

Meadow Bank Care Home Bamber Bridge

Date: Wednesday 22nd January 2025

Time: 9:45am-1:15pm



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, residents and relatives who met members of the Enter and View team on that date.

Contact Details

Address

Meadow Bank Care Home

Meadow Lane

Bamber Bridge

Chorley

PR5 8LN

Practice Contact:

Caroline Daley (Meadow Bank Home Manager)

Date and Time of our visit:

Wednesday 22nd January 2025

9:45am – 1:15pm

Healthwatch Lancashire Authorised Representatives:

Emmy Walmsley (Senior Engagement Officer)

John Moore (Healthwatch Lancashire Volunteer)

Debra Worthington (Healthwatch Lancashire Volunteer)

Introduction

Healthwatch Lancashire is the independent public voice for health and social care in Lancashire and exists to make services work for the people who use them. We believe that the best way to do this is by providing the people of Lancashire with opportunities to share their views and experiences.

Healthwatch Lancashire has statutory powers to listen, act, challenge and gather feedback to improve local services and promote excellence throughout the NHS and social care services.

To help achieve this Healthwatch have a statutory power to 'Enter and View' health and social care services that are publicly funded. The purpose of an Enter and View is to listen to people who access those services and observe service delivery.

Following the Enter and View visit a report is compiled identifying aspects of good practice within the service visited along with any recommendations for any possible areas of improvement.

As we are an independent organisation, 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 service provider providing an opportunity to respond to any recommendations and comments before being published on the Healthwatch Lancashire website at:

www.healthwatchlancashire.co.uk

The report is available to members of the public along with the Care Quality Commission (CQC), Healthwatch England and any other relevant organisations. Where appropriate Healthwatch Lancashire may arrange a revisit to monitor the progress of improvements and celebrate any further successes.

General Information

Meadow Bank is a care home with 110 beds, that offers residential, nursing and dementia care.

Acknowledgements

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

What did we do?

Healthwatch Lancashire Enter and View Representatives made an announced visit to Meadow Bank Care Home on Wednesday 22nd January 2025 and received feedback from:



Pre-visit survey

Healthwatch Lancashire emailed a pre-visit questionnaire to the care home manager. The aim of this questionnaire is to gather information about the staff structure, resident population, services offered and activities that are planned for residents to take part in. Some information from this questionnaire is included in the summary below.

Introductory meeting with manager

At the beginning of the enter and view visit, Healthwatch Lancashire met with the manager to discuss the care home and view the facilities. This involved discussing the different areas of the home and aspects of the daily routine, and to hear the manager's perspective on what is currently working well at the care home.

One to one discussions with residents and their relatives

Residents were asked about their experiences in the care home, including their opinions on the facilities, daily activities, food, and the care they received. They were also asked about how they were involved in the day-to-day life of the home, and whether they were included in planning activities.

Discussions with members of staff

Staff were asked about their experience working at the care home and what they thought was working well, and anything they thought could be changed to improve the experience for themselves and the residents.

Observations

Observations were made throughout the visit. We focused on resident and staff interactions, how accessible the care home was for residents, and the condition and cleanliness of the facilities.

Summary



Healthwatch Lancashire representatives made an announced visit to Meadow Bank Care Home on Wednesday 22nd January 2025, and spoke with thirteen staff members, ten residents and two relatives.

Meadow Bank Care Home can accommodate up to 110 residents in total over four separate buildings. These buildings care and support people in residential care, dementia care and specialist dementia care.

At the time of the visit there were 102 residents within the home. Healthwatch representatives were shown around the home by the manager, who explained about the types of care delivered in each building. Each area of the home had a large lounge area which had a separate part for dining. Food is prepared on site in the kitchen and is then delivered to the floors ready for meal time. The residents are able to choose from different choices on the menu every day, there were two choices for dinner.

Healthwatch representatives spoke with a variety of staff members and residents on the day. Due to the complexity of some residents in the buildings, we were unable to have conversations with all residents due to their diagnosis of dementia. It was explained that there were four activities coordinators in place across the buildings to ensure that residents have access to activities throughout the day.

During the visit there was only one activity taking place which was a biscuit decorating activity and that was only present in one building. Another activity coordinator was seen doing some nail care for a resident in another building. There weren't any activities at the time of the visit taking place that representatives could observe and so residents were asked what activities they do and if they can join in with them.

Overall resident feedback was positive, with them mentioning that they were happy within the home, the choice of food and the fact they could decorate their own rooms to their liking. There were a few comments about what activities take place and unsure if there were any happening the day that we visited.

Staff feedback was very positive, with many staff members working for the care home for many years. They commented that they feel supported to do their role effectively and feel they have enough training to support their needs. Some areas for improvement included more activities in the buildings and spread out for other residents to join in, also more management presence during the day to discuss any concerns straight away and to share good practice.

Relatives spoken with at the time of the visit commented that they were very happy with the care their loved one was receiving and praised the staff within the Home. One point brought up by relatives was that they weren't aware of activities happening within the home. One relative mentioned that they had seen a singer in at one point but weren't aware that there was a sheet up for them to view upcoming activities.

Service Overview

Location and public access



Meadow Bank Care Home is located within Clayton-le-Woods and is near to a main road with a regular bus route. There is a large car park for staff and visitors to use at the front of the care home. Signage to the Care home was clear from the road.

The Care Home is a five minute walk from a large supermarket and is close to a bus route on the main road.

Background of the home

Meadow Bank Care Home is part of the HC One Oval Limited, and they have around 300 care homes in Lancashire. Meadow Bank Care Home is registered to provide care for up to 120 older people.

This is a 110-bed multisite care home, and has four categories of care

Beech – (Dementia Nursing), staffing 7/7/4 (30 bedrooms)

Ribble – (Nursing), staffing 6/6/3 (30 bedrooms)

Willow- (Dementia care), staffing 6/6/3 (30 bedrooms)

Sabrina – Specialist Dementia Care Community 8/8/5 (20 bedrooms)

Meadow Bank Care home has an active Facebook page where they share updates about activities within the home and trips out with residents.

Services available

Meadow Bank Care Home offers residential, nursing and dementia care within the home. Assisted by suggestions from the Residents, the home's Wellbeing Coordinators organise a varied year-round programme of activities.

“The home encourages an atmosphere of fun and inclusion and runs a weekly programme of events, which includes talks and demonstrations from local people willing to share their knowledge and talents. Performers from the area regularly visit and entertain Residents with songs, sketches, singing and dancing, and members of neighbourhood groups, volunteers and other locals often drop in for a cup of tea and a chat.” (taken from Meadow Bank Website)

Enter and View observations

External Environment

The external area of the care home is well maintained, with enough space for staff and visitors in the car park at the front. The care home is split into five buildings. One building is for reception and admin, with the other four being self-contained areas for residents. It was not clear for new visitors where to report to, and it would have been beneficial for a reception sign to be outside of the building.

(Recommendation 1) All buildings are secure and require a staff pass in order to enter and a code to exit the building.

Internal Environment – first impressions

When Healthwatch Lancashire representatives entered the reception area they were greeted by a staff member and guided to meet the manager of the Care Home. The reception area was warm and welcoming, with a member of staff on the desk to welcome visitors. There is a visitors' book which representatives were asked to use on arrival to sign-in.

Healthwatch Lancashire Representatives sat with the Care Home Manager to explain the order of the day and to discuss the Care Home in more detail. It was highlighted that the Care Home does not use agency staff except as a last resort, and even then, only in evenings. The Manager explained that it's really important for residents to get to know the same people and not keep changing them around.

There are leaflets and brochures in the main reception area for visitors to take away with them, which explain the different parts of the Care Home and who can be supported there. A Healthwatch Poster was visible on the main door of each individual building. Staff were identifiable by their uniforms, with some staff wearing name badges and others were not.

Each building of the care home had a similar layout in terms of bedrooms, bathrooms, lounge area and dining areas. There was inconsistent signage around the different areas of the home with some signage including a picture on the doors for the bathrooms but not for other areas. (recommendation 2). All four buildings of the care home were clean, warm and welcoming for residents, staff and visitors.



Each individual building has a signing-in book for visitors and a display board with the activities timetable, a newsletter and some suggestion slips for visitors to use. There were signs on all bedroom doors with the resident's names and a picture of their choice.

It was explained that residents' families can visit any time day or night, as there are no set visiting hours. This allows for families to come when they want, at a time convenient to them.

Observation of corridors, public toilets and bathrooms

Three buildings have a thirty- bed capacity, and one has 20 bed capacity. Each bedroom had its own sink, but communal toilets and bathrooms were available in each building, accessible to all residents. Bedrooms were decorated to residents' individual tastes; we were informed that some residents had brought items from home to make their rooms more personal to them. Details like this allow residents to feel more at home which is important when moving into a new space.

Communal spaces, including bathrooms and toilets, were clean and free from clutter. There are six large bathrooms in each building, including one with a bath, one with a shower and four single toilets. These were scattered around the buildings between bedrooms and near to the main lounge area. The bathrooms and lounge area could benefit from dementia friendly signage with pictures and words.

Representatives were made aware that dementia doors have been ordered and should be in place soon within the home.

The corridors were painted a neutral colour with a slightly darker handrail around the corridors. Some of the rooms were painted a different colour, which has been chosen by the residents. The manager explained to Healthwatch Lancashire representatives that residents could decorate their rooms however they like, and this includes a different colour paint if needed.



Lounges, dining and other public areas



Each building at the home comprised a large joined up lounge area, dining area, kitchen and separate seating area. All of the buildings are similar in layout, with the only difference being in the specialist dementia care community area where there are some dedicated rooms for the residents to use. During the visit there was music playing on all the televisions. The lounge areas were spacious and had different types of seating to cater for all residents.

The dining rooms had enough seating for residents and promoted social interaction in some areas. In the main lounge area in Willow, residents were seen to be sat in two rows looking towards the television that was playing music. The menu was clearly displayed around the home in each dining room.

The activities schedule was present on the notice board in each building but this was on an A4 piece of paper which was not clear to read and would benefit from being in a more accessible format (Recommendation 3) One member of staff stated that “we have a meeting every Friday with the residents to see what they would like to do the following week and then we put it into a timetable.”

January Week Four 2025									
Date	Day	Wellbeing	Staff Activity	Morning	Lunch & Paperwork	Mid Activity	Afternoon Moments	Early Activity	Evening/Clubs
20	Mon	Games	Higher Or Lower	DK Training	H Willow	Worship	Respector	Winter Walks	
21	Tues	Mobile shop	Hand Cam	D Shop	C Beech	K Willow	H Ribble	Yoga	Movie Night Hot Chocolates Willow
22	Wed	Staff Well-being Day	Decorating	Scults	H Beech	C Willow	Domvies	Staff Well-being Day	Conversation Stane 8th
23	Thurs	Religious, Spiritual & Cultural	Jobs Around The Home	D Willow	K Beech	R Ribble	Musical Instruments	10 Today Exercises	
24	Fri	Bird Watch Day	Nature Documentary				Trip Out	Trip Out	Tai Chi
25	Sat	Residents Choice	Residents Choice				Burns Night		Gentle Stretches
26	Sun	Virtual Church Service	Views On The News				Family Fun		Shoulder Rolls To Music

There is garden access to all four buildings, and garden furniture was also in place for residents and visitors to use at their leisure. Healthwatch Lancashire representatives noticed that when walking around the four buildings no additional group activities were taking place for the duration of the visit. In the Beech area it was observed that an activities coordinator was doing some nail care for one of the residents in the lounge area.

Representatives first visited the Ribble area, then on to the Beech building then following on to the Willow building. Healthwatch Lancashire representatives visited the final building, Sabrina, but weren't able to speak with any residents or staff members as they were all having lunch at the time and staff were sat with them supporting them. We were shown around the final building with the Care Home Manager, who showed us the rooms off the lounge which included a cinema, an activity room and a tea room for residents to access.

There is also a hairdresser and a nail bar on site for any resident to use. This is situated within the same building as the kitchen, laundry and reception area.

In the lounge area there is access to a 'Daily chat paper' which the activity coordinators have made for residents to read. This is a newspaper made every week that includes short historical curiosities, jokes, poems, a 'down memory lane' feature, as well as activities for residents to do. These were available in the lounge and dining area for residents to look at.

Staff and resident Interactions



Interactions were different in the four buildings dependent on how many residents were in the lounge area.

In Ribble building there were limited residents using the lounge area due to their individual circumstances. The residents that were sat in the lounge area were spread out across the room with one in the

main lounge area, one resident in the small lounge area and two sat at the table. The activities coordinator was seen speaking with the residents and interacting with those that were in that area. Other staff members were seen to be in bedrooms supporting residents with medication or personal care needs.

When Healthwatch Lancashire Representatives went into the Beech building there were a lot more residents sat in the main area. Staff were observed talking to the residents and asking if they needed anything. The activity coordinator was observed to be with one resident doing some nail care for them. One resident asked for support going to the bathroom and the member of staff was observed helping them out of their chair and supporting them with their aid to the bathroom. Some staff members were observed to be completing personal care plans at the time of the visit within the lounge area.

When entering Willow building there was a very warm welcoming atmosphere with most of the residents in the main lounge area at the time. Staff members were observed to be helping a resident out of a wheelchair into a lounge chair. Another resident was observed to be asking for a hot drink with the staff member quickly going to do this. It was also clear to see that some residents had taken part in a decorate a biscuit activity as these were on the table.

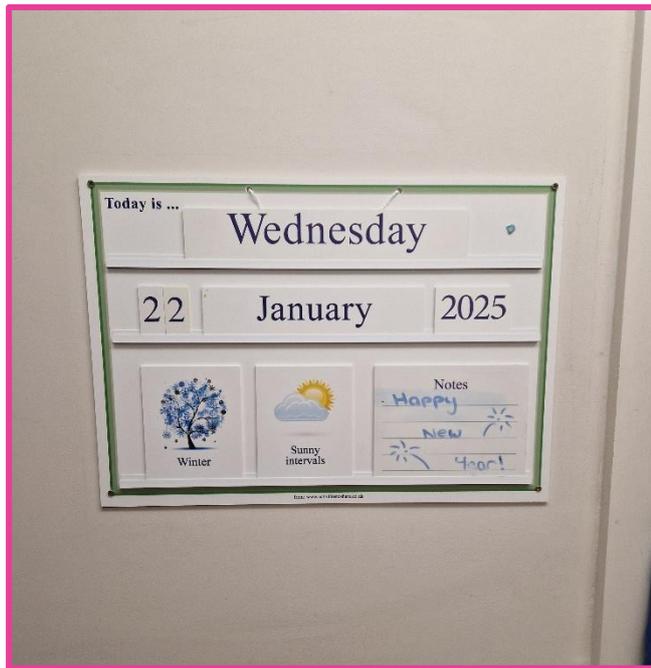
Some residents were sat at the lunch table quite early and kept asking staff members when dinner was coming. Staff were observed to be telling the residents that meals would be coming soon. There were ten residents sat in two rows facing the television with music on at the time of the visit. One resident was sat with the wellbeing projector when we entered the lounge and Representatives asked the resident what they were doing. The resident wasn't sure what they needed to do with the projector and asked us for some support. A member of staff was seen shortly after sitting with the resident and supporting them with a game that was on the projector.

Representatives were in this building when dinner was being served. Residents were supported to the tables with some residents sitting in the lounge area to have their meals. The tables were set, and staff were observed to be getting aprons on ready for dinner time. Staff were then observed to be going around with drinks and asking residents what they would like. Another member of staff walked around with the two meal options and showed the resident what was on offer today and which one they would like. Some members of staff were observed to be supporting residents whilst eating at the table.

When Healthwatch Representatives entered the Sabrina building all residents were sat eating their dinner with staff sat with them for support. We were shown around this building by the manager, which included a cinema room with a large television and large chairs for residents, and a tea room/ activity room which had tables for crafts and games alongside relaxation chairs. We were not able to speak with any staff or residents within this area, as they were all in the dining rooms. Staff within this area were sent the questionnaire from Healthwatch to enable them to leave feedback if they wished to do so.

At the time of the visit there was a staff wellbeing day, which featured different activities including reiki, yoga, create your own bath salts, positive pebble making and more. Staff were able to access this throughout the day and could put their name down to access any of the activities. The manager explained that these wellbeing days are held monthly for staff to join in with and access.

During conversations with staff, it was shared that they frequently take residents out on trips. They have their own minibus on site, and take them to garden centres, meals out, Blackpool and much more.



Resident feedback

Healthwatch Representatives spoke with eleven residents during the visit. Some of these residents had a diagnosis of dementia and conversations were limited.

Tell us what you think about the home.

All eleven residents spoke about how the staff were good with them at the home and how they like the fact they can decorate their own room.



“I like it here; the staff are good with me.”

“Yes, I like it here, I decorated my own room.”

One resident had been moved homes and was happy with the care home but mentioned they would like to be closer to home.

“Yes. There’s nothing wrong with the place. The room is nice, and the staff are great. I’d like to be closer to home.”

What activities are on offer and do you join in?

Two residents spoken with mentioned that they didn’t know what activities were taking place within the care home. They didn’t know where to go or where to look to find this out.

“I don't know to be honest I've been in my room this morning and I've just come out for my dinner now.”

One resident spoke about how activities do happen but they don't want to join in with them.

“There are no activities I want to join in with, they do happen from time to time.”

How do you find the care you receive?

All eleven residents spoken with commented that they do feel well looked after by the staff within the care home.

“I think the staff are good with me and look after me.”

“The care is good. There's nothing wrong with it at all.”

How do you find the food provided?

Some residents mentioned that they often sit for long periods waiting for their meals, and frequently ask staff about the wait time. During the visit, this was also observed, with residents seated at the table well before lunch without any alternative activities provided while they waited. (Recommendation 4 A)

“It is good food, but we have to wait for it, we can sometimes be waiting a long time at the table.”

Four residents spoke about how they were happy they are shown options for meal times instead of just being told what they were having. They said they like the fact they can look at it fully before deciding.

“There is lots of choice and I like that they show us the options before choosing.”

“I like the food, its good and a good spread of choice.”

Any other comments or feedback

“If we ever want anything it is made available for us, which I like.”

“Everyone is friendly. If they could lift this place and put it back down in Cleveleys it would be great.”

“I didn't know what to expect when I came here, but I'm getting on okay. It's not a bad place to spend my time.”

Relative feedback

During the visit Healthwatch Lancashire Representatives spoke with two relatives from two different buildings.

At your relative's care home, how do you feel generally about the service?

Both relatives we spoke with were complementary of the care home and the care their relatives receive.

“It is very good.”

“The staff are very friendly and welcoming; they listen when you've got concerns.”



Do you think that you are kept informed about your relative? For example, with their health and future care plans?

Both relatives mentioned that they felt very informed about their relative and they feel they can ask staff questions if need be.

“I feel very informed about my relative and if I ask how they are they will always tell me.”

“yes, I do feel informed at all times.”

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

Both relatives were unaware of the process to make a complaint but they both agreed that they would be happy to ask the staff within the building for help and support.

“No, I wouldn't know where to go to complain.”

“I wouldn't know where to go to complain but I think I would just ask the staff.”

Are you aware of the social activities provided by the service? And do you feel that you are able to join in these activities?

When speaking with both relatives it became clear that they weren't aware of any activities happening within the home. One person mentioned that they have been in the home when a singer was there, but that was the only activity they were aware of. They mentioned that this isn't displayed anywhere for visitors or residents to see. (recommendation 3)

“No, I am not aware of any activities within the home happening.”

“I have been here visiting before and they've had singers on and it was a great atmosphere, but I haven't seen any other activities.”

Would you recommend this service to others?

Both relatives mentioned that they would recommend this service to others.

“Yes, I would definitely recommend this care home to others.”

Staff feedback



Healthwatch received feedback from thirteen staff members during the visit.

Do you have enough staff when on duty?

Two members of staff spoke about how they had highlighted to senior management that there were a few staffing concerns, and this was dealt with quickly.

“Yes, I do think we do because management were able to sort short staffing concerns, we had.”

Three members of staff spoke about how it can be hard at times as the buildings are staffed accordingly but when you are in a care home with dementia residents this can change dramatically from hour to hour and more staffing could be needed.

“Sometimes it can be hard, dementia residents’ behaviour can change quite rapidly, and staffing is a big part of that to ensure we are ready for anything.”

“Sometimes staffing in the lounge areas can be limited but we manage.”

Four members of staff commented on how the housekeepers support other areas of the home and this can mean they get taken off their main duties to support elsewhere. This can put pressure on the staff in the buildings especially when it comes to cleaning. (Recommendation 5)

“Sometimes housekeepers have to support in other areas which means they get taken off their normal jobs, but there is no one to step in and do their job whilst they are covering.”

Do you feel supported to carry out a person-centred experience?

All thirteen members of staff said they felt supported to carry out their roles effectively.

“yes, that’s what is good about this home we have a good team.”

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

All thirteen staff members spoken with highlighted that they felt there was enough training, and this was continuously being updated.

“We get a lot of training here online and sometimes in groups.”

“Yes, we are being scheduled for training constantly to ensure we are refreshed.”

What is your experience of working here?

Members of staff mentioned that they love taking residents out on days out and how they like to get residents involved in the planning of activities.

“We love taking residents out to places they never thought they would see.”

“We ask residents every Friday what they would like to do the week after.”

A lot of staff spoke about how they had worked at the care home for a long time and how they feel they have the right staff working with the residents.

“I’ve been here a long time; this job requires a lot of patience, and I feel our staff team are good at that.”

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

Six staff members said they couldn't think of anything that could be improved within the care home.

“No. I think that people are kept happy here. It’s unusual to see agency staff. We all work together and support one another to help the residents.”

Four staff members commented that more activities could be helpful to ensure the smooth running of the separate buildings. More activities inside and outside of the home would help the residents be more focused throughout the day. Some ideas were jigsaws, dominos or colouring on the tables during the day.

(Recommendation 4 B)

“It can be quite crowded in some areas and some more staff to ensure all residents are entertained would be good.”

“I feel we need some more outdoor activities as we do a lot indoors and it would be nice to take them out more.”

“More activities out in areas would be helpful, some games or jigsaws that we can put out on tables for residents to use during the day.”

More conversations highlighted that activities could be spread out more to other residents within the buildings. More group activities would help staff out in the buildings.

“Sometimes I feel activities could be spread out more to help staff on the units. More move around of different residents instead of activities for the same residents would be helpful.” (Recommendation 4 B)

Four members of staff spoke about how they feel more management presence would be good for staff to share their concerns but also share the good practice

across the buildings. This would also help the management team to understand what happens in each building and the running of the day. (Recommendation 6)

“I feel more presence from management would be good, I feel they don’t come round and speak with staff or spend time in the areas as much as they could do.”

Any other comments?

“Management at Meadowbank do their best to make residents and staff happy.”

“The staff wellbeing programme in place is a great idea but sometimes it’s not that easy to access due to staffing problems. We might have the intention to go to something but then we might not be able to leave the area or might get called back to support.

(Recommendation 7)

“When the weather is better, we organise outdoor activities. We even get out a paddling pool, In spring we organise bulb planting. For those that can’t get outside we can bring soil bulbs and planters into their rooms.”

Recommendations

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

1. Add a sign outside reception so that visitors know where to report to when they enter the car park.
2. Include dementia friendly signage on main doors including bathrooms and lounge areas.
3. Create an activities timetable large enough for residents and relatives to view in a communal area.
4. A. Find some tabletop activities for residents to enjoy during the day and use when they are waiting for their lunch.
B. Ensure more focused group activities are taking place at quieter times for residents to take part in.
5. Ensure there are enough housekeeping staff to complete the relevant duties during the day.
6. Plan regular management walk rounds to speak with staff and residents about any queries or questions they may have.
7. Continue with the wellbeing days and ensure staff are being covered in order to take part in the activities on offer.

Provider response

Recommendation	Action from provider	Timeframe	Comments
Add a sign outside reception so that visitors know where to report to when they enter the car park.	A reception sign is now in place	12/3/25	
Include dementia friendly signage on main doors including bathrooms and lounge areas.	A dementia communities have dementia signage in place		
Create activities timetable large enough for residents and relatives to view in a communal area.	The activities timetable to be printed in a bigger format to be accessible for residents and staff	30/5/2025	We are going to change to Nourish - electronic records and a new planner will be used
A. Find some tabletop activities for residents to enjoy during the day and use when they are waiting for their lunch. B. Ensure more focused group activities are taking place at quieter times for residents to take part in.	Tabletop activities items and games have been ordered We have also created tabletop rummage boxes We are fully reviewing the activity planners	30/5/2025	
Ensure there are enough housekeeping staff to complete the relevant duties during the day.	Housekeeping hours are within our staffing grids Each community has 10 hours per day	Actioned and closed	
Plan regular management walk rounds to speak with staff and residents about any queries or questions they may have.	I complete daily walk rounds the home - this is evidenced on the daily walk around, there is evidence of staff, resident and relative questions and queries I am very visible on each community – please note there are four communities	Actioned and closed	

Continue with the wellbeing days and ensure staff are being covered in order to take part in the activities on offer.	Staff wellbeing day is planned for the 24 th March – all staff are invited	Actioned and closed	24/03/2025
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