

The Glen Care Home

Enter and View Report

Friday 16th August 2024 10:00am - 2:00pm



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

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Registered Manager

Claudia Dobre-Matei – Manager

Date and Time of our Visit

Date: 16th August 2024

Time: 10:00am-2:00pm

Healthwatch Lancashire Authorised Representatives:

Sue Edwards (Senior Engagement Officer)

Steve Walmsley (Engagement Team Lead)

Cora Dixon (Communications and Administrative Co-ordinator)



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

The Glen Care Home has capacity for 85 residents; at the time of the visit there were 63 people residing at the home. Needs catered for range from independent residential through to those with advanced dementia/Alzheimer's and palliative care. Services include round-the-clock care, hairdressing services, laundry services and various activities.

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 Friday August 16th, 2024 and received feedback from 15 residents, 2 relatives and 7 members of 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.

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 Enter and View 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.

Healthwatch Lancashire emailed a pre-visit questionnaire to the care home manager to learn about the resident population and services provided. Information from this questionnaire is included in the summary below



We spoke with:

15 residents

2 relatives

7 staff

Summary

An announced visit was carried out at The Glen Care Home, Morecambe, on Friday August 16th, 2024 10:00am-2:00pm. Healthwatch Lancashire representatives spoke with fifteen residents, seven members of staff and two relatives.

The care home has the capacity for 85 residents. At the time of the visit there were 63 people residing at the home.

The Glen Care Home is located in Morecambe, close to the seafront and a 20-30 minute walk to the town centre. The home is situated on a quiet residential cul-de-sac, with good road access and parking.

The home features multiple communal spaces including lounges, snugs and dining rooms, as well as communal bathrooms, a relatives lounge and kitchen, activities room, salon, therapy rooms and outdoor garden spaces. Communal spaces are utilised well, and there is a vibrant, stimulating environment.

During the visit some of the residents were seen to be utilising the communal spaces, whilst others had preferred to stay in their rooms. Relatives were also observed using the communal spaces for visiting their loved ones.

The residents appeared well cared for and safe, and were seen to be carrying out various activities, chatting with staff and having visits with relatives; overall there was a pleasant, vibrant atmosphere.

Residents spoken with were happy with their care and were praising of the staff, and observations showed them to be relaxed with staff and at ease within their environment.

Feedback from relatives was positive, with good communication and care being talked about. Both relatives spoken with said that they would recommend the care home to others.

Staff were happy in their roles, felt well supported and that they had had sufficient training. Several staff talked about how the care home team strive for continual improvement for the resident experience. There were several initiatives being carried out by the care home such as partnering with other homes to allow for shared events, enabling residents to connect or reconnect with friends who are in different homes.



Enter and View observations

Pre-Visit and Location

The Glen Care Home team welcomed the Healthwatch Lancashire proposed visit. Prior to the visit a questionnaire was sent and completed by the care home manager providing relevant information about the care home and thus allowing for the Healthwatch Lancashire team to be fully prepared for the visit.

The Glen Care Home is managed by the care home group Amicura, which includes eleven care homes across the UK; three of which are in Lancashire (Morecambe, Haslingden and Chorley).

The Amicura website has a clear and easily found link to each individual care home site; overall the website is informative and easy to read with clear contact information. A video showing the care home and facilities provides good visual information, although it would be good to have a vocal narrative/BSL for better accessibility (Recommendation 1). The care home also has a monthly newsletter in paper format which is available to both residents and relatives.

The Glen Care Home is located to the north east of Morecambe town centre, close to the seafront; and was easy to find with good signage. Parking was available at the home with some street parking available; no disabled car spaces were observed.

Morecambe town centre is a 20-30 minute walk away. There doesn't appear to be any local buses that stop close to the care home due to its cul-de-sac location, although there are buses running in the nearby vicinity to/from Preston, Lancaster, Carnforth and surrounding areas.

The home is located within a purpose-built single storey building, although a central section is two-storey. On arrival the front exterior appeared pleasant and well maintained.



The internal environment- First impressions

Access into the facility is via the main entrance, off Gleneagles Drive and the carpark. The entrance is secure and accessed via a keypad to assist in safeguarding. The main doors lead directly to the reception desk where Healthwatch Lancashire representatives were asked to sign-in using the visitors book.

Healthwatch Lancashire representatives were greeted warmly by the area manager, manager and quality assurance manager who explained the day-to-day running of services, and the Healthwatch Lancashire representatives were given a tour of the home.

The care home is divided into two units: a General Nursing unit and an Elderly Mentally Infirm (EMI) unit which is for residents with advanced Alzheimer's/dementia. At the time of the visit the General Nursing had capacity for 45 residents with 38 currently residing there, and the EMI unit had capacity for 40 residents with 25 current residents. The manager explained to Healthwatch Lancashire representatives that extra beds have been commissioned but were not in use at the time of the visit due to still being in the developmental stage.

The care home consists of resident rooms, various lounges and open spaces, kitchen and dining areas and offices, as well as an activity room, therapy rooms, a laundry and communal bathrooms.

A small kitchen and lounge area is available for family/carers to be able to make themselves a tea or coffee.

A beauty salon is located within the home with a hairdresser working in The Glen weekly; residents are also able to get treatments in their room if preferred. The salon was closed at the time of the visit.

First impression on arrival was of a vibrant, busy environment with residents gathered in the lounges and dining rooms, as well as moving about with support and interacting with those around them.



The observation of corridors, public toilets and bathrooms

A central corridor ran the length of the home and was well lit, nicely decorated with lots of art work including pictures of local landmarks and with good accessibility. This corridor was busy with staff and residents moving around the home freely.

Resident rooms have en-suite bathrooms but residents also have access to communal bathrooms for those who prefer a bath to a shower. Communal bathrooms are large and with appropriate equipment to support residents when carrying out personal care. It is suggested that contrasting coloured toilet seats could be used for those with dementia/Alzheimer's who would find it beneficial (Recommendation 2).

Information is displayed throughout the home showcasing activities and services, and it was explained to Healthwatch Lancashire representatives that the pictures displayed were chosen specifically to invoke memories for those with dementia/Alzheimer's.

Communal spaces were seen to be dementia friendly and accessible, with suitable flooring and contrasting colours, handrails and good signage; with some walls and doors in differing colours which provides a more homely rather than hospital environment feel, as well as aiding in easier orientation for residents.

Throughout the visit all areas of the home were seen to be well maintained, kept free of clutter and with clear consideration on how space can be used most appropriately.



The lounges, dining and other public areas



Communal spaces were observed to be well designed with residents having choice as to whether they would like to socialise or have some quiet time with the provision of various lounge and snug areas, as well as dining areas and outdoor courtyards. Relatives were seen to be using the communal spaces whilst visiting their loved ones, and there was a pleasant, calm environment throughout.

A bar has been created in one of the lounges and discussion with the manager determined that this is a popular feature within the care home which supports residents with memory recall and familiarity. It also encourages social interaction between residents.

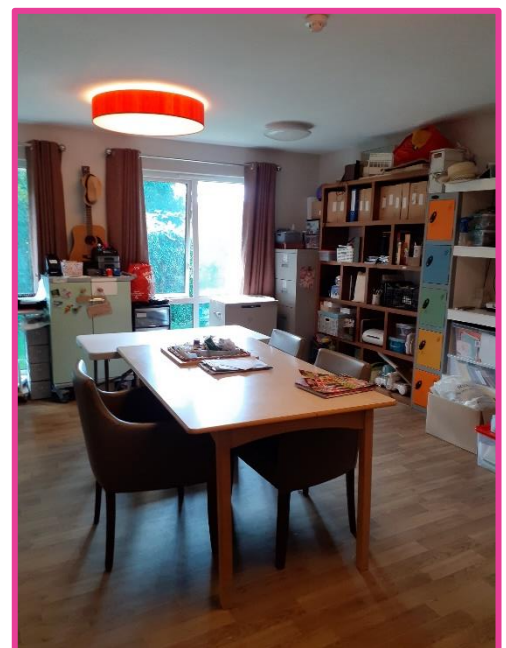
The dining rooms are pleasantly set out with a café style layout which encourages social interaction.

Menus were observed on individual tables and which were clear and well presented. There are also pictorial images of the meals displayed by the entrances to the dining areas for those who may have limited capacity, although it was noted during the visit that the day stated on one of these was wrong; this was pointed out to the manager who immediately rectified it (Recommendation 3). Healthwatch Lancashire representatives sampled the lunchtime meal, which was fish, chips and mushy peas, and found it to be very fresh and of a high standard. Staff were also observed taking meals to residents in their rooms and on discussion with staff it was determined that many residents are provided with individual meals dependant on their needs and preferences.

Within the home there is a large activities room with good resources in order for residents to enjoy a wide range of activities; and there is information about the activities on display in the lounge and reception areas, as well as included in the monthly newsletter. Features to engage residents were seen around the care home, such as a nursery area and a dolls house for recalling parenthood. Board games and other activities are available throughout the lounge areas which residents can access without the need to ask.

Residents are able to personalise the doors to their rooms and there is also coded information displayed about the individual resident allowing for staff to have better understanding of individual needs whilst maintaining confidentiality. It was also observed that whilst individual care was being carried out with a resident in their room a sign was placed on the door handle to deter others from entering.

During the visit it was noted that some electrical sockets were switched on without any appliances being plugged in, which could potentially allow for residents with limited capacity to poke something



into the electricity supply. This was pointed out to the manager who immediately rectified it (Recommendation 5).

Overall The Glen Care Home appeared clean and well maintained; with a stimulating environment which offered residents opportunity to choose how they would like to spend their time.

Observations of resident and staff interactions

The care home staff were observed to be friendly and approachable, and demonstrated good understanding of individual needs and person centred care. Residents appeared at ease with the staff team.

All staff were smartly dressed in appropriate clothing for their roles. Staff in caring roles were seen to have name badges.

Staff were seen supporting residents throughout the visit and staffing levels appeared sufficient to allow time for staff to chat with residents.

The activities coordinators impressed Healthwatch Lancashire representatives with their friendly, encouraging manner with residents who were seen to enjoy the interactions.

At the time of the visit the care home manager informed Healthwatch Lancashire representatives that there were no residents who were profoundly deaf or in need of interpreters.



"I have had excellent care here"



Resident feedback

During the visit Healthwatch Lancashire representatives spoke with fifteen residents, five of whom were considered to have limited capacity to understand what was being asked; however their feedback has been included as and when appropriate. Observations were also used to gather further information about the resident experience.

Environment

All of the residents spoken with said that they were satisfied with their environment.

Healthwatch Lancashire representatives observed that the care home was clean and in good repair, with communal spaces being well thought-out and offering residents a wide range of options as to where they wished to be at any given time. Good use of artwork and features which provoked memories and provided a stimulating environment. Bedrooms were not observed.

“Room is beautiful”

“The bar is my favourite bit. My room is comfortable and it’s a nice place

“I don’t mind it here, it’s open and I can go where I want”

Activities

Healthwatch Lancashire representatives saw lots of information about upcoming activities displayed within the home. There was an up-coming summer fayre being promoted for the August bank holiday with an open invitation to residents, relatives and the local community.

Activities co-ordinators were observed interacting with residents throughout the visit by playing gentle catch with one resident, chatting with a resident who was holding a baby doll and various other activities.

The manager informed Healthwatch Lancashire representatives that they had formed good relationships with other local care homes and had recently held a social event where residents of a different care home visited allowing for residents to mix and socialise, and for some to reconnect with old friends. It was explained that there are plans to make this a regular event. The care home team are to be commended for this initiative.

The care home team also have initiatives to include the local community and build relations with other services, including a Blue Light Services meal with emergency services, and coffee mornings and bingo nights open to anyone. Relatives were also seen to be encouraged to join in with activities.

The care home manager informed Healthwatch Lancashire representatives that there are regular resident and relative meetings to discuss services and see how the resident experience can be improved; and areas such as the gardens were created with the help of relatives.

Several residents spoke about the bar and how they enjoyed this ***“I like it when we go to the bar...”*** and ***“I like to go to the pub they have”***

One resident said that they would like to see a singer for entertainment at the home (recommendation 4).

Other comments included:

“I know what activities there are but a lot of them are not my scene. I am more happy doing my own thing. One thing I like is that they let my mates in”

“I don’t mind some of them but I like the bingo. I have my hair done every now and then by the man and he is really nice”

Care

All residents spoken with felt that their care is good, with staff being described as friendly and helpful. Several residents commented that they felt listened to.

“They are really good; they listen to me when I tell them what I want and they usually sort it out”

Wonderful staff”

Observations showed staff to be providing person-centred care, and were respectful, friendly and appeared to know the residents well. Residents appeared at ease with staff and were seen to be supported to move around the home.

Food

All residents spoken with were happy with the food and the choices on offer; all residents stated that they could have an alternative if they didn't wish to opt for what was on the menu that day.

Healthwatch Lancashire representatives were provided with the lunch that was on the menu for the day and the food was deemed to be of a high quality.

“The food is pretty good and I like the choice, when I don’t want to eat off the main menu they will sort something else out for me from the lighter menu”

“Food is very good”

“I like the new chef he is nice”

Relative feedback

During the visit Healthwatch Lancashire representatives observed relatives entering and leaving the home, and it was apparent that there are no restrictions on visiting times or length of visit. Staff were observed engaging with relatives and providing relevant information in a professional, friendly manner.

One relative was seen to be quite distraught due to the current ill health of their loved one who was in palliative care and stated that they were not happy with the care home team, however it was deemed inappropriate to ask further questions from this relative. The manager was observed supporting them and dealing with the situation appropriately.

How do you feel about the service provided?

The two relatives who spoke with Healthwatch Lancashire representatives at the time of the visit were satisfied overall with the service being provided:

“They always help with things that we need”

“The staff have really helped with managing [their] condition and they have really improved [their] wellbeing since [they] came here”

Both relatives informed Healthwatch Lancashire representatives that they have had to take their loved ones to appointments as the home was short staffed at the time.

“Sometimes they don’t always have enough staff to cover taking them to appointments which means that I need to step in and take them...”

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

Both of the relatives spoken with felt that they were kept well informed about their loved one:

“They inform me of anything to do with my [relative] if needed whether it be healthcare or just general wellbeing”

“They phone me when things happen and tell me what is going to be done about it”

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

The two relatives both stated that they were able to make a complaint if they needed to

“I would know who to talk to”

“I would go to the manager if I really needed to”

Are you aware of the social activities and feel able to join in with these?

Both relatives informed Healthwatch Lancashire representatives that there's plenty of activities for their loved ones, and that they are able to join in if they so choose, although one of the relatives spoken with stated that there is a need for more activities for younger residents (Recommendation 6).

“...always doing nice things”

“They put on a lot of events and activities which is great”

“The activity staff are really good”

Observations showed an extensive activities timetable with information around this clearly displayed throughout the home. Three activities co-ordinators were seen to be engaging with residents throughout the visit offering some 1:1 time, as well as encouraging cognitive stimulating activities.

Would you recommend this service to others?

Both relatives stated that they would recommend the service to others.



Staff feedback

During the visit Healthwatch Lancashire representatives observed staff carrying out various roles including care, administration and housekeeping.

Seven members of care home staff provided feedback during the visit.

The majority of the staff spoken with had worked at the home for several years and there was clear opportunity for career progression which reflected well on the work culture.

Do you feel you have enough staff when on duty?

All staff spoken with felt that the care home was sufficiently staffed other than last minute sick leave.

“...not having staff to cover sickness can cause challenges”

Do you feel supported to carry out person centred care?

Staff feedback was positive about the level of support they receive in order to carry out person centred care

“Everyone is well supported, manager Claudia is approachable anytime, personal or professional, and they do what they can to the best of their ability”

“The management make sure we get what we need and all staff definitely feel supported”

One staff member discussed how the home has an initiative where they carry out a more in-depth overview of two residents each day and call their families to check-in. It was also explained to Healthwatch Lancashire representatives that the home has a ‘Resident of the Day’ which allows for individual residents to have a special day.

One staff member commented that the home recently introduced a new system which goes into more detail of individual care plans to meet resident needs.

There are also designated Staff Champions at the home with each having an individual role in order to help improve both resident and staff wellbeing.

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

All six staff members felt they had sufficient training and were able to request further training if they felt that it would be beneficial.

Are you happy working within the care home?

All staff who provided feedback were positive about their experience working at The Glen Care Home; with support from management and colleagues being raised as a positive.

“I love it here”

“I’m quite glad/proud of being part of the Glen Care Home team”

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

All staff members who answered this question stated that they would recommend The Glen to a close relative or friend:

“Would recommend The Glen as a lovely place”

Are there any changes that can be made to improve the residents experience?

No specific changes were raised by the staff spoken with, however, several members of staff discussed how there is a continual drive towards improving the resident experience based on sharing good practice, creative engagement and team learning.

“All the team strive to improve the resident experience on a daily basis”

Other comments:

“Maintenance is taken care of straight away”

“We try to involve the community in our activities where we can.”


“This is their home at the end of the day...”

Recommendations

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

1. Look at including a vocal narrative for the introductory video on the website for those with visual impairments, and incorporate BSL alongside for the deaf community
2. Look at contrasting toilet seats in the communal bathrooms for further dementia friendly features
3. Ensure that menu information on display is kept up to date to avoid confusion
4. Consult with residents to identify further activities which may be of interest, and look at the possibility of more entertainers such as singers
5. Ensure plug sockets are switched off when not in use and consider adding socket covers to reduce risk of electrocution for residents with limited capacity
6. Identify and carry out further activities to engage with younger residents, this should include discussion with residents and relatives
7. Share the findings of this report with residents, relatives and staff for full transparency and to highlight the good practices being carried out

Provider response

Recommendation	Action from provider	Timeframe	Comments																																													
Accessibility – include a vocal narrative/BSL for the introductory video on the website			We will speak with head office and pass on your recommendations of vocal narrator on the video explaining what we offer as a home. Amicura are always looking to find new and innovative ways of advertising our homes in the best ways possible.																																													
Dementia Friendly – look at contrasting colours for toilet seats			Changing the colour of the toilet seats is a great idea and something we will be happy to look at in the future.																																													
Menus – Ensure that menu information is kept up to date	Actioned. see attached.		We have passed this on to our kitchen team but on the day, this was an oversight but correct straight away.																																													
<p>Activities – Consult with residents to identify further activities which may be of interest</p> <p>Consider arranging more entertainers such as singers</p> <p>Look at further activities for younger residents</p>	<p>Entertainer's Booked</p> <table border="1"> <thead> <tr> <th>Entertainer</th> <th>Type of entertainment</th> <th>Price of entertainer</th> <th>Deposit</th> <th>Date confirmed for</th> </tr> </thead> <tbody> <tr> <td>RACHEL MERCE</td> <td>SINGER</td> <td></td> <td>N/A</td> <td>12/8/24</td> </tr> <tr> <td>JEFF</td> <td>SINGER</td> <td></td> <td>N/A</td> <td>16/8/24</td> </tr> <tr> <td>Dom Corcoran</td> <td>SINGER</td> <td></td> <td>N/A</td> <td>21/8/24</td> </tr> <tr> <td>JUST LUCY</td> <td>SINGER</td> <td></td> <td>N/A</td> <td>25/8/24</td> </tr> <tr> <td>OWL ADVENTURES</td> <td>ANIMALS</td> <td></td> <td>N/A</td> <td>2/9/24</td> </tr> <tr> <td>JEFF</td> <td>SINGER</td> <td></td> <td>N/A</td> <td>13/9/24</td> </tr> <tr> <td>Mr. Soriano</td> <td>SINGER</td> <td></td> <td>N/A</td> <td>27/9/24</td> </tr> <tr> <td>JEFF</td> <td>SINGER</td> <td></td> <td>N/A</td> <td>10/10/24</td> </tr> </tbody> </table>	Entertainer	Type of entertainment	Price of entertainer	Deposit	Date confirmed for	RACHEL MERCE	SINGER		N/A	12/8/24	JEFF	SINGER		N/A	16/8/24	Dom Corcoran	SINGER		N/A	21/8/24	JUST LUCY	SINGER		N/A	25/8/24	OWL ADVENTURES	ANIMALS		N/A	2/9/24	JEFF	SINGER		N/A	13/9/24	Mr. Soriano	SINGER		N/A	27/9/24	JEFF	SINGER		N/A	10/10/24		The Glen does have a range of singers that come in to the home. We are always looking to add new singers to our entertainment list and have recently used singers from out of the area. See attached the entertains book and calendars list
Entertainer	Type of entertainment	Price of entertainer	Deposit	Date confirmed for																																												
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Health and Safety – ensure plug sockets are switched off when not in use and/or use socket covers where applicable	Actioned . 		Thank you for your recommendation for the plug sockets, we added new socket covers straight after this recommendation – Please see attached the pictures. We take safety as paramount and we felt this should be acted on as a priority.																																													
Sharing good practice – share the findings of this report with residents, relatives and staff to highlight good practice			We always share out reports with the staff and residents but once the final draft is complete, we will put copies around the home for everyone, we will also link this to of Facebook group for																																													

relatives and friends of The Glen Care Home.



healthwatch
Lancashire

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