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# Sandycroft Care Home

24<sup>th</sup> August 2016

Healthwatch Blackpool

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*Resident's Voice - a Healthwatch Blackpool Review*

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# 1 Introduction

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## 1.1 Details of visit

Details of visit:	
Service Address	366 Lytham Road, FY4 1RG
Service Provider	MBI Social Care
Date and Time	24/08/16 @ 2pm
Healthwatch Representatives	Steven Garner, Steven Robinson
Contact details	hello@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?

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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 5<sup>th</sup> 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.

Sandycroft’s most recent CQC report ([April 2016](#)) gives an overall rating of “*Good*”, although the home is deemed to be requiring improvement in its responsiveness.

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



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

## 2.5 Summary of provider

Sandycroft is a nursing care home situated near the front of Blackpool’s south shore coastal region and can accommodate up to twenty-six residents. The

registered manager Jane Lyth showed Healthwatch Blackpool representatives around the home. The building is large but is divided into smaller areas which helps to provide a good community feel. As part of the visit, representatives sat with an activities co-ordinator running a group and observed residents playing armchair bowling.

During our visit there were twenty-two residents in the home, all of whom had nursing needs. The home employs a maintenance operative, two cooks and three kitchen assistants. All the staff either hold or are working towards an NVQ in Health & Social Care, and some are taking further qualifications. To assist those suffering from dementia and their families, the home has created a visible dementia memory tree and a wish tree.

Eleven residents were spoken to during this visit.

## 2.6 Results of visit

### General

Overall residents explained that they were very happy with the care they received from Sandycroft. People felt well looked after and supported by the staff and told us they especially liked the look of the home. On arrival, residents were spread throughout communal areas in the home, both indoors and outdoors. All residents explained that the building is very well decorated and the grounds have been well maintained.

When asked what (if any) changes they thought could improve the care they receive, many residents explained that they would like to be consulted on matters in the home for example food and activities. Two residents also highlighted an accessibility issue about the front door access due to a raised floor on the entrance to the home which is not comfortable to go over in a wheelchair. On discussion with the home it was explained that the front door entranceway is designed to prevent flooding and rain damage which is an unfixable issue, but that additional access can be gained through the back of the home. Regarding the consultation of residents, it was explained by the management of the home that smaller or individual resident meetings are held to overcome issues of more vocal residents being heard above others. However, the home identified that this could be followed up with more information to provide evidence of residents' voices being heard.

## Food and drink

Representatives were informed by many residents that the food at Sandycroft was not always good, although a smaller number had no concerns. One resident explained that their lunch of black pudding, beans and bacon *“could be a lot better”*. Some residents told us they wished more time was spent with them asking what food they wanted to eat, while one resident explained that they do not get asked about the food they would like. In terms of quality of food, many residents did not give specific issues, although one respondent explained that the meat is often tough and the meal combinations can be *“strange”*.

*“We want a say in the food we have!”*

A small number of residents were very happy with the food and had no concerns but suggested that home cooked style meals such as hot pot and a wider menu would be beneficial to all the residents. All the residents reported that the food was hot and the portion sizes were good.

## Activities

On arrival, there was an armchair bowling activity ongoing, in which around four residents were taking part while some sat apart in chairs around the communal area. Most residents said they enjoyed getting involved with the day to day activities, and that there was always something on. Other residents reported that they did not enjoy the activities, but felt happy that they could entertain themselves if they wished to. Three residents were sat watching television, and around three residents in the communal areas who were not taking part in the activity were sat alone.

*“There’s always something to do, we’re never not busy. If it’s a nice day we will go out”.*

When asking residents if there were any activities they wanted to do which the home was currently not providing they reported that staff support them to do as they please. One resident explained *“I don’t like singers, but I can ignore them if I want”* and another said, *“I don’t get involved, I like to watch the world go by”*.

Some residents enjoyed going outside and relaxing in the garden - often for smoking purposes - and often the staff join them to chat. It was important that the staff socialise with residents but they also explained that they were given privacy when they wanted it. One resident noted that they would like to go into the garden more, but felt that sometimes staff might forget after they have asked.

## Staff & Safety

All residents praised the staff and remarked how supportive, kind and friendly they are to them. Many reported that they are treated with privacy, dignity and respect. When asked if staff could do anything to support them further, most

residents said they already provide excellent support, while one resident explained that they would like to be checked up on more when they go outside, as they have additional needs which restricts their mobility.

*“Staff are very kind, and they help me with my condition.”*

### Concerns & Complaints

All residents felt comfortable approaching staff and raising any issues they might have with the home, and confident they would be listened to and have their concerns acted upon. One resident explained that they had recently made a complaint and that their issue had been dealt with, while another resident reported that they were disappointed with how their issue of a missing item was handled and felt more could have been done to help them.

## 2.7 Recommendations and findings

This report highlights the practice that Healthwatch Blackpool representatives observed and reflects the feelings that residents had about the care and support they were receiving. While it was not the intention during this visit to make recommendations, it was the intention to speak with 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:

### Good practice

All the staff either hold or are working towards an NVQ in Health & Social Care, and some are taking further qualifications. This focus on learning is good practice which could be shared among more homes.

### Food and drink

Regular feedback on the quality of food may assist in determining if suppliers or methods of making meals needs to change. Much of the feedback given implies that changes to the food and rotas are required.

Feedback which is given should be documented and fed back to the residents where appropriate with updates about any changes.

### Activities

Residents sitting alone in chairs may require extra options or support to either take part in or find alternative activities. Often residents will choose not to take part in an activity and sit alone however it should be noted when this is by choice and

whether any other options may need to be explored to maximise their wellbeing.

### Concerns and complaints

Slight changes to the complaints system to include information and feedback on the outcome of concerns which have been raised may help residents feel listened to and feel as though all possible actions have been taken.

## **2.8 Service Provider response**

Please see response from provider below.

Name of Provider: Sandycroft Care Home

Manager: Jane Lyth

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Date of Enter & View

Action Statement

No:	Points for consideration:	Response or action from provider:	Improvements to be achieved by:
1	Food & Drink	Small meetings still continue however these are now documented, information gathered is analysed and fed back to appropriate team member's and residents to enable changes to be made as required. Staff and residents have worked together to formulate a new menu. New supplier of fresh meat has been sourced.	Complete
2	Staff & Safety	Staff have always undertaken regular checks on those residents who like to spend their time outdoors, however further discussion with residents have highlighted that they would like to try walkie talkies. These will be trialled within the next four weeks.	Complete
3	Activities	The home now employs a second activities coordinator who focuses more on one to one activities.	Complete
4	Complaints & Concerns	Procedure has been revised with lessons learnt discussed at team meetings.	Complete