
Horncliffe House

September 2016

Healthwatch Blackpool



Resident's Voice - a Healthwatch Blackpool Review

1 Introduction

1.1 Details of visit

Details of visit:	
Service Address	35 Horncliffe Road, Blackpool, FY4 1LJ
Service Provider	Monami Care Limited
Date and Time	7 th September 2016
Healthwatch Representatives	Rona Collingwood, Adam Evanson, Steven Garner
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.

Horncliffe House's most recent CQC report ([February 2016](#)) gave an overall rating of "Good", although the home is deemed to be requiring improvement in its safety.

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 Good

Read overall summary

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

2.5 Summary of provider

Horncliffe House is located in a quiet area of Blackpool. It caters for persons who require nursing or personal care, caring for adults over 65 years of age. At the time of visiting it was reported that all residents suffer from dementia or other impairment issues. The home is a large building with a sizable road-facing front garden. Healthwatch Blackpool representatives were shown around the home by Registered Manager Lorraine Hudson. The home has a maximum capacity of 23 residents. On the day of visiting it was home to 15 people.

There is a lounge area featuring an organ and staff office, and a dining room which is home to a pet budgie. Gardens are accessible by request, including a smoking area for any smokers in the home. It was explained that the Registered Manager Lorraine Hudson acts as the Activities Co-ordinator. Formal resident meetings are held every 6 months, with daily or weekly updates taking place with residents.

Where possible Horncliffe House tries to maintain a resident's preferred GP, and is involved in use of new technology of medical support via a video link. Staff are provided with regularly updated e-learning, safeguarding and dementia training.

Healthwatch Blackpool spoke with 8 residents on this visit.

2.6 Results of visit

General

The home had a comfortable atmosphere which was welcoming. It had a large garden and fresh flowers on the dining tables. One resident reported that their bedroom is super. Residents gave mixed responses overall on all aspects of the home. Some felt the home was friendly with people being around and reported that they never felt lonely. Others however felt that they do not get to go outdoors often enough, and two residents said "*it's alright*". Residents explained that they might like the windows to be opened more in good weather.

The smoking shelter was in need of clearing and only one respondent smoked, however the shelter did not seem well equipped as it appeared to contain many items.

Food and Drink

It was explained by the registered manager that there are two options at dinner. If neither options are liked by residents, staff are accommodating in making a different option.

Many residents were unsure about their choice of food. A menu is available however residents may pick this up and not return them. Similarly a whiteboard may be erased.

Two residents reported that the food was good, and that there is a lot of variety and they get given a choice. Three residents explained that food was "alright" but was plain or basic, and three residents reported having no choice in the food they ate.

"Lovely food, I enjoy it. There's a lot of variety ... I get a choice."

"Food is basic some of the time. No choice of food, you have what's put in front of you."

Activities

At the time of visiting a hairdresser arrived at the Horncliffe House to provide a pampering session for residents. Three residents listed watching television as a main activity, while others highlighted dancing, drawing, and knitting, and listening to the radio. One resident explained that they had nothing to look forward to. One resident expressed that they would like to go to the corner shop for a newspaper. Some residents said they would like singers, bingo, more knitting, days out and more entertainment in the home. One resident also expressed that the TV is very quiet. Signage for activities was not clearly visible on the wall by the staff office in the lounge.

Staff & Safety

Staff were viewed as helpful by half of the residents who were spoken to. Mixed responses show that some felt as though some staff were less responsive than others.

4 residents explained that staff were "good", saying that staff are helpful and kind. 2 residents said staff are "alright", and 1 resident explained they felt "the warden is not interested. Comes in, walks around, doesn't care". Mixed responses from residents explained that staff help put people to bed, while another felt that staff don't help with getting up.

"Staff are good, but we don't see a lot of them. They just do their work and go. The staff work hard and do very well, considering the amount of people living here"

One resident expressed that night staff are very helpful, and that some staff go above and beyond. Another resident explained that it was frowned upon to ask to go into the garden.

Compliments, Complaints and Concerns

Most residents reported that they would tell staff about any concerns, while one said that they would tell their family. There were mixed responses regarding confidence in how any issue would be dealt with. One resident was confident that in speaking to staff their issue would be sorted, however when asked if they felt something would be done about their concern, another resident responded saying “*not really*”.

4 residents said they would not recommend the home, reporting that either staff were not interested, then feeling imprisoned, never going out or having nothing to look forward to. 3 residents said that they would recommend the home, reporting that they enjoy it and it is friendly.

2.7 Service Provider response

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