

Abbeyfield House Care Home Clitheroe

Enter and View Report

Monday 9th 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

Abbeyfield House Care Home, Clitheroe
Union Street
Clitheroe
Lancashire
BB7 2NH

Telephone number: 01200 442550

Registered Manager

Andrea Smith

Date and Time of our Visit

Monday 9th October 2023

1:30pm-3:30pm

Healthwatch Lancashire Authorised Representatives:

Steven Walmsley (Engagement Team Leader)

Hilary Holton (Healthwatch Volunteer)

Introduction

Our role at Healthwatch Lancashire is to listen to people's views and experiences, especially those that are seldom heard, to give them the opportunity to express how they feel about a service.

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.

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 visit 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.

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

"We provide care for up to 40 older people. We provide individualised personal and emotional care and support; for people with a wide range of needs from physically/ cognitively independent to those requiring support from two staff with all aspects of daily living."

Taken from the pre-visit questionnaire

During the visit there were thirty-seven residents at the care home.

Acknowledgements

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

Methodology

Healthwatch Lancashire representatives made an announced visit on Monday 9th October and received feedback from six residents, six relatives and five members of staff.

Healthwatch Lancashire obtain the views and experiences of residents, relatives and staff. Conversations are adapted to capture individual experiences to help assess the quality of services.

Conversations with residents were adapted to capture individual experiences to help assess the quality of services. Conversations with residents focused on four themes (Environment, Care, Food and Activities).

Discussions 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.

Healthwatch Lancashire 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.



6 residents
6 relative
5 staff

Summary

Healthwatch Lancashire representatives made an announced visit on Monday 9th October 2023 and spoke with six residents, five staff members and six relatives on the day

of the visit. Interactions between residents and staff, along with activities were also observed.

The care home has capacity for 40 residents with 37 in residence at the time of the visit. The premises has undergone refurbishment with communal areas and rooms being updated and renovated.

There are five communal areas for residents to use and there is access to the local park and town centre which are situated near the home. There are outdoor spaces to the front and rear of the home for residents to access. One room which was described as the "Activity Room" has recently just been refurbished, with new furniture and fittings which residents had provided input on to choose furniture and fittings

At the time of the visit, residents were observed taking part in activities in the activity room with staff. A group of relatives were also taking part in a birthday celebration with a family member, who resides at the home. It was explained that the home runs many activities that are designed to work with the interests of the residents, such as session involving animals that had been brought in for them to interact with and other celebrations. Other relatives were also observed paying visits to their loved ones at the time of the visit.

The home was secured with a key fob system at the front and there was also a similar system on stairways, which also allowed staff to gain entry to the different areas of the home. Staff were seen assisting residents with limited mobility around the home. Accessibility was catered for with level access to outdoor areas and a lift between the three floors of the home. The lift was always accessible for residents to use when they needed. All communal areas were clean with no excess clutter in them. Equipment was observed to be safely stowed with any hazardous materials being kept in clearly marked and locked trolleys or cupboards.

Pre-Visit and Location

In preparation for the visit, Healthwatch Representatives held a discussion with the Manager and sent a pre-visit questionnaire to learn about the home, levels of care afforded to residents, the range of activities provided and any recent changes that had been made at the home. The home is managed by the Abbeyfield Lancashire Extra care society which is part of the Abbeyfield group which has over 350 homes across the UK.

“We provide individualised personal, emotional care and support; for people with a wide range of needs from physically/ cognitively independent to those requiring support from staff with all aspects of daily living.”

The care home has a website that describes the location of the home and the facilities and some of the activities that take place at the home. It also lists some of the additional services that are on offer to residents.

Abbeyfield House is located on the outskirts of Clitheroe. There is access to public transport on Edisfield road nearby. The home is well signposted from the main road with bespoke signs.

Enter and View observations.

The internal environment- First impressions

At the time of arrival, Healthwatch representatives were asked to sign in using a confidential signing in book to protect personal details. The reception area led into one of the communal lounges, staff could be seen assisting residents and checking on the wellbeing of residents. Staff addressed residents by name and had a good rapport with them, from this initial observation, staff appeared to have a positive relationship with residents.

Around the entrance of the home, were notices used to inform people about activities and actions that had been taken from resident feedback using “You Said, We did” to explain how they had made some changes to the way they displayed the menu. The entrance area was bright and spacious with a seating area for residents to use. An up-to-date activities timetable was on display to show what events and activities were planned. It was noted that staff were seen sitting with residents and relatives discussing activities that they had participated in and were also having open conversations about what was going on at the home and with their loved one.



The observation of corridors, public toilets and bathrooms

The corridors of the home were kept free from clutter and representatives were informed that there were rooms on each corridor that were used to store hazardous materials and equipment. Handrails were present in corridors and all floors were dementia friendly with a matt finish. A lift was available so that residents had free access to the different areas of the home. Stairways were protected by key-fob access to mitigate the risk of a resident having a fall in a stairway. Healthwatch Lancashire representatives were informed that only staff had access to the stairways. Residents' rooms were fitted with new fire doors and each room had a personalised sign with their name, photo and personal embellishments to make them unique, it was explained that residents were able to personalise their rooms with pictures and personal belongings.

All rooms had their own en-suite bathroom with handrails and a level access shower to give residents the opportunity to use them at their own discretion. At the time of the visit Healthwatch were informed that the rooms that lacked these facilities were due to be upgraded. There were toilet facilities areas around the communal areas for residents to use at their own convenience. It was mentioned by management that there were plans to build a new toilet next to the most recently refreshed activity room at the home to give residents better access to a toilet.

Signage was present around the home which indicated the room numbers along each corridor and communal areas. Signs on residents doors and some communal areas used images to help residents identify their function whilst others used black and white text on laminated signs. The laminated signs were not always clear to read due to the glossy finish.



The lounges, dining and other public areas.

There were five communal areas for residents to use in different locations at the home and a dining room in a central location. Each communal area was designed to perform a different function. There was a room designated for activities, two communal seating areas; upstairs and downstairs, a conservatory area and a quiet room for residents to use.

At the time of the visit, staff were cleaning up from lunch in the dining room and residents were making use of the other rooms. The dining area consisted of several circular tables to promote interaction between residents. A menu was on display near the serving hatch with a range of meal options written on a chalkboard. Staff explained how residents had previously provided feedback to inform the décor choices for the room and how the menu was displayed. They explained that residents had been consulted about the best way to display the menu so that it could be read clearly, which was implemented.

Residents were observed using the activity room with different activities being carried out with members of staff, residents had a choice of which activity they wanted to participate in, such as jigsaws and crafts, there was also a television on for residents to watch if they chose to. Staff were on hand to assist if needed. Each communal area had a range of different seating for residents to choose from according to their preference. The seats were arranged in a variety of ways to promote social interaction or give residents a quiet place to sit if they so desired. The television was on in each communal area with the volume down low so as not to inhibit the interactions between residents.

There was a large outdoor area to the rear of the home, which had raised beds to allow residents level access to do gardening activities. It contained a large outdoor seating area, which residents were able to use whenever they wished. At the time of the visit a resident was observed working on a one-to-one basis with a member of staff in the garden. It was mentioned by staff members that this was part of their care plan that they could go outside but that they needed to be accompanied in order to minimise the risk of a fall.

Observations of resident and staff interactions

Throughout the visit, Healthwatch Lancashire representatives took time to observe interactions between residents, relatives and staff. It was noticeable that staff knew the names of all the residents and were sensitive and aware of the needs and wishes of the residents. One resident was observed needing assistance, from a member of staff, which was handled in a sensitive and compassionate manner. Observations of residents were being taken by other members of staff and there were assisted movements being carried out in a sensitive manner.

The Activities Coordinators were observed sitting with residents and offering assistance, they were holding discussions about the range of activities and were seen to be making adjustments to suit individuals' needs. All members of staff were identifiable by their name badges however, they were not always consistently displayed throughout the visit. Some badges were hard to read due to the wear and tear of the labels.

At the time of the visit there were several relatives in attendance to visit their family member. Of note was a birthday party being held in the quiet room with a resident and their family. The home had provided a buffet and the family were given space in the quiet room to use for their celebration. Other relatives were observed visiting the home and were included in discussions between members of staff and residents.

Resident feedback

During the visit Healthwatch Lancashire representatives spoke with six residents.

Environment

All six of the residents were happy with the environment and complemented the décor and the space that they had in their rooms. One resident said “My bathroom is huge.” Another mentioned that they liked the personal touches that they could make to their rooms with their own furniture and decorations. One resident commented on the outdoor space saying that they liked to go out in summer and there was plenty of room to do activities or sit on their own. One resident mentioned that they did not always like to use communal areas as they were “quite noisy” they expanded by explaining that this was mostly when activities were being carried out and they opted to go to another area when they were happening.



Activities

One resident explained that they liked the range of activities and that they felt they met their needs, “I always join in with activities, especially ones in the garden.” They explained that they liked how the staff listened to their ideas when planning things to do and they made them happen whenever possible. One resident commented that they didn’t always join in “They’re a bit noisy for me.” When asked what they would prefer they responded by saying that they did join in with the quieter activities when they were on offer as they were more to their liking. One resident did comment that the home tailored activities that, “are the sort of things we like to do.” They gave examples of activities, such as jigsaws, bingo and quizzes. One resident was observed working on a 1:1 basis with a member of staff in the garden as it was something Healthwatch Lancashire representatives were informed was something that they liked to do daily as it fitted in with their interests and needs for a consistent timetable of activity.

Care

Five of the six residents were satisfied with the care that they were given by the staff. One resident said that they were given “a lot of care and love,” by the staff. One resident said that staff take the time to listen to them and give them what they needed. Another resident said that they “couldn't believe how thoughtful the staff are.” One resident did mention that they sometimes felt that staff did not always take on board concerns that they raised. This was explored with a discussion with a member of the management team by Healthwatch Lancashire representatives. They were fully aware about the issue and it was mentioned that, as part of regular catchups with residents, extra steps had been added to people's care plans to make sure that any issues and concerns were addressed.

One resident explained how they felt that the home catered for people's needs by making sure that they had the equipment that they needed to be able to be independent. They praised the “new lift” and mentioned how they had meetings with staff to talk about the care they received.

Food

There were only three responses from residents about the menu provided by the home. Overall feedback was positive with residents complementing the choice of food. One resident mentioned about how the home “makes things that I want, if there is nothing on the menu that I want to choose from.” This resident gave an example where they made something “light” when they did not feel up to eating a full meal at dinner time. One resident commented that they received help with their diet, “they make sure I get fortified food when I need and it is always good.” Another resident commented that they neither liked nor disliked the food and that they sometimes preferred not to eat with the rest of the residents at meal times, which they mentioned was always catered for.



A lot of care and love



Relative feedback

During the visit Healthwatch Lancashire representatives spoke with six relatives about their views on the care at the home.

How do you feel about the service provided?

One relative was complimentary about their experiences at Abbeyfield House they said "If I had to rate this home on a scale of 0-9 with 9 being very happy I would give it 9!" One relative commented on the attention to detail to make the home "comfortable and homely." Another explained how the home tailors activities and support to the needs of the people at the home, "They take the time to do what people want." They made mention of how the home ensured that spaces available for events such as birthday parties for the family to celebrate together.

Do you feel that you are kept informed about your relative?

Four relatives were complimentary about the communication at the home. They explained that they were able to talk with staff and managers whenever they needed to.

One relative explained that while they were happy with the choice and variety of activities on offer at the home, they felt that they wanted to be kept more up to date with what was on offer at the home. They did explain that the home emails out the activities timetable, but they had not received one recently. "I want to know what is going on then I have something to talk about when I visit.

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

Three relatives explained that they were confident in how they would approach making a complaint to the home. "I am not backwards about coming forwards I would be straight on to the manager if there was a problem, but I have no need to do so." They explained how they were able to have regular conversations about their relative and that, in the time they had been a resident, any questions had been addressed quickly.

Would you recommend this service to others?

One relative explained how they were initially hesitant to house their relative in a care home and they explained how "my opinion of care homes has changed since they came here." This was because the home had exceeded all their expectations and they explained how the staff had gone above and beyond to allay their concerns about care. All other relatives commented that they were happy.



Staff feedback

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

Do you feel you have enough staff when on duty?

Two of the five members of staff spoken with during the visit felt that they had enough staff to meet the needs of the residents. One member of staff explained that there were sometimes periods of time when the staff were “stretched and very busy but this is only when things are busy.” Another member of staff said that they felt things had improved recently “now we do yes(have enough staff).” They explained sometimes there weren't enough staff due to sickness which sometimes caused pressures on the rest of the team, “which can't be helped we just get on.”

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

All five staff members explained that they felt that they were able to deliver person centred care to the residents. One staff member gave examples of the different areas of the home that had been renovated and updated. One member of the team explained about how they talked to residents about what they wanted to be included in each area and how they put things in place, such as decoration and lighting to suit people's needs and tastes.

One member of staff described the process behind planning activities, “We tailor the activities to the residents. Sometimes we do groups or one to one meetings to talk with people.” They mentioned how they have a hairdresser that visits the home regularly to cut and style residents' hair. One member of staff explained how they made sure that activities were always different and refreshing, “we had alpacas here which the residents loved. We even managed to find a way to take them to residents who struggled with mobility to let them share in the experience.” They explained that they always tried to include all residents in activities but respected their decisions if they chose not to participate.

It was mentioned in discussions that staff listened to the needs of people, particularly with things like the menu and activities with an example being given of an instance of a resident being unable to read the menu in the dining area. “they mentioned that they couldn't read the menu so we tested a range of colours with them so that they could read it comfortably. We have since ordered more white chalk-markers so people can see the menu clearly.”

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

All staff explained how they felt that they received a good programme of training. Examples were given of mandatory training and some more specialist elements such as medicine handling. One member of staff commented that there “was enough training for what we need.” They explained how it was asked about in supervisions to make sure that they had a good working knowledge. They also explained how we “help each other” to share good practice.

Are you happy working within the nursing home?

All five members of staff complemented the atmosphere at the home. Observations of staff working with each other showed that staff were willing to help each other out, even if they were in the middle of another task. One member of staff described how they had been part of the team for a long time and that it felt like a “second family”. One member of staff mentioned that they had a great relationship with the residents and their families and that they actively listened to feedback. They showed the “You said, We did” board which explained what the staff had done to respond to feedback from residents.

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

All staff commented that they would recommend the care home to someone else. One reason that was provided was the “relationship between staff and residents that makes it a lovely place to be.” They explained how they accommodated families at the home and made sure that they were part of the community. They shared other examples about events and functions that had been put on for residents and their families in the past such as birthday parties and other celebrations. There were also examples given about how the home was undergoing renovations and how the facilities had received an upgrade recently.

Recommendations

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

1. Change signage on corridors to a matt finish to ensure that they are visually accessible
2. Ensure that name badges have a consistent style and are displayed by all staff
3. Display the “You said, we did” in a more prominent manner to celebrate successes
4. Check relatives’ first contact details to ensure that they are receiving up to date emails about care, activities and events

Provider response

Recommendation	Action from provider	Timeframe	Comments
1. Change signage on corridors to a matt finish to ensure that they are visually accessible	We were unaware of the availability of "mat finish" laminating pouches.	Completed immediately following visit	
2. Ensure that name badges have a consistent style and are displayed by all staff	Depending on the role of the individual often depicts where a name badge is worn, some wear their badge on a lanyard around the neck, others may clip to pocket of tunic.		
3. Display the "You said, we did" in a more prominent manner to celebrate successes	We are happy with the location of this, Healthwatch spotted this without being prompted, as have other inspectors.		
4. Update relatives' contact details to ensure that they are receiving up to date emails about care, activities and events	We are happy with the location of this, Healthwatch spotted this without being prompted, as have other inspectors.		



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Lancashire

Healthwatch Lancashire
Leyland House
Lancashire Business Park
Centurion Way
Leyland
PR26 6TY

www.healthwatchlancashire.co.uk
t: 01524 239100
e: info@healthwatchlancashire.co.uk
📱 @HW_Lancashire
📘 [Facebook.com/lancshealthwatch](https://www.facebook.com/lancshealthwatch)