
Chesterfield Lodge

August 2016

Healthwatch Blackpool



Resident's Voice - a Healthwatch Blackpool Review

1 Introduction

1.1 Details of visit

Details of visit:	
Service Address	15 Chesterfield Road, Blackpool, FY1 2PP
Service Provider	Pro Care Homes LTD
Date and Time	24 th August 2016 at 10:30am
Healthwatch Representatives	Steven Robinson, Adam Evenson
Contact details	enquiries@healthwatchblackpool.co.uk

1.2 Acknowledgements

Healthwatch Blackpool would like to thank the service provider, service users, and staff for their contribution and for facilitating us to carry out our consultation.

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, only an account of what was observed and contributed at the time.

The views expressed in this report are primarily from those who reside in the home. It is acknowledged that some of the participants in our studies may suffer from conditions such as dementia or other memory impairments which do not enable them to give fully balanced and reflective views. However we feel that it is essential that every voice is heard and recognise our duty to all who receive care in Blackpool. In order to allow for this to happen we request feedback from the care home for clarification of the issues that are raised.

2 What is a Healthwatch Review?

Healthwatch Blackpool is the independent consumer champion for health and social care. Its purpose is to listen to the experiences of people using services and feed them back to those who run them to make positive change.

Part of the local Healthwatch Blackpool program is to carry out reviews of health and social care services to find out how services are being run from the service user perspective and make recommendations for improvement where possible.

Local Healthwatch are granted the ability to *Enter and View* premises to observe service delivery and talk to service users. Visits can take place if there are reported issues with a service, but equally they can occur when services receive praise so that examples of good practice can be shared.

2.1 Purpose of Visit

To gather information about the experience of living in a care home in Blackpool directly from those who reside in them, including quality of life factors such as privacy and dignity, quality of care, and choice of activities and food.

2.2 Why did we do this?

In June 2016 Healthwatch Blackpool produced a [report](#) which asked Blackpool residents which health and social care services were of concern to them. Care Homes were reported as the 5th most concerning service in Blackpool.

As a result of this Healthwatch Blackpool set out a statutory annual work plan which included reviews of all Blackpool care or nursing homes deemed to be “requiring improvement” in any of the five inspection areas in their latest Care Quality Commission (CQC) reports.

The Blackpool [Joint Strategic Needs Assessment](#) (JSNA) notes that “*Dementia is the single most frequent cause of admission to care homes, and of the need for community care services for older people. The demographics of an ageing population indicate the number of people with dementia in Blackpool is predicted to rise to around 3,841 by 2020*”.

2.3 What were our aims?

Our aim was to allow the residents to have a say in the care that they were receiving. To do this, we required the cooperation of residents, family/carers, and the management and staff of the home. By collating this information, we could evaluate the quality of care within each care home we visited.

2.4 Methodology

We did not wish to perform an enforced *Enter and View* visit to this home. We felt that to be invited to attend the home would give us a more balanced view and encourage openness and co-operation with the care home management. To do this we wrote to the care home we intended to visit with a comprehensive outline of our intentions and purposes of a review. We also supplied the home with a poster confirming the date and time of our visit and its aims. We asked that the home place the poster in a prominent position for residents, families/carers and staff.

All Healthwatch representatives wore identification badges during the review. Before speaking to any residents, it was explained who we were and the purpose of our visit. Those residents that were happy to speak to us were asked a series of open-ended questions about what they liked most and what they felt could be improved. We confirmed that the information they gave us would be anonymous and that they were free to end the conversation at any point. Healthwatch representatives also made informal observations throughout the visit and made notes of what was seen around the home.

Healthwatch reviews are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch Blackpool's safeguarding policies. If at any time an authorised representative observes anything they have a query about, they will inform the lead reviewer who will either discuss with the service manager or make a judgement on whether this requires reporting to the Blackpool adult social care team.

Also, if any member of staff wishes to raise a safeguarding issue about their employer, they will be directed to the Care Quality Commission (CQC) to find out more about whistleblowing guidance.

Chesterfield Lodge's most recent CQC report ([November 2015](#)) gives an overall rating of "Requires Improvement", as the home is deemed to be requiring improvement in its effectiveness, and in being well-led.

Healthwatch Blackpool aimed to assist the home in recognising any potential improvements in all areas of its service delivery from the perspective of residents.



Overall Requires improvement

Read overall summary

Safe	Good ●
Effective	Requires improvement ●
Caring	Good ●
Responsive	Good ●
Well-led	Requires improvement ●

2.5 Summary of provider

Chesterfield Lodge is a supported living style care home based near Bispham providing accommodation for people who require nursing or personal care, and for people with mental health conditions. The home caters for up to 6 individuals with moderate to severe mental health issues. During our visit the home was operating at full capacity. None of the service users at this time required personal care however 3 members of staff were available to assist residents with their daily lives. On our arrival Healthwatch Blackpool representatives spoke to the Registered Manager Alex Haggen who assisted in showing representatives around the home and introducing them to residents.

It was explained that most residents are independent and are supported to go out into the community either volunteering, spending the day with relatives or undertaking other activities. Regular resident meetings are held and there is a timetable of activities, however residents choose to come and go as they wish and staff support them to do this. Chesterfield Lodge also provide holidays and other outside trips which residents are able to join in with and make suggestions on where to go. Residents are also taught cooking and food preparation skills, and are supported to make their own food and live healthy lifestyles.

Healthwatch Blackpool spoke with 2 residents on this visit.

2.6 Results of visit

General

The residents we spoke with were very happy with the support they receive and had no complaints. They told Healthwatch Blackpool representatives they feel safe and experience “*highs and lows*” but overall were well looked after. The residents also said they enjoyed the community feel inside the home, enjoying having company and people to socialise with. One resident explained that they had appointments made for them, which made organising their life easier. Service users were very satisfied with the support they receive, and did not have any changes they would wish to make.

Food and drink

Both residents reported that they felt the food was good, varied and they always had enough to eat. When asked if they had input into the menu, residents explained they get a lot of variety and that this was not an issue or a priority to them. One resident told Healthwatch Blackpool that if they wanted something they felt the home would try to accommodate them.

Activities

Both residents explained that they were never made to participate with activities within the home if they did not wish to. When asked if there were any activities they would like to do which were not currently on offer, the residents said no and that they were happy with their lives. One of the residents told us they enjoyed watching the football and when the weather outside was not good they always had access to the TV, films and other in-house activities.

Staff & Safety

Healthwatch Blackpool wanted to know what residents thought of staff and the way that they are treated in Chesterfield Lodge. One resident explained that there were “*highs and lows*” in that you can have ups and downs in any relationships but they were always treated with respect (They did not wish to elaborate further on this). Another resident explained that staff were “*very helpful*”. Residents appreciated that appointments were arranged for them and staff went with them for support.

Concerns & Complaints

Neither of the residents had any complaints or issues with Chesterfield Lodge and said if they did they would speak to a manager and were very confident something would be done and their issue would be resolved.

2.7 Service Provider response

The service provider was given the opportunity to offer feedback however did not provide a response.