The care is good here, yes." "They do look after me." "If you need any help, there is always a friendly face."

Four residents talked about how staff are very busy and at times this can be difficult. "It is ok, I don't really see anyone as a I don't like sitting with the other residents." "The care is good, but the staff are very busy. We can use our buzzers, but I don't like to bother them as I know how busy they are." "I'm not one to complain, they do their best, but staffing is hard at times especially at key times when people need help getting up, dressed and brought downstairs." "Some staff can be a bit abrupt at times and this can be quite hard. I know they are busy, but they have to understand we need looking after." One resident mentioned that they felt there were people with more complex needs coming to the home and they felt that sometimes there was not enough staff available to provide everyone with assistance.

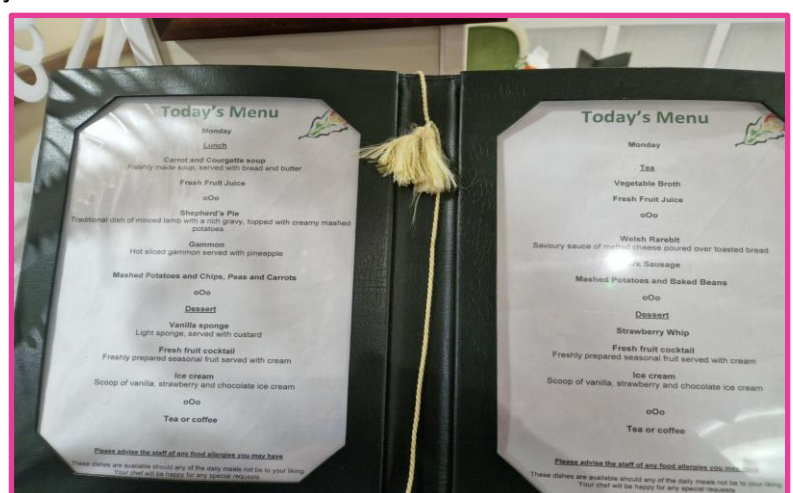
During observations staff were seen talking to residents and helping them around the home. The call bell was sounding on several occasions during the visit and it did mean a member of staff was taken off the ground floor to support the residents in their rooms.

## Food

All seven residents commented that the food was good and there is a wide range of options for them to choose from. "There's nice variety, but there's too much of it. I guess that's not a bad thing, but you can't eat it all." "I'm not used to the diet, but I'm happy with what I get. I've always been used to different foods." "There are different varieties, main meal and a pudding." "If there is something, you don't like they will make you something different." "It's very good, we have a menu to choose, and you can get a snack if you would like one."

Some comments talked about the menus and them coming out just before meal times and would be nice to be accessible earlier so they can look at what is coming. "The menus only come out just before meal time and it would be nice to see the menu earlier so we can look at it properly before making a decision." One resident mentioned there was sometimes a lack of variety with meals served "It tends to be meat pies or sausage rolls for tea most nights."

When Healthwatch Representatives arrived for the visit some of the residents were sat finishing their breakfast and staff were seen helping residents with this.



## Any other Comments

"I'm quite happy they are very nice and helpful."

"They do a lot here, but we can't do as much as we used to due to the residents coming into the home."



If you need any help, there is always a friendly face.



# Staff feedback

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

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

Four members of staff commented that they felt they had enough staff when on duty. "There are enough staff for my role." "Yes, I feel there is enough." "In the area I work in I feel we have enough staff to do our role."

Five members of staff spoke about how they do feel they have enough staff but at times during the day it could be difficult to manage the needs of all of the residents in a timely fashion, "Sometimes we have enough but this can be hard at key times of the day when you've got to get residents up, dressed, washed and downstairs when there are only three of you on duty." "We are not as residential as we used to be so the care of the residents is more than it used to be, so staffing can feel limited at times." "It depends on the management, sometimes we have enough and sometimes we don't. I don't feel we have enough breaks for the hours we do and this can be difficult to juggle at times." "It depends. When staff are unable to come in the remaining staff are really stretched if bank staff aren't available to cover. We try to keep in touch with bank staff."

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

All nine staff members commented that they felt supported in their roles. "I'm well supported." "I wouldn't be here if I didn't feel well supported." "Yes, I do feel supported to carry out my role."

Three members of staff mentioned that they do feel supported, but staffing can be a concern at times. "Yes, I do feel supported, but I feel we need more time or more staff would help us do this more effectively." "When all the residents are downstairs then yes, I feel we can provide person centred care, but it can be difficult at times when there are a lot of jobs to do and the call bells are going off." "Yes, I do. My voice is always heard. If I have any concern, it can be raised at the daily stand-up meetings."

One member of staff mentioned that having the activities coordinator helps during the day. "The activities coordinator helps as they can be in a room doing an activity with many residents which frees you up to do some work. This also frees up time to go for a walk with the residents."

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

All nine members of staff commented that they all have enough training to carry out their duties well. "I was already trained. I've done lots of caring and housekeeping roles in the past." "There is a lot of online training which is good." "I have a lot of experience and a lot of training." "The quality of training is one of the reasons that I am here. There is lots of e-learning available and staff are chased if they don't complete the training that's expected of them."

## **Are you happy working within the nursing home?**

All nine staff members commented that they are happy working at the care home but at times it can be difficult. "Yes and no. It depends on the staffing levels, and they are often short, so residents can get frustrated when you can't get to them straight away" "There are more people who need care, and it should be a residential home. When someone needs a hoist, it needs two staff – that's a lot when only four care staff are working." One member of staff commented that they enjoyed their work but felt that sometimes there were pressures that affected their wellbeing, "Yes, I would but at times it can be very draining when you work long hours and don't always get your breaks."

Three members of staff mentioned how rewarding their job was. "Yes, it's always friendly and happy here." "It is a very rewarding job, and the staff are very friendly and helpful."

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

Four members of staff commented that more activities and more staff to facilitate those activities would help improve the experience. "More activities. There is a list on the board, but they don't always happen. Staff get pulled away to do other things." "More could be done with activities; they need to meet all needs." "More trips out would be good for the residents." "Activities provided in more areas of the home, the activities take place in the tv lounge and not all residents can get in that room, it would be nice to have another person who can provide activities in the other rooms."

Three members of staff commented about staffing and how extra staff at key times would help improve resident experience. "More support in the morning would be very helpful especially with hoists and personal care." "We have daily stand-up meetings where everyone is listened to, and decisions can be made on the changes that are needed. If things that are decided aren't acted upon, they can be raised again at the next stand-up meeting to make sure that things do change."

## Any other comments

"Fairness and equality of staff within their roles and treat everyone the same no matter their position."

"Ensuring breaks are allowed and sufficient staff to cover those breaks."

"We are all one big family; the home is run much better by the manager we now have in place and the management team will help where needed."

"The management team are very approachable and come on to the floor when needed."



It is a very rewarding job, and the staff are very friendly and helpful."





# Relative Feedback

Healthwatch Lancashire spoke with two relatives during the visit.

## **How do you feel about the service provided?**

The two relatives were happy with the service being provided at the home. "The service is very kind, just like it was before the pandemic." "I am happy and my relative is confident in here."

One relative commented that there seems to be fewer staff at times during their visits. "There sometimes seems to be fewer staff at weekends, they seem very busy."

## **Do you feel you are kept informed about your relative?**

Both relatives informed Healthwatch Lancashire Representatives that they do keep them up to date. "Yes, they ring me up and tell me what the doctor has said."

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

Both relatives mentioned that they have no need to complain but they would know what to do if they needed to complain. "I've never seen anything to complain about, so wouldn't need to know." "'I'd just go to the office to get it sorted."

## **Are you aware of any activities provided by the service?**

Both relatives spoke to representatives about knowing certain activities, but they are not fully aware of what happens. "They sometimes go for a coffee in the church near the pub, which is nice." "They have a singer and my relative likes that, I don't know of any other activities."

## **Would you recommend this service to others?**

Both relatives said they would recommend this care home to others. "From what I see, yes." "Compared with other places this seems quite nice."

# Recommendations

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

1. Implement dementia clocks throughout the home.
2. Add more signage around the corridors of the home to help residents identify where they are going.
3. Plan more activities inside and outside the home to promote social interaction between the residents.
4. Investigate the possibility of hiring a second activities coordinator to run activities alongside their colleague ensuring all needs are catered for and more activities are taking place.
5. Display the activities board in more communal spaces so residents can see what is happening.
6. Encourage staff to mention activities during the day to spark conversation and engagement.
7. Look into staffing arrangements during the day to ensure there are the right number of staff to cater for residents who require more one to one support and help moving around the home.
8. Display menus in communal rooms before meal times to allow residents to see the choices and be able to talk about what is on offer.
9. Encourage staff to take regular breaks throughout their shifts

# Provider response

Recommendation	Action from provider	Timeframe
Implement dementia clocks throughout the home.	We have ordered Dementia clocks for our communal areas and are waiting for dispatch and delivery. These will be in the focal communal areas of lounge, Café and dining room where majority of our residents sit	These will be implemented in the home on delivery
Add more signage around the corridors of the home to help residents identify where they are going	We will review this with the Barchester interior design team	I have already sent an email to the Interior design team on 6/12/2023 and awaiting their feedback
Plan more activities inside and outside the home to promote social interaction between the residents	<p>More activities will be more available outside of the home shortly. We have a minibus driver currently having her licence screened and being added to insurance and awaiting training on wheelchair anchoring and tailgate use.</p> <p>Residents currently go out on short walks, to the local asda and shopping complex and to the coffee morning every Tuesday morning.</p> <p>Meeting to be held with Activity coordinator around internal activities and planning</p>	<p>Outdoor – as soon as appropriate checks completed and relevant training done re minibus more excursions can be planned.</p> <p>Indoor – Meeting to held when Activity Coordinator returns from annual leave re extra activity plan.</p> <p>We are aware of current Activity coordinator having some performance issues due to own health and this has been actioned already and referred to Occupational Health for input, support and guidance.</p>

<p>Investigate the possibility of hiring a second activities coordinator to run activities alongside their colleague ensuring all needs are catered for and more activities are taking place</p>	<p>We already have an advertisement out for a bank activity post to help and support current Activity Coordinator and also cover weekend activities.</p>	<p>Advert for this post is out on indeed and interviews will be held upon receiving applications</p>
<p>Display the activities board in more communal spaces so residents can see what is happening</p>	<p>We are unable to remove the actual main board from the wall were currently situated as this would then need plastering and decorating due to its fixings.</p>	<p>We will look at getting and displaying a similar board of Activities for the communal area</p>
<p>Encourage staff to mention activities during the day to spark conversation and engagement.</p>	<p>We are encouraging this now, Senior hands this over in the allocation each day and it has been discussed in stand-up meeting for whole home to also promote.</p>	<p>To be ongoing</p>
<p>Look into staffing arrangements during the day to ensure there are the right number of staff to cater for residents who require more one to one support and help moving around the home</p>	<p>All our existing and new to the home residents needs are inputted on to our DICE tool to calculate the hours of care needed to support their individual needs. Any changes to residents needs in terms of care are updated to the DICE platform to re-evaluate hours needed. This is then reflected into the staffing hours and staffing numbers required.</p>	<p>Home has fully recruited permanent staff and also a good number of bank staff. DICE is regularly reviewed and updated. Rotas and staffing is reviewed daily and will continue to be</p>
<p>Display menus in communal rooms before meal times to allow residents to see the choices and be able to talk about what is on offer</p>	<p>Admin has ordered new extra menu covers so that we can put extra menus out communally in the morning. We have also just implemented the new season menu</p>	<p>As soon as new menu covers arrive from supplier this will be implemented with our new menus in</p>

Encourage staff to take regular breaks throughout their shifts.	Staff are allocated their breaks in the morning at daily allocation and are given staggered times of breaks to take throughout the day	Staff are encouraged to take their breaks as allocated and will continually reviewed
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**Is the report factually accurate? If not, please state what.**

Whilst we appreciate the staff feedback around staffing and how they have expressed their feelings, we do ensure the appropriate level of staff are allocated and managed for each shift. Rotas are put out in advance with at least 8 weeks Rota out at one time. We review our DICE regularly to ensure the appropriate hours of care are being delivered for all our residents within the home, who's care needs are recorded into our DICE tool and updated as needs change. However, we cannot account for sickness/absence happening last minute. We have recruited a good quantity of Bank staff who are contacted, alongside our permanent staff, if a staff member rings in sick and we do are upmost to have this covered quickly, which it usually is. We have used agency staff in the past to ensure the correct number of staff are on shift, but we have not used any agency care staff since July 23 as our permanent and bank staff are fully staffed and they have picked up shifts for sickness cover.

Staff breaks are allocated each morning at hand over on a staggered basis to ensure the floor is supervised. Sometimes time management is an issue which impacts not getting on their break on time but are still encouraged to take at the earliest convenience. However, we do appreciate that this does not always go to plan if there an emergency or similar.

**Did you learn anything new about residents' views and experiences, or anything else, as a result of the Enter and View undertaken by Healthwatch Lancashire?**

We have learnt that overall, the residents are happy here, however some feel some of our newer residents have a greater need of care. We have just recently in October had our Registration and Statement of Purpose changed to accommodate Dementia Residents. Prior to this was Residential. This has appeared from feedback to have impacted some of our more residential residents as needs and social interactions differ between the two.



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