
Feng Shui House Care Home Report

December 2015

Healthwatch Blackpool



Resident's voices - a Healthwatch Blackpool Review

1 Introduction

1.1 Details of visit

Details of visit:	
Service Address	661 New South Promenade, Blackpool FY4 1RN
Service Provider	Feng Shui House Care Home
Date and Time	09/12/2015 @ 13:00 HRS
Healthwatch Representatives	C Powell, J Smith, K Rushton
Contact details: Healthwatch Blackpool	333 Bispham Rd, Blackpool.

1.2 Acknowledgements

Healthwatch Blackpool would like to thank the service provider, service users, visitors 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 Healthwatch Review?

Part of the local Healthwatch Blackpool programme is to carry out regular reviews and visits to health and social care services. Healthwatch representatives carry out these visits 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 authorized 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. Our 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 reviews 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 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 activities and choices. Also to look at homes from the perspective of "would I wish for my relative to live here?"

2.2 Why did we do this?

Many of our elderly people in residential care have no one to speak on their behalf. Working alongside the CQC (Care Quality Commission) and Blackpool Council, Healthwatch Blackpool contacted, by letter, 14 Residential Care Homes in Blackpool in December 2015. We asked if we could come into their homes and speak to the residents. We wanted to know if they were happy about the levels of care that they were receiving.

2.3 What were our aims?

Our aim was to allow the residents to have a voice and a say in the care that they were receiving. Were they living in comfort, did they have privacy, did they receive 1 to 3 home cooked meals daily, was their housekeeping and laundry services met and was there a plan in place to manage their medication needs etc. To do this we needed the help and the cooperation of not only the residents but also the care homes, their staff and the families/carers of the residents. By collating this information we were able to evaluate the quality of care within each care home we visited.

2.4 Methodology

It was decided beforehand that we did not want to perform an enforced Enter and View visit to any Residential Care Home in Blackpool. 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. To do this we wrote to every care home we intended to visit, outlining our intentions and the purpose of the visit. We also provided every home with a full colour poster confirming the date and time of our visit and its aims. We asked that each care home place the poster in a prominent position where staff, residents and resident's families / carers could read it. A few days before each visit we telephoned the care homes to confirm that they were aware of our visit, the date and time of the visit and the intentions of the visit.

On the day of the visit all Healthwatch representatives wore identification badges. Before speaking to any resident we explained fully 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 their name would not be linked with anything that they told us and that they were free to end the conversation at any point. We made observations throughout the visit and made notes of what we saw around the home.

2.5 Summary of provider

Feng Shui House Care Home is registered for the regulated accommodation for persons who require nursing or personal care for upto 20 people. The home has 17 single bedrooms as well as 3 double bedrooms that are only used for husband and wife or siblings of the same sex. The home is located in the seaside resort of Blackpool overlooking the south promenade. All bedrooms have en-suite facilities. A hairdressing salon and therapy room is also in place for the use of people staying at the home. Off street parking is available for visitors.

Entrance to the home was through a secure locked door, staff greeted us on arrival and we were asked to sign the visitor's book. The care home was previously a 4 star hotel and many of the art deco features have been retained including a well-stocked bar. On the day of the visit we spoke at length to 9 residents.

2.6 Results of visit

General

All the residents that we spoke to said that they enjoyed living in the home and that they felt that they were safe and comfortable. They felt that at all times they were treated with dignity and had their privacy respected, especially when they were in their rooms, saying that staff always knocked and made reference that they were coming in before entering. The rooms are spotless and residents were encouraged to make it homely with pictures and other personal items. Residents felt that if they had a problem or an issue they would just speak to the manager / owner who they all said would listen and would get it sorted if it was a genuine concern. A resident that we spoke to thought that the home did not properly cater for wheelchair users, saying that the shower area in their room was not adequate and that possibly a wet room would be a better option. One visitor that we spoke to told us that the all the staff do their best for the residents, "it's not just a job they genuinely care the residents here feel like it's their home not a care home".

Food and drink

All the food is prepared on the premises. All the residents that we spoke to said that the food was excellent with plenty of choice. On the day that we visited the menu board for lunch had the following choice: Halibut steaks, Roast Chicken, Roast Beef, Honey Roast Ham and Vegetable Quiche for lunch. Residents said that if they needed help at meal times, staff were always happy to help in any way. All residents had the opportunity to have 3 meals per day, breakfast, lunch and tea. Tea, coffee and soft drinks were available throughout the day and was provided by staff either in cups or in beakers dependent on the resident's needs. Food was served in the dining room which was clean and bright.

Activities

The home provides the residents with weekly entertainment, mainly at the weekends when a singer performs. Residents said that staff would also take them to a local café nearby for hot drinks etc. The home has a well-stocked licensed bar which is opened a certain times, allowing the residents and their guests to purchase alcoholic and soft drinks. Other activities that take place in the home include bingo and dominoes. On the day we visited we observed a member of staff interacting with residents in a game of dominoes. There is also a cinema room on the first floor. Many of the residents that we spoke to on the day of the visit said that they were happy just sitting enjoying the ambiance. One resident had a tablet which she enjoyed playing games on. The home has Wi-Fi access and some residents use SKYPE to speak to family relatives as far away as Australia and New Zealand. Many of the residents told us that they enjoyed going out with their families when they visited. One resident told us that they felt that the home was not fully equipped for disabled residents saying that the lift access to the upper floors was not to their liking. Residents commented about the fact that on the ground floor they only had access to one toilet*, which can be difficult at busy times.

** Feng Shui contacted us to say there are 2 toilets are available for residents on the ground floor.*

Staff

All the staff we saw were smart in appearance, they were friendly and approachable and were interacting with the residents. The overall view by the residents in response to our questions about staff were all positive. They said that they were caring with a good attitude towards them, they were friendly and approachable and were always keen to help. Many of the residents thought that the staff new what they were doing, were always respectful and understood their needs at all times. One elderly resident said "we couldn't wish for more caring staff". Residents said that they were treated like hotel guests with rooms kept clean, beds made up and laundry delivered clean and folded.

Involvement in key decisions around their care

Meetings with residents take place regularly to discuss resident's wishes. Residents felt that they had a say in their care and in the activities that take place within the home. There is an allocated resident's spokesperson who informs everyone regarding outcomes.

Concerns & Complaints

The home confirmed that they had a complaints procedure in place, although when we spoke to the residents about this no one mentioned ever having to use it.

2.7 Recommendations

This report highlights the practice that we observed and reflects the feeling that residents felt about the care and support that they were receiving. While it was not our intention during this visit to make recommendations, it was our intention to talk to residents and ask if there was anything that they felt would improve their quality of life within the care home. Residents felt that the following areas could be looked at for improvement:

General

To look at wheelchair access issues

2.8 Service Provider response

General:

We have 2 toilets on ground floor not one. We also have a disabled bath on first floor.

Additional:

The residents commented that the visit by Healthwatch Blackpool was extremely positive. The team were more courteous they felt than any other coming into the home.

Feng Shui House

Kate Burns, Manager.