
Highbury House

August 2016

Healthwatch Blackpool



Resident's Voice - a Healthwatch Blackpool Review

1 Introduction

1.1 Details of visit

Details of visit:	
Service Address	580-582 Lytham Road, Blackpool, FY4 1RB
Service Provider	Mr David Moseley & Mrs Barbara Selina Moseley
Date and Time	12 th August 2016
Healthwatch Representatives	Steven Robinson, Katy Gartside
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.

Highbury House's most recent CQC report ([June 2016](#)) gives an overall rating of "*Requires Improvement*", as the home is deemed to be requiring improvement in its safety, responsiveness and in being well-led.

Overall Requires improvement <small>Read overall summary</small>	Safe	Requires improvement ●
	Effective	Good ●
	Caring	Good ●
	Responsive	Requires improvement ●
	Well-led	Requires improvement ●

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

2.5 Summary of provider

Highbury House is situated very close to the Blackpool sea front and has capacity of 27 residents. The home supports those in need of nursing or personal care, and those with mental health issues including dementia. At the time of visiting there were 20 residents currently living in the home.

Representatives were informed that the home had recently undergone some renovation and appeared to be decorated to a good standard. On the day of visiting the home felt very warm. It should be noted that that it was a particularly warm day. The home has a garden which residents would be able to use when supported and the home also welcomes pets.

The home employs 18 staff members including an activities co-ordinator who finds and trials new activities for residents including monthly outside entertainment such as singers. Resident meetings are held monthly, and families are encouraged to have a say on the care their relatives receive.

Healthwatch Blackpool spoke with 5 residents and 2 family members on this visit.

2.6 Results of visit

General

It was reported from families that recent improvements had made a great deal of difference to the lives of their relatives and that they have gone to extra lengths to create a similar environment to a family home. Residents also expressed they were happy with improved décor in the home.

On the day of the visit the majority of residents were asleep in the lounge room with the curtains drawn (to shield from the sun) while some were in adjacent rooms which were well lit. Several residents and a family member reported that they would like to be outside in this weather, but were uncomfortable "*bothering the staff*". One resident said it was a shame they were "*stuck inside*".

Food and drink

All residents reported that the food served, tasted nice and the staff looked after them during mealtimes. One resident expressed that portion sizes were either too much or too little for them. One family member highlighted an issue with the cleanliness of the cutlery, showing representative marks on knives and forks. One resident felt that the food was nutritious and it helped them "*keep weight on*".

Activities

Many residents told representatives they would like more to do, or to go out more. Some reported feeling “*bored*” and would like stimulating activities to do during the day. One family member told us they felt that due to the large number of residents with dementia in the home it can be difficult to co-ordinate activities with everyone, leading to some residents losing out. Conversely one resident explained that they were happy not doing any activities, as their family were able to visit as they pleased. Several residents told us that they would like to be able to go outside more and visit places. Some residents wanted to be supported to sit outside and enjoy the weather

Staff & Safety

Overall residents felt very happy with the level of care they received. One resident reported that staff gave them “*peace of mind*” while family members also said the staff were supportive and helpful, explaining that staff are respectful and pleasant when dealing with them and their family member.

“The manager’s lovely and the staff are nice and friendly”.

“Staff help to mobilise mum and arrange physiotherapy for her.”

One person reported an issue with the staff availability explaining that they felt there were “*not enough staff to spend time with residents*”. All respondents reported feeling safe at Highbury House, and all family considered their relatives to be safe.

Concerns & Complaints

All residents and their families reported feeling comfortable speaking to staff in the event of any issues or complaints. They felt confident the issue would be heard, understood and resolved. It was explained that a new staff team at Highbury House have dramatically improved the atmosphere and trust in staff.

2.7 Service Provider response

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