
Westfield Rest Home

August 2016

Healthwatch Blackpool



Resident's Voice - a Healthwatch Blackpool Review

1 Introduction

1.1 Details of visit

Details of visit:	
Service Address	2 Westfield Road
Service Provider	Arrowsmith Rest Homes
Date and Time	8 th August 2016
Healthwatch Representatives	Steven Robinson, Anish Verma
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.

At the time of visiting, Westfield's most recent CQC report ([April 2016](#)) gave an overall rating of "*Requires Improvement*", as the home is deemed to be requiring improvement in its safety, effectiveness, and in being well-led.

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

2.5 Summary of provider

Westfield is located in a quiet area of Blackpool with private surrounding grounds. Healthwatch Blackpool were shown around the home by Registered Manager, Pauline Adams. The home has a maximum capacity of thirteen residents. On the day of visiting it was home to twelve residents.

There are two lounge rooms for residents to use during the day and a garden which can be accessed. It was explained that Westfield does not employ an activities coordinator, although Healthwatch Blackpool representatives were informed by the registered manager that all staff and managers participate and involve themselves in sourcing and providing entertainment and activities for the residents. It was explained that resident meetings are held as often as needed, citing that recently mealtimes were changed as a result of one of these meetings.

Pauline Adams also highlighted that she was proud of the Westfield's training and staff understanding in regards to supporting those under a Deprivation of Liberty Safeguarding (DoLS) and the understanding of the 2005 Mental Capacity Act.

Healthwatch Blackpool spoke with 8 residents and 2 family members on this visit.

2.6 Results of visit

General

Residents explained that the best aspects of living in the home are the compassion of the staff, the atmosphere and the way that staff involve themselves in day-to-day support.

Residents also highlighted a large wall dedicated to the "*Resident hall of fame*" which had pictures of historic activities and residents in the home, and is regularly updated. Healthwatch Blackpool representatives witnessed open and friendly interaction between residents and staff. One long term resident explained the care and support they receive has had a "*massive impact*" on their life and felt they were still "*alive because of their care*".

Residents and family were all complimentary of the staff team and practices within the home. There was a consensus of good practice from all staff, and it was felt that the understanding from training on key legislation had demonstrably filtered through to the day to day support of residents which they appeared to notice.

Food and drink

The majority of residents were happy with the food available, but some said they had on occasions had to wait a long time for their meals. It was reported that mealtimes are set but sometimes there can be a delay, and residents could be sat

waiting for a while. Outside of these issues residents reported food was always hot and portion sizes were very good. The menu is varied and residents tend to like all food which is available.

Activities

Both residents and family members reported that the activities were fun and that *“there was always something happening”*. Some residents did say however that they would like more ‘themed days’ or have outside entertainment come into the home such as singers or dancers. At the time of the visit the 2016 Olympics were about to begin and many residents were looking forward to watching them. Some told us it would have been nice to have a party focussed on the Olympics and other national holidays.

“I like it here because the staff get involved in activities.”

When asked what the residents do during the day and if the weather is poor, residents explained they watch television and play dominoes or other games. Some said they enjoy when their families comes to visit and were happy with what was on offer at Westfield.

Staff & Safety

All residents felt the staff were very friendly, compassionate, and that they listened to residents and treated them with dignity and respect. Some residents also reported that staff were very well trained and that they all work well together.

“[It] give us a good feeling by knowing we’re being well looked after.”

All residents and family members reported feeling safe or they felt their family member was safe.

“They are very good; respect our privacy and dignity.”

Involvement in key decisions around their care

One family member had witnessed their family member and other residents being appropriately encouraged to be mobile and maintain *“a sense of purpose”*. They felt reassured to know their family was being well cared for. Another family expressed that it was good that the home was able to support their family member and to go outside and on trips. All residents reported being involved in their care.

“[The care of residents] is person centred and doesn’t change much without the input from residents, so it doesn’t disrupt their routine.”

Compliments, Complaints and Concerns

All residents reported feeling comfortable approaching staff about issues or changes they would like to see happen at Westfield. Residents said they would prefer to speak to either Sue or Pauline about issues but would go to any member of staff if they had to. All residents also felt confident that any issues would be listened to and resolved. One resident added that the staff are very “*on top of things*”. One resident did remark that it was a shame that their room was not a colour they would like, as it was not a colour associated with their gender.

2.7 Service Provider response

Results of the Enter and View visit were fed back to the Westfield Residential Care Home Registered Manager, Pauline Adams who provided the response below:

- In reference to food and drink I have spoken with all service users at the service users meeting regarding on occasions there is a delay with meals. All service users have assured me that there is no delay with meals.
- In reference to activities since the Enter and Review report. We have had fish and chips and drive through the lights. Bonfire party with a fire pit and all service users contributed in the making of a Guy. Fireworks and local children entertained service users with sparklers. All relatives were invited. We have also had a Christmas party and entertainment all relatives invited. We also have acquired a karaoke machine that comes with a microphone so all services users can enjoy each others singing.
- In reference to bedrooms I have looked at all the bedrooms at Westfield and they are the colour of the service users gender. At the service users meeting this was discussed and all service users were satisfied with the decor of their rooms.