



Ravenswing Manor Residential Care Home, 3S St Francis Road, BB2 2TZ

Enter and View Report

Tuesday 28th January 2025

10:30am

healthwatch

Blackburn with Darwen

DISCLAIMER

This report relates 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:

Ravenswing Manor Residential Care Home

3 St Francis Road

Blackburn

BB2 2TZ

Staff met during our visit:

Beverly Ramsey (Manager)

Date and time of our visit:

Tuesday 28th January 2025 from 10:30am

Healthwatch Blackburn with Darwen
Representatives

Liam Kershaw-Calvert (Lead)

Katie Merry (Healthwatch Staff)

Liz Butterworth (Volunteer)

Michelle Livesey (Volunteer)



Introduction

This was an announced Enter and View visit undertaken by authorised representatives from Healthwatch Blackburn with Darwen who have the authority to enter health and social care premises, announced or unannounced, to observe and assess the nature and quality of services and obtain the view of those people using the services. The representatives observe and speak to residents in communal areas only.

This visit was arranged as part of Healthwatch Blackburn with Darwen's Enter and View programme. The aim is to observe services, consider how services may be improved and disseminate good practice. The team of trained Enter and View authorised representatives record their observations along with feedback from residents, staff and, where possible, residents' families or friends.

A report is sent to the manager of the facility for validation of the facts. Any response from the manager is included with the final version of the report which is published on the Healthwatch Blackburn with Darwen website at www.healthwatchblackburnwithdarwen.co.uk

Acknowledgements

Healthwatch Blackburn with Darwen would like to thank Beverly, together with staff, residents and visitors for making us feel welcome and taking part in the visit.

General Information

Ravenswing Manor is privately owned by Ravenswing Homes Ltd with places for 24 residents. There was 1 vacancy at the time of our visit. The person in charge is Beverly Ramsey. Information obtained from carehome.co.uk states that the home provides care for people who are affected by Dementia, old age, physical disability, sensory impairment, and younger adults

The latest CQC rating is: Good (February 2021)

Methodology

The Enter and View representatives made an announced visit on Tuesday 28th January 2025.

We spoke to 9 residents, 3 staff and 4 relatives, where possible within the constraints of the home routine, people's willingness, and ability to engage and access to people in public areas. Discussion was structured around four themes (Environment, Care, Nutrition and Activities) designed to gather information concerning residents overall experience of living at the home.

The team also recorded their own observations of the environment and facilities.

Our role at Healthwatch Blackburn with Darwen is to gather the views of service users, especially those that are hard to reach and seldom heard, to give them the opportunity to express how they feel about a service regardless of their perceived ability to be able to do so. It is not our role to censor feedback from respondents.

We use templates to assess the environment of a facility and gather information from respondents, to ensure that reports are compiled in a fair and comparative manner.

Observations were rated on Red, Amber, Green scale as follows:

Green = Based on our observations and the responses gathered we would consider the experience of this home to be good.

Amber = Based on our observations and the responses gathered we consider the experience of this home to be need of some improvements.

Red = Based on our observations and the responses gathered we would consider the experience of this home to need significant improvement.

Summary:

Healthwatch Blackburn with Darwen made an announced visit to Ravenswing Manor on 28th January 2025. This was a revisit after previously visiting the home in November 2021.

The previous report found the home to be a good place for residents to live, and we found this still to be the case in this report. Ravenswing Manor is presented as warm, comfortable and clean with caring and responsive staff. There were also areas that had improved in the home. Maintenance work in the lounge which disrupted the home previously, is now complete and gives the home a welcoming and homely feel.

All the residents and relatives who spoke to us reported positive comments in respect of the staff, telling us “The carers are very nice, they look after you well” and “The staff are great and will do anything for you.”

Relatives told us “I feel very confident that mum is being well looked after here, and she is always comfortable.”

Similarly, staff spoke well of each other and of how they worked as a team, “Yes, we are like a big family and we all ‘muck’ in together, even the cleaners and the chef. We look after each other and cover the work when we need to due to shortages. It works really well, and everyone is happy about it.”

All of the staff we observed appeared to know the residents and offered respectful support where necessary. It is clear that the home encourages independence, where appropriate for residents, and representatives observed residents embracing being independent. Staff were also on standby to assist where needed.

When speaking to residents regarding lunchtime, they informed us there isn’t a choice in what they are having for their meal. “You do not get a choice either, so sometimes I do not like it.” However, the management of the home has informed us that residents are consulted on food choices through food surveys and resident meetings where dishes are discussed. The most popular dishes are incorporated into the menus which are rotated over 28 days.

We were told that residents had recently been out to Blackpool Illuminations, we observed an activity schedule and a visit from the library service was taking place at the time of our visit, recommending books to residents. However, some residents felt that they were not supported to take part in activities which they would like to do. The home is pet friendly and one welcome visitor is Pickles the Jack Russell terrier, who is loved by both residents and staff.

Overall, the environment is clean and well maintained, although there are a few areas of the carpet showing had wear and tear. However, the manager informed us that the next project for the home was working on carpeting, specifically in the reception and staircase. Some areas of the home were not dementia friendly, and these could be scheduled into the maintenance cycle of the home.

Based on the criteria, the Enter and View Representatives gave the home an overall score of:

Green

Enter and View observations

Pre-visit and location

Prior to the visit, representatives looked online to view the home's website. We found that the website was easy to find, engaging and informative. We observed that a downloadable brochure was also available at the top of the page. However the blog on the website had not been updated since 2019.

A letter and poster were sent to the home in advance of our visit to request input from staff, relatives and residents.

The home is located off the A8674 Preston Old Road. There are good transport links including the nearby Cherry Tree railway station. We noted that next to the home was a church and a pharmacy at the end of the road.

When we asked the manager about general shopping, she told us that residents do have to chance to be taken out in the home's minibus. The manager also informed us they had just had a residents' meeting, where two had asked about going out shopping. In addition, staff would pick up any items on request. The manager told us that they had just done a trip to visit the Blackpool Illuminations.

Representatives found that the home is clearly signposted on the approach from Preston Old Road. Representatives observed a car park, with minimal parking space, that was filled when we arrived. When speaking to the manager, she said there have not been any complaints about car parking. We noted that there are spaces at the side of the home for disabled parking.

Green

The external environment

The external environment of the home was similar to when we visited in 2021. Ravenswing Manor was formerly a Victorian vicarage and is situated in a quiet residential area of similar properties. The external environment presents as large and imposing and architecturally interesting, with leadwork windows and a multi pitched roof. The grounds are mature, well maintained, and pleasant. There is a sweeping driveway approach to the building and plenty of outdoor space for the residents to enjoy. Next to the home on a driveway parked is a minibus.

It was easy to locate the main entrance, and the front door was well secured and answered in a prompt manner by a member of staff.

Green



The internal environment/reception -first impressions

On arrival, a member of a staff asked the team to show our ID and sign the visitors' book. We then were asked to wait in the reception lobby for the manager. We observed that the Healthwatch Blackburn with Darwen poster was displayed as we had requested.

The reception lobby was very welcoming and a large space, with an impressive staircase, which had a stairlift. The area was warm and well lit, and there was no discernible odour throughout the building.

The carpeting in some of these areas was busy and not dementia friendly. However, the manager did inform us that the next project in the home is the carpeting in the entrance and the steps.

On arrival, we could hear general chat, music and television playing from the different lounges, however the noise was not overwhelming and was pleasant. There was a homely feel that was instantly felt.

When we met the manager, she was very transparent and gave us her time to chat. Her approach was very much an "open door" policy. We were offered refreshments, our personal belongings such as coats, jackets and bags were taken to the office to be stored securely. All of the staff seemed open and happy to speak to us.

Likewise, we found that residents were confident and comfortable enough in their environment to move around independently and to speak to us.



Green

The observation of corridors, public toilets and bathrooms

The corridors were spacious and uncluttered. There were handrails throughout the home and corridors were brightly lit. Mirrors, pictures and small tables contributed to the homely atmosphere. All areas were clutter free and residents had clear access with walking aids.

A visitors' toilet was situated close to the front door. In common with the rest of the bathroom facilities observed it was clean and well stocked.

All of the bedrooms at Ravenswing Manor have washing facilities, therefore representatives considered that the number of bathrooms situated on corridors were sufficient to service the number of residents. The bathroom facilities observed provided a range of assisted bathing such as a wet rooms and baths, we noted that they had appropriate adaptations such as raised seats and colour contrasted grab rails.

Representatives saw personalised signs on residents' doors with their names and photos, and each door was left open upstairs, which we were informed is of personal choice of the residents.



We saw an activities schedule displayed and that the Arts and Crafts was scheduled for the day of our visit. We also saw Blackburn with Darwen Library come into the home and bring books for residents. Residents are given personalised choices, with one resident accessing audiobooks from the library. Representatives found this to be a fantastic service, which is not taken up or promoted to residents by all homes across the borough.



We were also informed that other activities take place throughout the year and that a Vicar from the local church comes in on the first Monday of every month. The home has a designated activity coordinator who works in the kitchen. From

discussion with residents, it was clear that they prefer activities of their own personal choice and these are well supported.

Green

The lounges, dining area and other public areas

All of the lounges have been redecorated. There are three lounges in the home, one that had the television playing, another had music on and the third was quiet. One resident remarked "it's three very different rooms."



For the purposes of this report, they will be labelled Lounge 1, Lounge 2 and Lounge 3.

All three lounges overlook the attractive outdoor garden areas of the home.

Lounge 1 was dedicated to television viewing, with chairs around the side of the room facing the television. Between the chairs were tables for residents' belongings, one resident had a book on their table, others had drinks. Residents in the lounge appeared comfortable and happy with the television on. Some residents were sleeping in their chair.

Lounge 2 was dedicated to music and general chat. There was a range of music from classics to

contemporary music. The lounge still appeared calm and comfortable, and the residents were either talking to each other or listening to the music.

Lounge 3 was a quiet room; it was a simple room with only a few chairs and a table. The décor was traditional but warm. One resident remarked that they "liked the quiet" of that particular lounge. On our visit, this room was being used by the staff member from the library to discuss books with a resident. While discussing books, the resident remembered that they still needed to return a particular book and went off to get the book. A staff member said they would get it for them, but the resident declined and wanted to do it. They used the stairlift to go upstairs.

Representatives found that independence was encouraged where possible at the home, some residents even remarked that they "enjoy folding towels."

Overall, the lounges were easily accessed directly from the large reception lobby, and all seemed to be an equal size and enjoyed by the residents.

Throughout them the décor was traditional with fireplaces and with high ceilings. Representatives found that the seating appeared comfortable, with a mix of chairs and two-seater sofas.

On our previous visit, there were only two lounges open as one was being used as a visitors room due to the Covid-19 pandemic and maintenance was underway. On this visit, the maintenance was complete, and the lounges looked good.





In all of the lounges, the seating was arranged around the sides of the room, and we saw residents talking to each other. We also observed staff asking residents if they would like refreshments, such as tea and coffee throughout the visit.

The dining room was conveniently sited close by the kitchen and lounges with access to the garden. The area had sufficient seating for the number of residents with most of the residents choosing to eat there. A menu board displayed the day's menu. Which can be visually difficult to read if you are at a distance from the board. However,

management has informed us that staff will inform residents of the forthcoming meal and what's on the menu during the course of breakfast. There is an area of damaged carpet in the hallway as you enter the dining room. This is an area of very heavy use, and management have informed us that this will be addressed in the upcoming maintenance project that is underway.

Representatives noted that there was a workstation situated in the dining room, making the room appear cramped. Alongside the station was an unlocked notes trolley which appeared to be oddly located. Management informed us that this has since been removed from the building.

Green Amber

Observations of resident and staff interactions

Representatives observed the staff to be calm, pleasant and endearing. There was a clear level of respect between residents and staff which was noted by the way they communicated with each other. All staff were easily identifiable by uniform.

Staff were very enthusiastic and appeared happy in their work. The staff knew residents well and this created a homely feel, with staff providing care according to patient wishes. "This resident likes to sit in the quiet lounge."

It was very clear that staff work well at Ravenswing Manor, and all comments made by residents and family were very complimentary. We saw staff show care and compassion even though they were busy throughout our visit.

The staff we spoke to were all happy working at the home, with a staff member remarking that "it's nice here."

Green

The Lunchtime Experience

On this occasion, representatives chose to focus on the experience of residents during the lunchtime. We evaluated the lunchtime as a social experience, the

quantity and quality of the food, the interaction between staff and residents, and the dignity afforded residents during this period.

Residents were guided to the dining room by staff and offered to go to the bathroom before they sat down at the table from around 11:30am.

Staff wore PPE, blue aprons, gloves and were observed using hand gel after every change of gloves.

The lighting was pleasant; however, the décor was 'busy' with large, printed wallpaper. There was music playing quietly in the background via Alexa, noted to be Frank Sinatra which was a nice touch.

The dining area comprised of what would have been two rooms made into one large room, and contained five tables with seating of 2x3, 1x4 and 2x2. Each table had fabric tablecloths, paper napkins, metal cutlery, and plastic tumblers were on each table ready. Some tumblers looked as though they needed replacing due to discolouration and general wear and tear from use.

Salt and pepper and orange squash were placed on the tables when the residents came through.

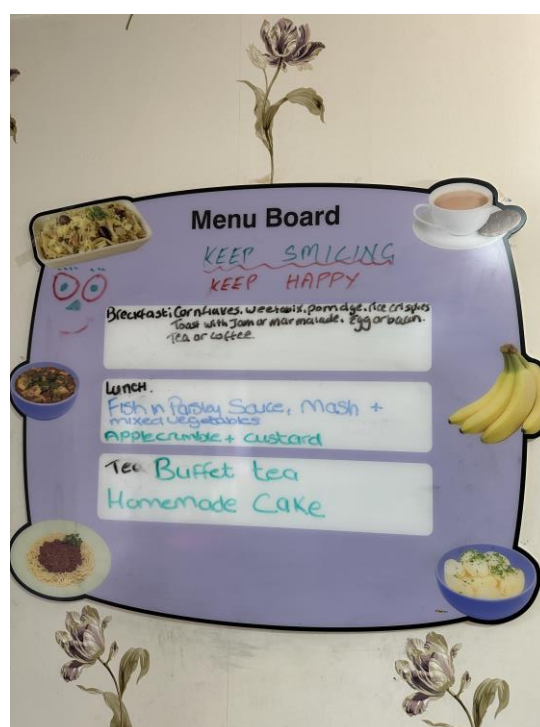
Lunch was served at 11:58am, with tea and coffee being served alongside their meal at 12:07pm.

The menu for the day was displayed as for breakfast: cornflakes, Weetabix, porridge, rice crispies, toast with jam or marmalade, egg or bacon and tea or coffee.

Lunch was fish in parsley sauce, mash and mixed vegetables followed by apple crumble and custard for dessert. The evening meal was buffet tea and homemade cake. Representatives were informed it was a resident's birthday, so to mark the occasion they would usually have a buffet tea and a cake.

When speaking about the menu, a resident remarked "you do not get a choice either, so sometimes I do not like it. I do not know if you can ask for anything different." Representatives clarified with a staff member if residents could ask for something different if they wanted, which they said residents could and are encouraged and asked during lunch. However, representatives did not see an alternative meal being offered to any resident during lunch, only a supplement drink.

The portion size was decent, and many residents enjoyed their food. The white fish in white sauce on a white plate may be an issue for some residents with



dementia. Please see links below from NHS hospitals around making changes to crockery being introduced for patients with dementia:

www.sath.nhs.uk/news/blue-crockery-introduced-for-patients-living-with-dementia/

www.uhcnw.nhs.uk/download/clientfiles/files/Patient%20Information%20Leaflets/Clinical%20Support%20Services/Dietetics/Dementia%20care-%20A%20practical%20guide%20to%20eating%20and%20drinking.pdf

The kitchen was next door to the dining room and facilitated the ease with which meals were brought out to the residents. The meal was already plated, and crockery was white.

One resident was being assisted in eating, and there were three residents who were wearing adult bibs. Carers went round the room asking if people were ok and if they needed anything. The manager also helped the staff serve lunch. The residents all enjoyed their lunch, however one resident did not like the fish and asked to remove it. Staff were made aware. The resident went on to enjoy their pudding and the carer said they would give them a supplement drink as they had not eaten their main meal. No alternative meal was offered. One resident asked if they were having any pudding because they had waited quite some time after their main meal. They were reassured and the pudding was served soon afterwards.

There were three carers who were assisting the meal service, and plated meals were being taken to residents who were eating in other rooms. There were no visible records being taken of the food eaten and hydration of the residents, however management informed us that these notes were updated digitally after lunch, as their focus during lunch is on serving residents, assisting where necessary and making the dining experience and enjoyable time.

One of our representatives pointed out a pressure ulcer categorisation poster in picture form was not ideal on the wall of the dining room. The carer explained they had received training on this, and they had to display it and had nowhere else appropriate.

Overall, the lunchtime experience was calm and comfortable, and at the end of service, drink refreshments were once again offered to the residents.

Green Amber

Additional information

Prior to leaving, representatives witnessed a resident mobilising independently using a walking frame. The resident said that they were going upstairs to their room. The home has a stairlift and no lift. One of our representatives questioned if the resident needed help but they were very clear they could manage as they proceeded to lift their frame up three steps and proceed to climb up the stairs. Our representative was concerned because the use of walking frames on stairs

could be unsafe practice. A carer was called and attended, followed by the manager who explained that the resident likes to be independent, and a risk assessment had been completed. The resident continued up the flight of stairs holding the handrail and their bag while pulling the frame behind them. Management has repeatedly spoken to the resident about the dangers of falling/tripping whilst trying to drag their frame upstairs, however despite assuring the management that they will stop doing it, they have continued to take their frame with them.

Feedback from residents

Environment

“Yes, I like my room, I’ve got all my own things in there.”

“I like it here; it is my home now. I had to leave my other home.”

“I’ve got a TV in my room and all my own things, it’s a little small but it’s okay for me.”

“Yes, it’s nice.”

“It is very pleasant here. I enjoy being in this room as it is quiet and peaceful. It is very nicely decorated.”

“My room is fine, and I have my own things there, so it is nice. I am getting some more pictures soon from home, so that will make it better.”

“It’s lovely here, I have no complaints.”

“My room is okay.”

“My room is very small and poky, it was the only one available when it was decided I needed to come into care.”

“I like this sitting room as it’s quieter.”

“We can choose which sitting room we want to go in.”

“I am warm enough and very comfortable.”

“Visitors can come anytime.”

Activities

“I do not really get involved with any activities. I just watch and listen to what is going on.”

“Yes, sometimes, not all the time.”

“I would like to do some knitting, but they won’t let me use a needle in case I hurt myself.”

“We do exercise sometimes.”

“The carer used to take me out for a walk, I like getting out for some fresh air, we do not do that anymore. I would like to.”

“I have no idea what goes on here but that is okay, as I prefer my own company. I like reading and I am happy now the library delivery service comes here. I like the audio books, and the lady picks me some that she thinks I may like. Sometimes they are not what I enjoy but they are fine. The previous lady knew exactly what I liked. I am really happy with it as I get a lot of pleasure from the audio books.”

“I have things that I do, and we play bingo.”

“I don’t like the TV on all the time.”

“They have bingo and things like that but that is not for me. They ask if you want to join in.”

“We sometimes have a quiz which I like, but it is not very often. They have asked me to help do the quiz and I am going to do that.”

“I like to read.”

“The mobile library visits every other Tuesday, and I can select books I want.”

Care

“The carers are very nice; they look after you well.”

“Yes, they are always good with me, they know what I like.”

“I get help from the carers, they are nice.”

“Yes, the care is good, I like it here.”

“The staff are fine. They are very good with me, and it is an absolute godsend that they do the laundry as it saves me all the work. Although sometimes I do not get everything back. I lost a jumper, but I do not know if my name was in it.”

“They are kind and look after me well.”

“I like to be independent, but staff are afraid I might fall. I understand this as I have had a few falls but nobody’s fault.”

“I realise I cannot care for myself now and need help. I would like to be more independent. Staff are very good. They look after everyone as best they can. If I need help at night, I ring the bell, and they come as soon as they can.”

“It has been very hard adapting to being here after living alone.”

“The staff are great and will do anything for you.”

“I get on well with all the staff.”

Food

“The food is good, I can’t complain.”

“Yes, I don’t mind the food it’s quite good.”

“We don’t really have a choice, but it’s always usually okay.”

“I like the food it’s nice.”

“The food’s not good; I do not enjoy it. It is not like home. You do not get a choice either, so sometimes I do not like it. I do not know if you can ask for anything different. It is the quality of the food and the way it is cooked as well. Breakfast you have cereal but there are other things if you want. The main meal is a cooked dinner and a pudding at lunch time. Tea is soup and a sandwich; that is it until morning. We do not have supper as such, just biscuits and a hot drink. There are a lot of biscuits here.”

“The food is okay, but not what I’m used to, but it’s okay.”

“The food is usually okay. They cannot cater for everyone.”

“The soup is excellent.”

“We always have a hot meal at lunchtime with a pudding, then we have a lighter snack type tea. Sometimes we have egg on toast for tea.”

“We get a cup of tea in the morning and afternoon. There is always lots of biscuits here.”

“The chef sometimes asks if we would like more or less of things on the menu.”

When asked if residents have a choice of menu: “No not really.”

Relatives and friends’ views

How do you generally feel about the service?

“It’s brilliant here, I can’t say anything bad about this home. It was a worry when I knew that dad would need to be put in a home but after looking round here the first time, I instantly knew my dad would be cared for here.”

Do you think you are being kept informed about your relative?

“Yes absolutely, they always let me know if dad needs to see the doctor etc. It’s like they are always one step ahead of everything.”

Do you know how to make a complaint if you need to?

“Yes, I would speak to Bev, I honestly don’t feel like I would ever have to though.”

Are you aware of the social activities at the service and do you feel welcome to join in?

“Yes they play dominoes, skittles and they do exercises etc. I am an illustrator and I now deliver drawing workshops to the residents once a month, I really enjoy it.”

Would you recommend this service to others?

“Yes absolutely, I wouldn’t want dad anywhere else.”

Any other comments?

“When I first rang to ask if we could look around the home, they said I could pop in whenever I wanted, just to maybe avoid mealtimes. I really liked this response as it made me feel confident in the care they were giving. I often come to see dad unannounced and at different times and days and I can honestly say that every time I visit, I know dad is being cared for.”

Relative and Resident 1

A staff member was present as this was in the resident’s room.

“Mum is very comfortable here. Her room has everything she needs. The location is ideal for family to visit.”

“Mum cannot use her nurse call bell, but she can see staff walking past and they interact with her.”

“We have brought family photographs” These were seen on the wall.

“Mum likes to watch tv, especially QVC shopping channels. Staff make sure this is on for mum.”

“I like to do mum’s nails.”

“Family can visit anytime and spend as much time as they need.”

Staff were very aware of this resident’s needs; the carer explained the need for thickened fluids. She showed the fluid record chart and positional changes chart. These were very reassuring to family.

It was clear that staff work closely with families to ensure a high standard of personal care for each resident.

The relative explained there has been excellent communication between the home staff and family. They feel she is receiving the best care for her needs at this time. Family feel confident if they had any concerns they could speak to staff and any issues would be addressed.

The resident has been very poorly and bedbound for some time. “The staff here have helped mum recover when we didn’t think she would.”

(The relative did explain the anxious time experienced when the resident was being discharged from hospital having previously been in a different home. The family felt unsupported and under a lot of pressure by the hospital team “to get mum out” without any support or guidance.

They also had a delay of over 2 weeks getting the usual delivery of incontinence pads to the new home. It just needed a change of address as the residents needs

had not changed. This was not accepted, and full continence assessment was requested causing a long unacceptable delay without appropriate supply of products. "This was very distressing and not fair to mum or the staff here. Once these were arranged it has been straight forward." Family are very happy with ongoing care being provided.) Relative wanted Healthwatch to be aware of these issues but they are not related to the provision of care at the home.

Relative and Resident 2

A staff member was also present as the visit was in the resident's room.

Resident is a new admission to the home and the relative was very reassured and felt the resident was in safe hands "We were able to sleep last night without worrying."

The resident was pleased with her room and had her own TV. She showed me her arts and crafts stuff in her drawer and was looking forward to card making. She told me that yesterday she was colouring with the staff.

Staff encouraged her to join in our conversation and told us she had "mushroom soup for her tea and it was great."

The relative explained she was supported by the Learning disabilities team and that her named worker was going to visit.

The resident uses Makaton for communication and was keen to teach staff and us. The resident had expressed to staff her wishes to be as independent as possible and indicated she knew she could ring the bell if she needed help with anything at all.

The resident expressed concerns about her clothing and was worried they may get lost or damaged when they go through the home's laundry system. The carer present was able to reassure her they would take safe care and the relative also reassured her that all her clothing had been labelled, and they will monitor how it goes.

The relative explained they were going to purchase a bird table to put outside the resident's room as she likes to watch the birds.

Relative

"We have had three relatives here at the same time. Two have died here and the care has been very good. Staff have gone above and beyond for the residents. One carer came to sit with a relative on the day she died as family were unable to get there quickly."

"End of life care for our relatives was excellent."

"The staff are great and support all the family."

"It has a lovely, homely feel and staff are respectful of individuals wishes and needs."

"Staff keep me informed of everything that is happening."

“I feel very confident that mum is being well looked after here, and she is always comfortable.”

“If I had any concerns at all I could speak to any staff member or the manager and I know they would take my concerns seriously and do whatever they could.”

“If I needed to contact the owner I could do so.”

Staff views

Do you have enough staff when on duty to allow you to deliver person centred care?

“All staff have induction and mandatory training which is mainly online, but people come in to do moving and handling training.”

“They have said I can do level 4 care certificate if I want to.”

“We do have staff meetings; I think the last one was about 3 months ago.”

“Yes, we are like a big family and we all ‘muck’ in together even the cleaners and the chef. We look after each other and cover the work when we need to due to shortages. It works really well, and everyone is happy about it.”

“I do domestic, so used to working on my own. But I do help the carers out.”

How does the organisation support you in your work?

“We work well as a team.”

“I would contact the senior or manager if I had any concerns.”

“The seniors and manager are very proactive and will listen to any of our concerns.”

“I could raise a safeguarding alert if I felt I needed to.”

“They are really good. If I have an appointment like the dentist or doctor, we work around it. As I said it is like a family here.”

“Yes, it’s nice here.”

How do you deliver care to diverse groups such diverse cultures, religion, gender, LGBTQ+ etc.?

“I have done in a previous job but here I have not encountered the need.”

“Don’t have anything like that here.”

Are you aware of residents' individual preferences? Where do you find this information?

"I would pass any concerns family or residents have and check that they are happy with the outcome."

"We have residents' records but to be fair, we know all our residents really well and know what they like and dislike."

"We get to know everything about them."

Would you recommend this care home to a close friend or family?

"Most definitely without hesitation."

"Definitely."

Response from provider

Healthwatch Blackburn with Darwen

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Website: Healthwatchblackburnwithdarwen.co.uk