

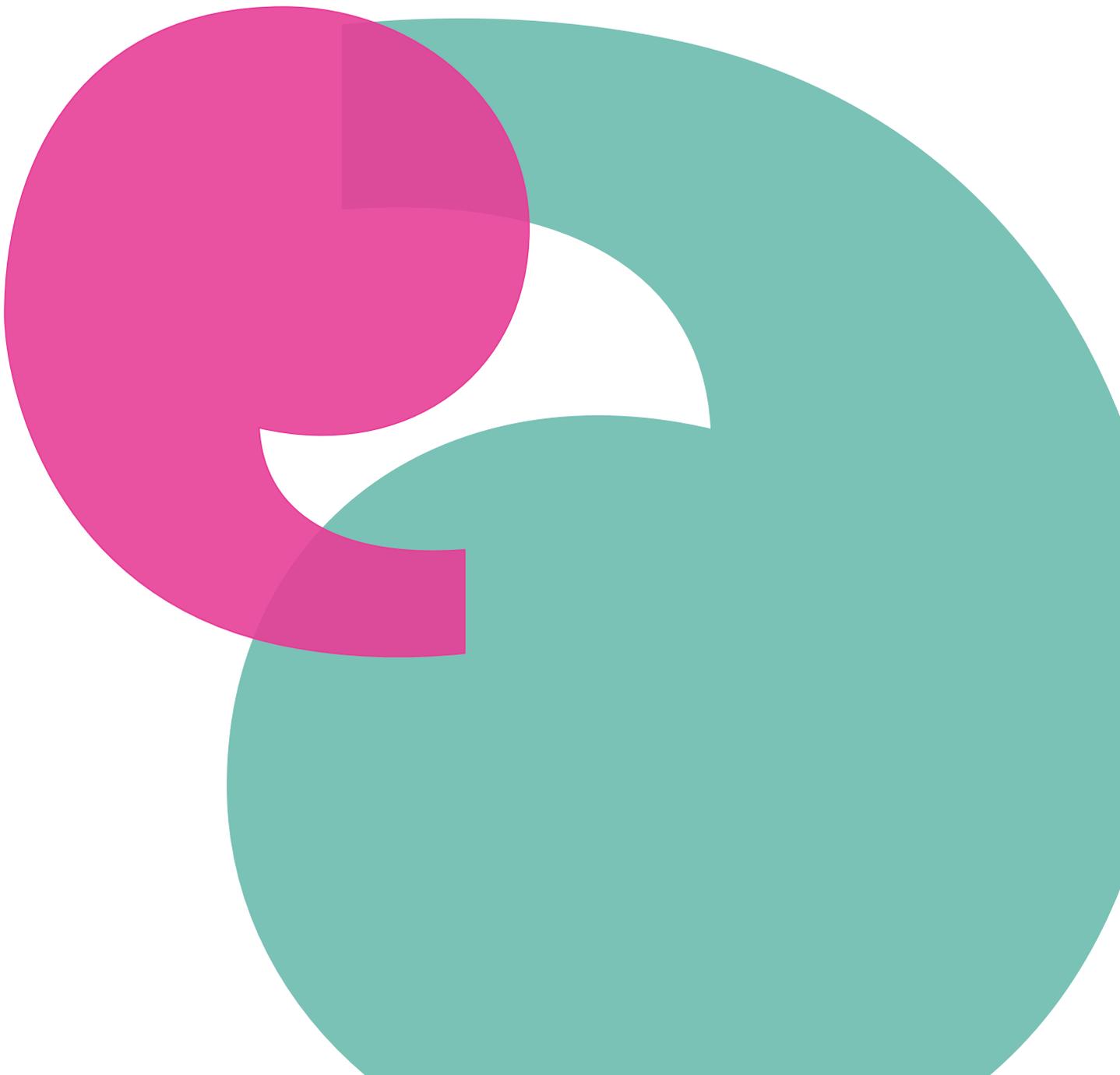
healthwatch

Blackburn with Darwen

Linden House Care Home

Enter and View

26th September 2016





Details of visit Service address: Linden House, Delph Lane, Shadsworth, Blackburn, BB1 2BE

Date and Time: 26th September 2016. 10-12pm

Authorised Representatives: Mark Rasburn, Dorothy Ross, Nancy Kinyanjui, Mavis Williams

Contact details: Healthwatch BwD, Suite 20, Blackburn Enterprise Centre, Blackburn, BB1 3HQ

Acknowledgements

Healthwatch BwD would like to thank the service provider, service users, visitors and staff for their contribution to the Enter and View programme.

Disclaimer

Please note that 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 and staff, only an account of what was observed and contributed at the time.

What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement.

The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies.

Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit. In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC where they are protected by legislation if they raise a concern.



Purpose of the visit

The visit is part of an ongoing planned series of visits to services looking at the care provided, specifically around how social care services are able to provide a safe environment.

Methodology

This was an announced Enter and View visit. With the service Manager on duty, we discussed many areas of the home including resident's needs, staffing, and resident involvement.

With the aid of an observation sheet Healthwatch representatives walked around the home to observe the environment in the communal areas and the interaction between staff and residents. Healthwatch representatives were also invited into empty resident rooms to observe the environment in there.

Using semi-structured questions, which were prepared before the visit, we spoke with residents and staff. All residents in the communal area were invited to share their experience with us. We also approached staff to engage with us, mindful not to disrupt the care being provided.

During the visit we spoke to 7 of the homes residents and 4 members of staff.

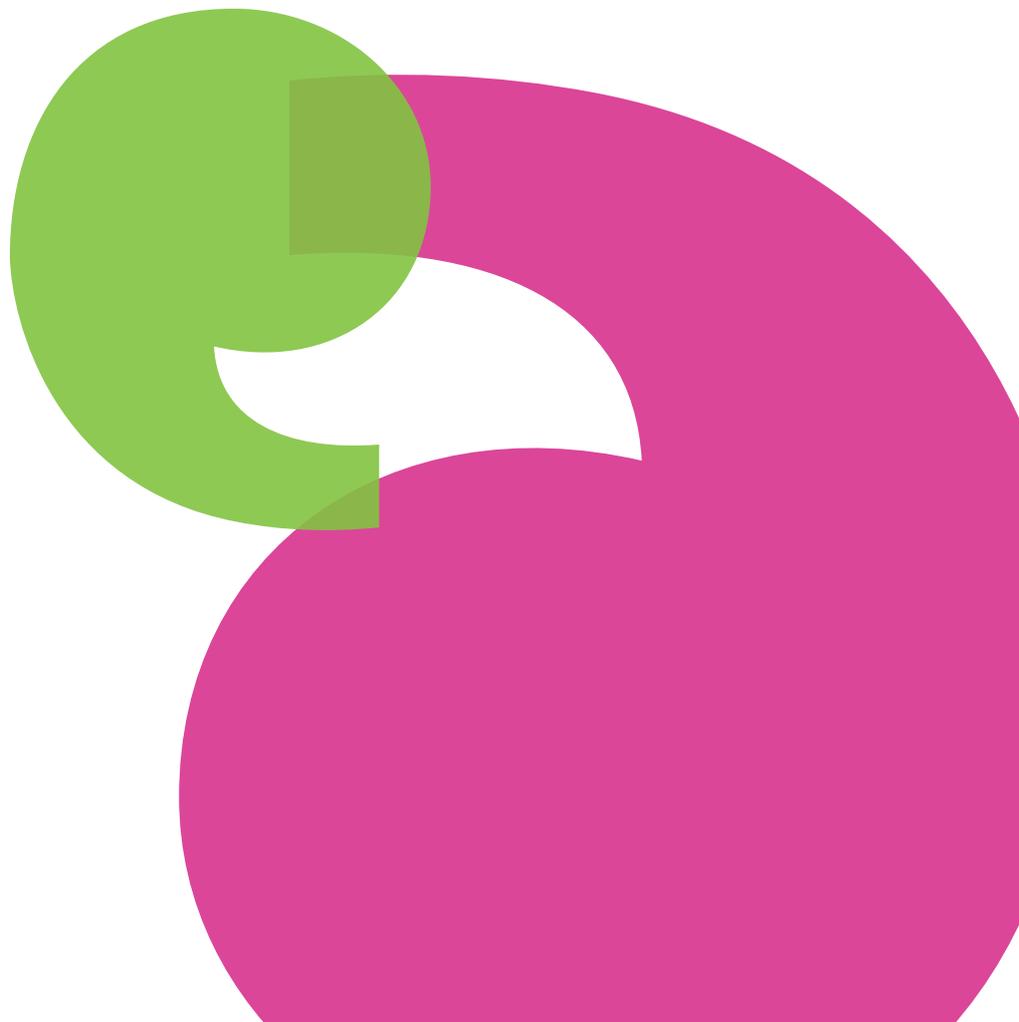
Our findings were briefly discussed with the Manager before leaving. This was an opportunity to feedback the findings and highlight any safeguarding issues or quality issues which needed immediate attention. If there were any issues the Manager would have been informed, along with the Safeguarding team and Adult Social Care Services at Blackburn with Darwen Council.

Summary

The residents spoken to were all complimentary about the residential home, the staff, and the care they receive. The building had recently been refurbished with the involvement of residents, and there was a well-kept garden to the front of the property.

The communal areas were welcoming, clean, and tidy. The dignity and privacy of the residents was clearly respected and efforts were made to involve residents in their care. Residents felt the care met their individual needs, and staff were able to provide the support they needed.

Overall, the outcome of this Enter and View is very positive with no serious concerns noted. Feedback from the residents was positive, with many telling us they enjoyed living there.



Results of the Visit

Linden House is a 58 bedroom residential care home. At the time of the visit they had 51 residents living there with some respite rooms available. 40 residents had early on-set dementia, 10 had physical disabilities, 2 had a learning disability and one had a diagnosed mental health condition.

The general environment

Linden House is a clean, airy and welcoming home. 6 of the 7 residents spoken to said they were happy living there, with one saying they would have preferred to be living in their own house.

The communal spaces were clean and nicely presented. All of the furniture was in good condition and most of it looked new.

The whole service is on one floor and split into a residential area and a dementia area, with open doors between the two. In the residential area there were large communal rooms with seats, tables and activities easily accessible. In the area to support residents with dementia there was another large communal area. All of the communal areas observed were cleaned and spacious.

In the area of the home for residents for dementia the doors were painted difference colours and labelled with pictures and words to enable residents to remember their room and where the toilets were. The manager informed Healthwatch representatives that they try and copy the residents' old front door colour to aid memory.

The home had adequate lighting and hand rails throughout the building. This helped residents move freely though the home.

We observed un-occupied rooms with the permission of the Manager. The rooms were colourfully decorated with personal belongings encouraged to make it a homely environment.

Residents View

7 residents (100% of those who answered) told us the home was clean

Safety and raising concerns

All 7 residents spoken to told Healthwatch representatives they felt safe in the service. If they needed to raise an issue all 7 would feel confident speaking with staff and management.

“You can talk to the staff. They’re very friendly and helpful”.
Linden House Resident

4 Staff members (100% of those that answered) felt they are given enough support by the homes management to provide residents with a safe, caring environment.

Dignity and Respect

Linden House respects its residents and does a lot to maintain their dignity. Every month care plans are reviewed in partnership with the resident. When residents first access the service, and through general reviews, staff ask what their interests are and pick up any new activities they can provide.

“Staff do their best to get what I need”
Linden House Resident

At the time of the visit the home was only able to provide female carers to deliver personal care. This was not highlighted as an issue with the management or the residents.

There were call bells in each room for residents to ring if they needed support. Call bells were also located in all personal rooms and bathrooms through the home. Healthwatch representatives observed call bells were ringing for lengthy periods. When this issue was addressed to the Manager the Healthwatch representatives were informed it was the same bell system for all rooms and not necessarily just one room at a time.

When asked, 6 residents (100% of those that answered) said call bells were answered promptly, with one saying *“there are many people here. Sometimes you have to wait a little”*.

Social Isolation

Staff informed the Healthwatch representatives that residents who were socially isolated were also supported. This may be through prompting them about activities, providing entertainment in their rooms and providing a wide and varied range of activities.

Residents View

6 residents (100% of those who answered) told us they were treated with dignity and respect.

6 residents (100% of those who answered) told us that they always receive personal care in privacy.

6 residents (100% of those who answered) told us that staff met their individual needs.

4 residents told us they needed assistance with eating and drinking. All 4 told us they are given assistance with drinking and eating

7 residents (100% of those who answered) residents told us that staff always helped them if needed.

Staff View

4 Staff members (100% of those that answered) felt they had the flexibility to meet the resident's individual needs.

4 Staff members (100% of those that answered) felt they have the time to talk and listen to residents along with delivering services.

Interactions between Staff and Residents

We observed staff interacting with residents throughout the visit. This included staff assisting residents to walk from room to room, helping them sit down/stand up, and ask them if they needed anything. We felt this was significant evidence of the positive relationship between staff and residents.

Accessing health services

The management and staff informed the Healthwatch representatives that residents were able to get General Practice (GP) and Dentistry appointments, either home visits or supported to attend appointments outside the home. The home will soon take part in a pilot scheme where staff will provide tablet computers to enable residents to speak with a GP online via skype.

Other services identified were:

- Dietitians
- Opticians
- Physiotherapist
- District Nurses

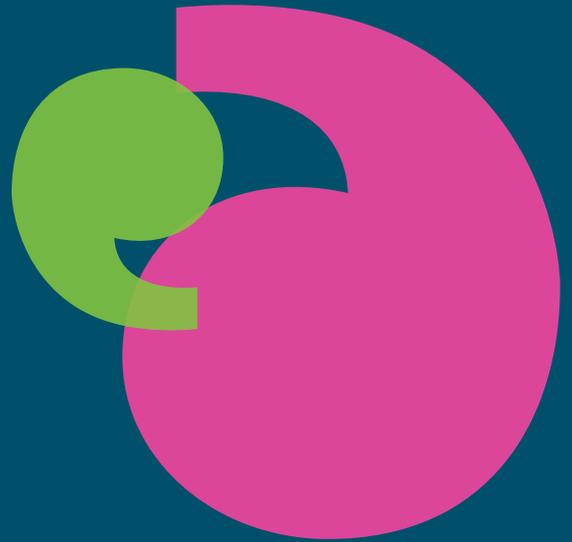
Incontinence pads

Staff and management identified issues with incontinence pads. The service only receives deliveries every 3 months. Issues around storage for such large quantities were identified, as well as sometimes running out and having to purchase additional pads.

Hospital discharge

Management identified a recent increase in residents returning from Hospital with 'Do Not Resuscitate' forms. The management said the service had not been informed of these forms and were not being told the reason for these forms. They also felt there was an increase in residents receiving these forms after a hospital stay, questioning if enough time was given to ensure the resident understood the forms.

Contact us



Address:

Suite 20,
Blackburn Enterprise Centre,
Blackburn,
BB1 3HQ

Phone number:

01254 504985

Text number:

07939071407

Email:

info@healthwatchbwd.co.uk

Website:

www.healthwatchblackburnwithdarwen.co.uk



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