
Waterside 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	192 Queens Promenade FY2 9JS
Service Provider	Majestic Care Home Limited
Date and Time	04/12/2015 @ 13:00hrs
Healthwatch Representatives	Steven Robinson, Steven Garner
Contact details	hello@healthwatch.co.uk

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

Waterside Care home has space for 14 residents. It provides personal care for residents and presents itself well. The main lounge is large and has a homely feel to it. There are resident's photos on the walls and at the time we visited there were Christmas decorations throughout the social areas. Residents at Waterside were overall very happy with their care and the ones we spoke too couldn't find much fault with the home or the staff.

Only 4 residents were available for us to speak to us on the day we visited. Waterside Care home has a large proportion of residents who suffer from dementia or lack capacity which is why we only spoke to a small portion of individuals.

2.6 Results of visit

General

All the residents who we spoke to told us they were well cared for. One resident told us that they felt independent and that it was important to them mentally that this independence was supported. We were told by another resident, "It's nice, staff are really helpful". During our time at the home we witnessed staff on several occasions inquire about residents well-being and ask if they wanted anything. During our time in the lounge we witnessed one of the residents who had dementia fall. There was nobody around, possibly to give us some space to conduct our Healthwatch review, but when we raised the alarm 2 staff supported the resident and checked that they were ok. The individual in question was very energetic and struggled to keep still. They would have fallen if staff were present and we felt it wasn't a negative reflection on the home.

On the whole the general feelings towards Waterside from the residents was positive. One resident said "It's a good place, the ladies who care for us here are nice. Doctors visit me and if you want anything you can ask for it."

Food and drink

Healthwatch arrived at 1pm just after lunch was finished. We asked the residents how they found the food and we learned that the food is prepared to the residents liking and the menu is a little varied. We received no complaints about the food; it was good, presented well and residents were very happy. We were told by 2 residents we spoke to that they weren't given a choice of what they'd like to eat. Menus were created for the residents without their involvement, however none of the residents minded this aspect as the food was good enough for them.

Activities

The residents we spoke to told us there wasn't many activities available at Waterside. There is an activities programme which includes games such as carpet

bowling, board games and singers. But most of the residents found themselves watching TV or having to entertain themselves. One resident told me that they prefer to spend time in their room watching old films and the staff fully support them to do this. They told me that they all have TV's in their room often larger ones and are happy.

One resident did tell us they felt bored, they said board games didn't interest them but enjoyed the carol singers and other singing activities. Due to the high proportion of residents with Dementia we understand the challenge to provide entertainment that engages all the residents.

Staff

While we visited we heard no reports or concerns about the staff. In fact we heard the opposite. We were told that the staff were either good or very good, in particular their attitude and helpfulness towards the residents. They were respectful, capable and very understanding of the needs of the residents. The residents were extremely content and felt the carers could do the job that was required. When Healthwatch arrived we found the staff to be professional and supportive of our review.

Involvement in key decisions around their care

Most of the residents lack capacity in many areas and are unable to make decisions for themselves, however we heard from those who were able to make decisions that anything relating to their care was passed by the resident first. There was the exception of lack of input in the menu but as detailed in this report that was not highlighted as a negative by the residents. One resident told me they felt independent and although a "little bored" they were able to do as they pleased.

There were no resident meetings or regular consultations done with the people who live there but again this isn't an issue for them. The resident we spoke to felt comfortable that they were receiving the best care the home could provide.

Concerns & Complaints

The resident we spoke to told us they had no problem voicing the concerns of complaints with the staff. One resident told us they'd recently brought something to the attention of the management and the matter was dealt with in a way the resident approved of. Many resident told us they would speak to Margaret, a manager at the home.

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:

Activities

Some residents told us they felt bored.

Involvement in key decisions

Many of the residents lack capacity in some areas, but those who are able to make decisions could be invited to join a resident's committee. This committee could empower the residents to be able to make changes to menus or have an input into their activities, including those such as food and activities.

2.8 Service Provider response

Waterside Care home were given 28 days to respond to this report but we received no official response from them.