

healthwatch

Blackburn with Darwen

Springfield Care Home

Contact Details:

Preston New Road
Blackburn
Lancashire
BB2 6PS

Person in charge during visit:

Christine Stephenson (Manager)

Date and time of visit:

30th April 2019. 10am-12md & 2pm-3pm

**Healthwatch Blackburn with Darwen
Authorised Representatives:**

Linda Brown-Lead
Sal Bax
Chloe Dobson



Note to reader:

This report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users, only an account of what was observed and contributed at the time.

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Acknowledgements:

Healthwatch Blackburn with Darwen (BwD) would like to thank the Manager and staff at Springfield Care Home for supporting our visit and to the residents and relatives for sharing their experiences.

Rationale for Visit:

This Enter & View visit is to contribute to a wider project undertaken by Healthwatch BwD, 'A Dementia Friendly Discharge from Hospital' that identified the need for Healthwatch BwD to gather more experiences of vulnerable adults and their discharge experiences to a residential care home setting.

Methodology:

Part One: Springfield Care Home

An announced Enter & View visit was arranged to the Residential Rehabilitation unit on floor four, at Springfield Care Home so that residents could share their views about the service they receive at the home. Representatives used open ended questionnaires to find out what residents liked about the home and what they felt could enhance their experience.

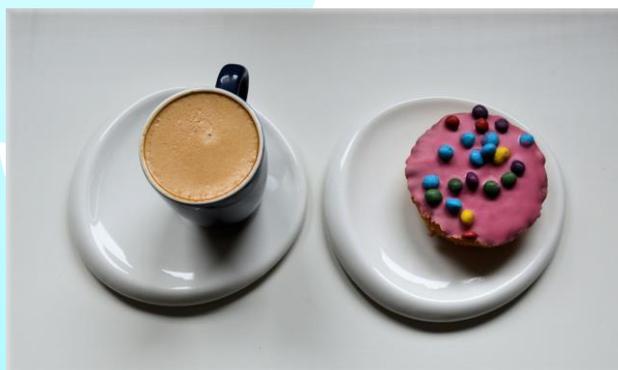
During the course of the morning representatives also visited floors one and three.

We had the opportunity to speak to eleven residents with a further eight questionnaires pre-completed. We also received feedback from four relatives.

Prior to the visit questionnaires were emailed to the Manager so that residents and relatives could complete them if not available on the day. A questionnaire was also provided to evaluate the discharge process from hospital to the home.

Part Two: Cakes and Coffee

Residents and family members were invited, through posters displayed throughout the home, to join Healthwatch Representatives for coffee and cakes in the afternoon of the Enter and View visit. This was an open opportunity for residents and family to tell us about their experiences about transfers from hospital to the home. The feedback of which will be collectively presented in a wider report about the discharge process of vulnerable adults, from Royal Blackburn Hospital to regulated care.



Part One: Springfield Care Home

Representatives summary:

Springfield Care Home is a purpose-built service which is registered to accommodate up to 65 people who have nursing or personal care needs. The service is split into four separate floors. Two floors provide specialist rehabilitation services. The home also has a residential unit and a unit for people living with a dementia. The CQC report rated this service as GOOD

On the day of our visit Springfield care home was fully occupied.

Springfield has a specific floor for residents with a dementia which we did not view on this visit.

The Environment and General Observations of Springfield Care Home:

Representatives had the opportunity to observe and speak to residents on floors one, three and four during the course of their visit. It was noted that the general decoration is pleasant throughout with a good selection of artificial flower and vase arrangements, interesting wall paintings and carpets and flooring that is clean and dementia friendly.

Signage to toilets and dining rooms are pictorial and in word. The bathrooms did not appear to be especially dementia friendly but they were clean, well maintained and well stocked.

Dining rooms are inviting with comfortable seating, table cloths, napkins and crockery. Menu choices were not displayed in written form in any of the dining rooms or on the chalk menu boards however, residents told us that they were asked what their meal choices in the mornings.



Staff told us that residents are encouraged to dine together in the dining rooms but have the choice to stay in their own rooms.

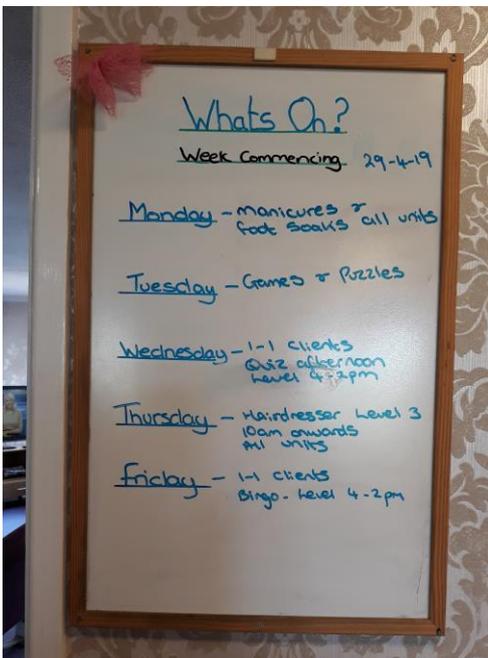
Throughout public areas the temperature was comfortable and with no noticeable discernible odours. Public areas and small lounges had plenty of comfortable and well-spaced seating with a television in each lounge that did not inhibit conversation. Radio Lancashire was also available for resident to listen to in the background. Only a few residents were noted in lounge areas with many residents preferring to stay in their rooms.



Corridors were very similar but easy to navigate due to the floor layout. In a previous conversation with the Manager the lead representative was told that she had plans to create more themed corridors and a wedding dress had been acquired to theme one of the corridors.



An activity schedule was displayed on all floors with some being more visible than others. On floor three the activity schedule is on the notice board in the entrance porch on a typed A4 sheet of paper. A member of staff was unable to tell us where it was. We were told that there is an Activity Coordinator who works Monday to Friday. The activities on offer appear to be the same each week as residents and staff cited the same ones on the same days. It was noted that residents get one to one contact time with the Activity Coordinator but again staff were unable to tell us if residents were asked about their personal choices for activities and if this is recorded in care plans. We did seek clarification from the Activity Coordinator but she was on leave.



Staff were able to tell us that they have themed events on key occasions such as Easter and a singer comes in once a week.

Representatives did note some activity materials available for residents such as jigsaws, games, books and magazines.

Some residents and relatives we spoke to said that there could be more choice and variety of activities on offer and some events in the evening that relatives could also join in.

Some residents said that choosing to join in or not was important to them as some respondents preferred to watch the TV in their own room, or read books.



Despite being fully occupied, Representatives noted how calm and relaxed the general atmosphere felt throughout. Respectful conversations were observed between staff and residents and the infrequent call bells were answered quickly. This was confirmed by residents we spoke to.

Feedback from Residents:

Eleven residents responded to representatives with a further eight pre-completed questionnaires that were handed to us on the day of our visit making a total of nineteen resident responses.

All feedback received from respondents about staff and care was very positive. Respondents said that they were 'treated with dignity and respect', that they 'felt listened to about their personal choices', and that calls for assistance were quickly answered.

"The staff are good and helpful, they also treat you respectfully".

"I am quite satisfied with my care here and I'm getting the support that I need to recover and get back home".

"The staff are superb, they are very kind, caring and helpful."

"The staff are always on hand to help and make sure I'm comfortable".

When asked about the environment, respondents again were positive with one resident saying that "the serenity of it feels like a holiday home." There were many positive comments from residents stating that they could personalise their rooms making it feel homely.

"My room is decorated my way and it feels like my room."

One respondent said that the home "is comfortable and always warm, I feel safe and secure".

When residents were asked if there was anything that could make their stay even better some respondents said that there could be more varied activities such as, 'old style picture films' or a film night. However, a number of respondents said that they were quite happy with their own company, watching TV in their room, reading books and sitting out in the garden when the weather was fine.

“There are not a lot of activities to do, but I’m not really bothered anyway”.

“I go to the bingo on Fridays but I don’t want to join in the other activities as I’m happy with my own company”.

“I would like to see people dancing and I would join in”.

There was a mixed response from respondents when asked about the food. Some comments received indicated that ‘a more varied menu’ would improve some people’s experience of the food on offer. It must be mentioned that Representatives saw a ‘You said, We did’ notice board in the main reception and lounge area that indicated feedback from residents about food was already being addressed.

“I think the food is good and had no complaints about it”.

“The food is fine, very nutritious. The vegetables are tinned not fresh.”

“The food is very repetitive.”

“There could be a better variety of food”.

“I choose to buy my own food which the staff will cook or heat for me”.

Feedback from Family Members:

Four family members responded to representatives during our visits.

All four respondents said they were happy with the care their relative had received whilst at the home and were kept informed about their progress. We were given positive examples about what they thought was particularly good about the home such as the staff and care and that their relatives could make their own choices.

“My relative can live her life how she wants to, there are no rules and she can make her own choices”.

“The staff are very dedicated and have good relationships with the residents”.

“The staff are consistent so they are familiar with the residents and the residents know the staff”.

When asked what could make the home even better, some relatives commented that they would like to see more activity choices, such as film night in the evening so that they can participate with their loved one.

“There are not enough activities going on during the day and there are no planned activities in the evening which I think would be helpful for my relative as the days can be really long especially when the weather is bad and she cannot go outside”.

Recommendations:

- Activities could be more varied and with more choice. Events in the evening and weekends could enhance social opportunities.
- Menus displaying planned meals and choices available on the chalk boards provided or printed.
- Bathrooms could be more dementia friendly with coloured toilet seats and taps.
- Corridors could be themed to assist orientation for some residents who may need this.

Part Two: Discharge experiences

These will be collectively recorded in a wider report about discharge experiences from hospital along with feedback from other care homes.

Provider Response: Received from the peripatetic Manager Claire Ardon.

Care plans - each resident has an activity care plan which is completed on admission with residents to understand their personal choices,

New activity boards are on order for the home to clearly display activities.

This year we have celebrated, Valentine's day, Easter, St Georges day.

Corridors - corridors on level 2 have been themed with gardening, wedding, home and sports,

Menu board is available in each dining room.

What insight, if any, has been gained by your organisation as a result of this Enter and View visit and subsequent report?

The visit has been very insightful particularly around activities as this is something we have been working on this year as a home, we accept the feedback about varying what we offer and are currently planning a trip to the seaside in the summer, evening film nights and pet therapy following feedback we have received.

Is there anything we could have done differently that would improve our own practice?

No

Actions being undertaken by the provider from the recommendations:

Activities - plans for the year

Planning on starting an evening film night,

Day trips to visit the beach,

Wimbledon - strawberries and creams

Bonfire night

Christmas party's

Healthwatch Blackburn with Darwen Contact Details:

If you would like more information about Healthwatch Blackburn with Darwen, or to find out how you can get involved in future projects please get in touch.

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This report will be shared with the Care Quality Commission and Blackburn with Darwen Borough Council Commissioners. It can also be found on the Healthwatch BwD website.