

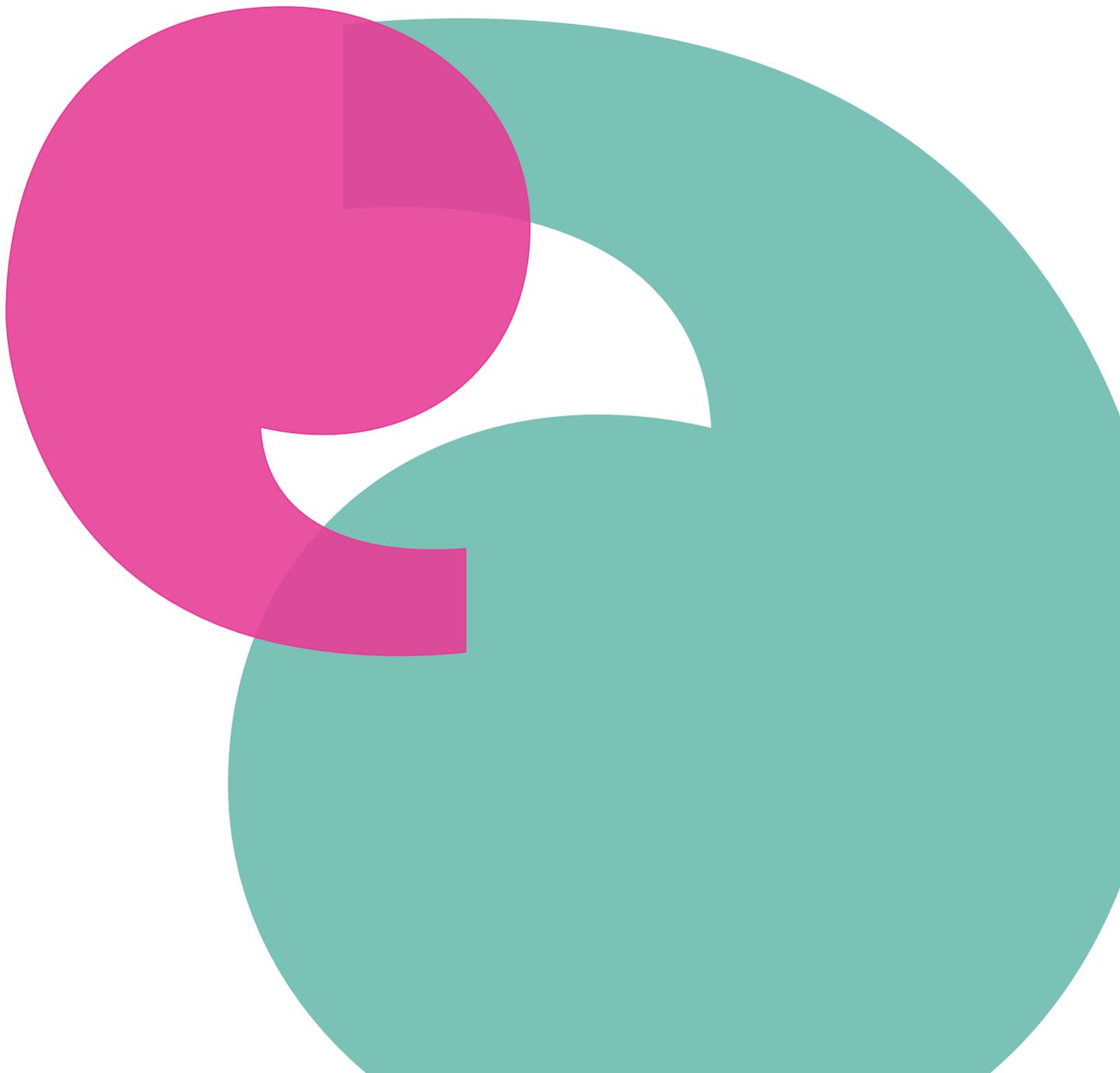
healthwatch

Blackburn with Darwen

Moorland View Care Home

Enter and View

12th October 2016





1. Introduction

1.1 Details of visit

Service address: Moorland View Care Home, Exchange Street, Chapels, Darwen BB3 0DT

Date and Time: 12th October 2016. 10-12pm

Authorised Representatives: Ben Pearson, Humaira Kamal, Mavis Williams, Ron O'Keefe

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

1.2 Acknowledgements

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

1.3 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.

2. 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.



2.1 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.

2.2 Strategic Drivers

2.3 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 8 of the homes residents, 7 members of staff & the manager.

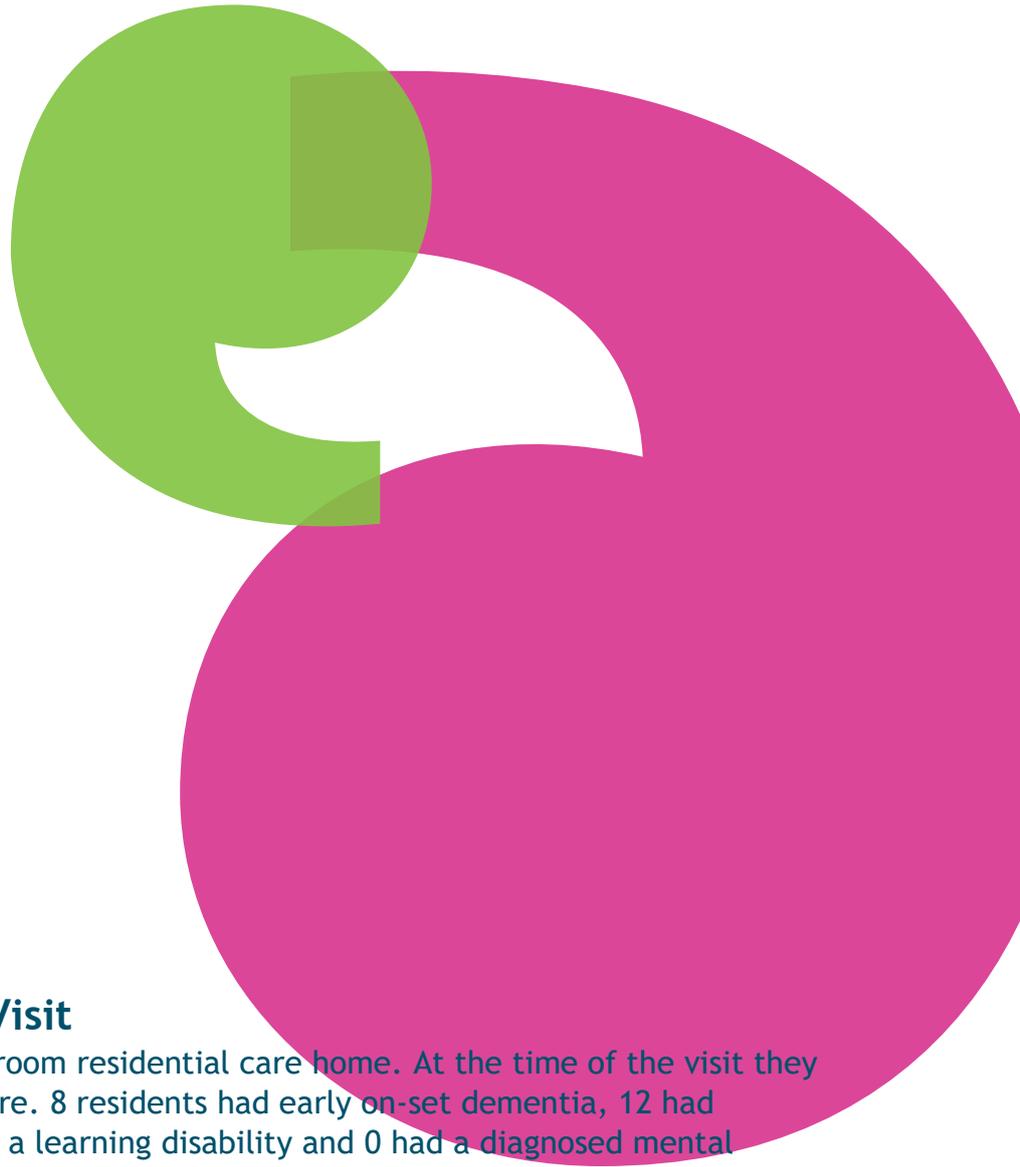
Our findings were briefly discussed with the Manager before leaving. This was an opportunity to feedback the findings and highlight any safeguarding issues or quality issues which needed immediate attention. If there were any issues the Manager would have been informed, along with the Safeguarding team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

2.4 Summary of Findings

The residents spoken to were mostly complimentary about the residential home, the staff, and the care they receive. The building felt homely and there were well-kept gardens surrounding the property which residents commented on.

The communal areas were welcoming, clean, and tidy. Residents appeared happy & a variety of activity seemed to be available to keep residents occupied.

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



2.5 Results of the Visit

Moorland View is a 32 bedroom residential care home. At the time of the visit they had 30 residents living there. 8 residents had early on-set dementia, 12 had physical disabilities, 0 had a learning disability and 0 had a diagnosed mental health condition.

The Environment

Moorland View Care Home is a bright, clean & welcoming home. Residents spoken to were largely happy living there, with one saying they had the choice of going home but decided to stay.

The communal spaces were clean and nicely presented, with art on the walls creating a homely feel. The Furniture & decoration was mostly in good condition.

The service is mainly on one floor, with only 7 of the 32 rooms upstairs. There were three communal rooms with seats for residents & there felt plenty of room. In one communal area a group of ladies were participating in Physio to music which they all seemed to be enjoying. There is access to an outside patio & good views of the gardens. All of the communal areas observed were cleaned and spacious.

The home was bright with 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 clean & comfortable, and although small felt homely with family pictures.

Residents View

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

Safety & Raising Concerns

7 out of the 8 (87.5%) residents spoken to told Healthwatch representatives they felt safe in the service.

“sometimes there is short staff, things can take a while”.
Moorland View Resident

6 (85.7%) Staff members felt they are given enough support by the homes management to provide residents with a safe, caring environment.

Privacy, Dignity & Respect

Moorland View residents on the whole felt their privacy was respected & that they were treated with dignity & respect. Every month care plans are reviewed & they are rewritten every 6 months.

“encourage people to have privacy”
Moorland View Resident

At the time of the visit the home employed both male & female carers but these aren't available at all times and none were on shift at the time of the visit. The manager of the home explained how it was a struggle to keep good male carers as they seemed to move on.

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. A number of residents mentioned how call bells weren't answered promptly & one staff member talked about how it can get hard when short staffed.

Social Isolation

Staff informed the Healthwatch representatives that residents who were socially isolated were also supported. This may be through sitting & talking to them, reading books & giving them a choice in taking part in a range of activity. Staff did mention this can sometimes be difficult when short staffed.

Residents View

- 6 residents (75% of those who answered) told us they were treated with dignity and respect.
- 7 residents (87.5% of those who answered) told us that they always receive personal care in privacy.
- 5 residents (62.5% of those who answered) told us that staff met their individual needs.
- 5 residents told us they needed assistance with eating and drinking, 3 told us they are given assistance with drinking and eating.
- 6 residents (75% of those who answered) residents told us that staff always helped them if needed.

Staff View

- 6 Staff members (85.7% of those that answered) felt they had the flexibility to meet the resident's individual needs.
- 6 Staff members (85.7% 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.

Food

Residents appeared happy with the food provided & commented on how if there wasn't something on the menu they liked the chef would prepare an alternative. The days menu was displayed on the wall in what appeared to be a homely dining room.

Accessing Health Services

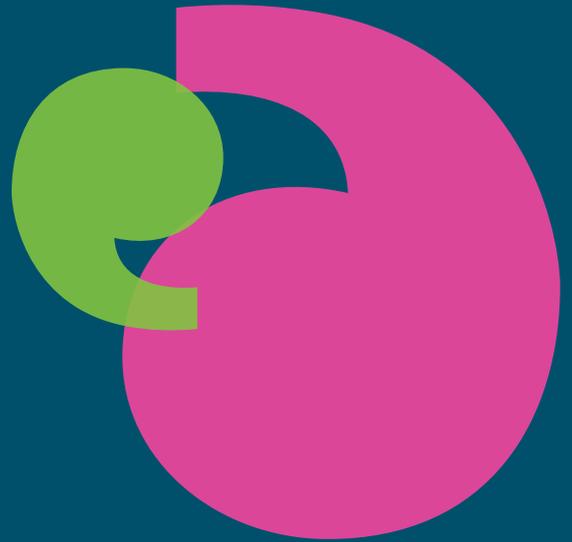
The management and staff informed the Healthwatch representatives that most residents were registered at Darwen Health Centre. Seeing a GP was becoming less frequent & instead a nurse practitioner was attending for home visits. Dentist appointments seemed to be more of a private arrangement with less support from the home, some staff said dentists would visit whilst others said this was difficult. 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.

2.6 Additional Findings

Hoist

Three residents mentioned the use of a hoist & how this was painful for themselves & other residents. They said they would like an alternative or for further training on how to use more comfortably. This was particularly uncomfortable for male residents.

Contact us



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