

Enter & View Report

Glenthorne Rest Home

10th April 2024
10am – 12:00pm



DISCLAIMER This report relates only to the service viewed at the time of the visit and is only representative of the views of the staff, visitors and service users who met members of the Enter & View team on that date.

Contact Details

126-128 Reads Avenue, Blackpool, Lancashire, FY1 4JJ

Person In Charge on day of visit

Cheryl Holden

Healthwatch Blackpool Authorised Representatives

Julie Huttley

Abigail Lee

Acknowledgements

Healthwatch Blackpool would like to thank patients and staff for making us feel welcome during our to Glenthorne Rest Home.

**Announced
Visit**

General Information

- The home is run by Glenthorne Rest Home Limited.
- The accommodation comprises of 16 single bedrooms and 1 double bedroom. 15 of these rooms are en-suite. There are additional shared bathroom facilities on each floor.
- 16 residents occupied Glenthorne Rest Home at the time of our visit. Residents have varying needs, including dementia, eating disorders, physical disabilities and sensory impairments.
- The latest CQC inspection and review rated this home as **GOOD**.
- There is no top up fee.

What is Enter and View

We have the statutory right to carry out 'Enter and View' visits which allows trained authorised representatives of Healthwatch Blackpool to enter those premises where health and care is provided, to observe the nature and quality of the services. These visits are an opportunity to collect views directly from patients and to observe the environment and the quality of the service provided.

The visit was part of our programme of Enter and View visits to healthcare facilities in Blackpool. The aim of the visit was:

1. To find out about patients' experience of the hospital in relation to:
 - Daily Life
 - Quality of Care
 - Activities
 - Involvement of Patients
2. To identify examples of good practice
3. To highlight any issues or concerns from patients and any ideas for improvements



Resident Feedback

Healthwatch Blackpool engaged with **7 residents** during the visit. It is important to note that residents within the home had varying levels of capacity. Healthwatch representatives had numerous conversations on the day of the visit and below is some feedback directly relating to the home and resident feedback.

Daily Life

Cheryl informed Healthwatch that the residents have freedom to do what they want, when they want, providing it is safe to do so. She stated that staff know resident routine well and are familiar with this. Those who are permitted are able to go out whenever they wish, with one resident having a back door key. The main lounge is clearly labelled, and there is the choice for residents to sit between the sensory room and the main lounge. Some residents offered their opinions on daily life at Glenthorne Rest Home, most notably their love for the resident dog:

"It's alright. I watch TV."

"The dog is smashing. It's nice here."

"It's always clean and tidy."

"He's a good little dog."

"The dog is my baby. Not a nuisance dog."

"My bedroom is lovely, it's nice and warm."

Feedback/involvement of service users and carers

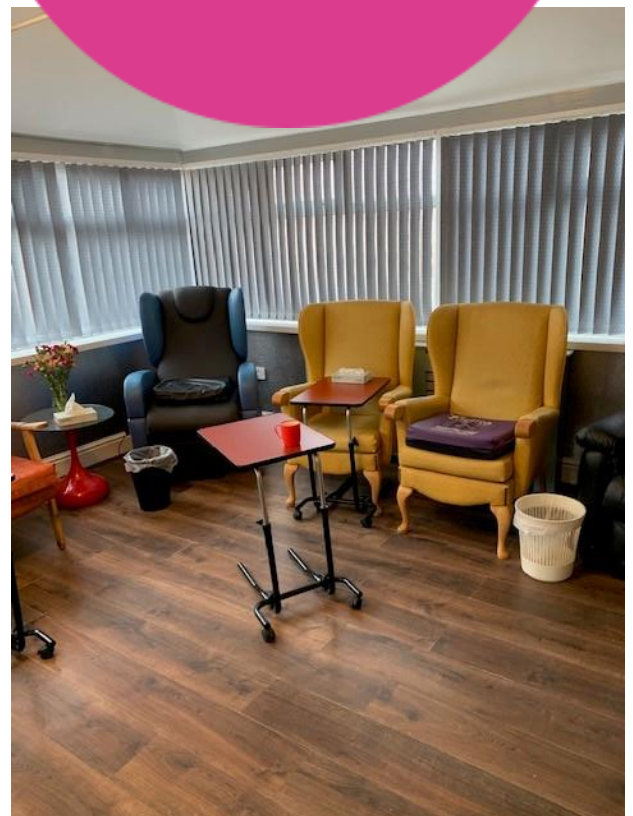
Cheryl shared that residents do not have a monthly meeting, but rather share their concerns verbally as they arise. She stated that loved ones are encouraged to visit whenever, and if given notice, are permitted to stay for food. Residents shared some comments on their involvement:

"I talk to them all the time."

"My son comes regularly. I'll tell them you can't knock the staff here."

"My daughter comes to take me out."

"We can go out if we want to. I go to the shops. Where do you think most women go?"





"Brilliant staff."

Quality of care

Staff at Glenthorne were observed supporting residents in the dining area and those sat in the lounges. Feedback with regards to staff was largely positive, with residents praising their friendly demeanor and willingness to help. Comments from residents around quality of care included:

"Yeah it's alright. I had no problem settling in. I was made to feel welcome."

"They're quite good. If they can get here to help you, they will."

"They do try and help us."

"The staff are very nice. There's not one of them who is not nice."

"They're very good you know. I can't knock one of them."

"If not well at night, we can call the night staff."

"Some ok, some not, but most are ok."

Food

Cheryl stated that there is no rolling menu, however residents are asked their food preference and given a choice they day before. The chosen food is then added to the whiteboard in the dining area. Meals are prepared by staff with no onsite chef. Some comments received from residents relating to food were:

"The meals are different each day. There's good choice."

"We can have snacks – biscuits, cakes, crumpets. There's not much fruit."

"For breakfast we can have porridge or toast."

"We have soup or sandwiches at tea time."

"The drinks trolley is new, it arrived yesterday."

"The food is good. I think its chicken dinner today. We get it about 12ish."

"It's alright. Yes you get a choice, it's different everyday. Today I had toast/scrambled egg."

"The food is alright. There is a mix of ham and veg."

"You can ask for food. The girls sort the meals for the week."

"I like sausages, bacon and eggs. I don't always get it but they try to."

"If you want ought special, they'll get it for you."

"It's good. We have hot dinners. We sometimes have beans on toast. If you don't particularly like things, they'll say what do you like."



“We play dominos.”

Activities

Cheryl informed Healthwatch Blackpool staff that there is no designated activities coordinator. Activities are managed by staff, with regular games of dominos and cards taking place. She stated that there is a hair dresser who visits every 4 weeks, and a chiropodist visits every 6 weeks.

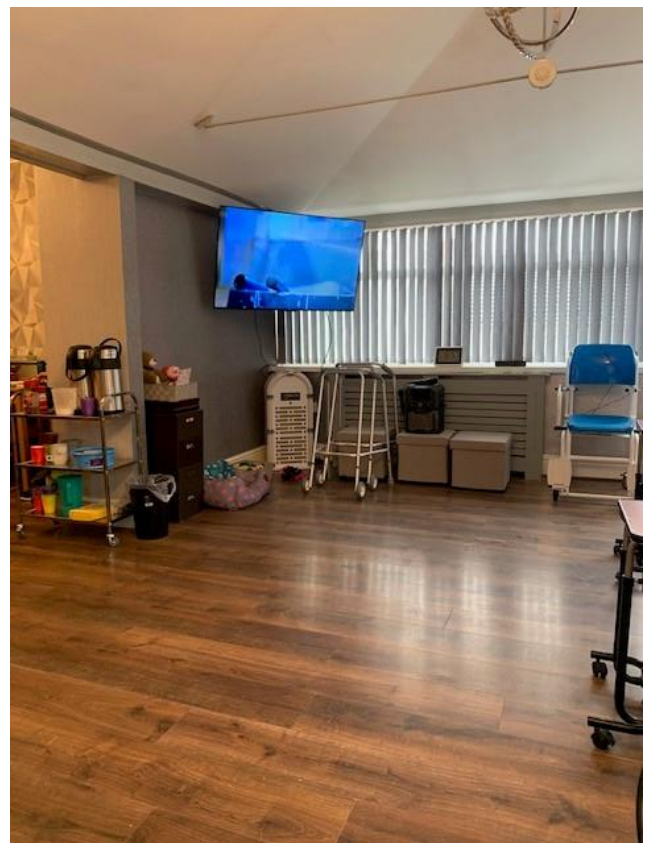
“Yeah they do their best. We don’t do activities.”

“We don’t really do much. We tend to rely on the TV.”

“We sometimes play dominos or different games, or we can watch the TV.”

“There’s different games. I like cards but the casino games. I don’t play it because no one else knows how to play it.”

“The hairdressers come. I also have my feet and nails seen to.”



Visit summary & observations

Pre visit

The visit to Glenthorne Rest Home was prearranged as per the Healthwatch Blackpool work plan. The home was notified via letter, ten working days before the visit. The home was asked to display posters and make residents families aware of the planned visit. The visit was conducted in line with current infection prevention control measures.

First impressions

Glenthorne Rest Home is situated in Blackpool, with good transport links to the centre. There are many local amenities on Whitegate Drive, located a short walk away. The external environment at the front of the home was well presented, with clear signage visible from the street. The Healthwatch Blackpool poster was clearly displayed in the front window, visible from the street. It was noted that a skip was outside the front of the home, as Cheryl informed Healthwatch Blackpool representatives they were undergoing renovation work. There is parking on the street, with no restrictions. The home is accessible via three steps to the main entrance at the front of the building. Upon arriving at the home, there is a secure door in the porch-way before gaining entrance to the property. Healthwatch representatives were asked to sign into the visitors book for safety in the hallway, and were then guided into the property by the manager, Cheryl.

Cheryl stated that Glenthorne is registered for 18 people, with 16 residents occupying the home at the time of our visit. The home comprises of 16 single bedrooms and 1 double bedroom, with 16 of these rooms being en-suite. Bathrooms and toilets appeared clean and well kept. The home predominantly specialises in caring for adults over 65 years old. The home also provide care to residents with dementia, eating disorders, mental health, sensory impairments and physical disabilities. The home can also accommodate adults under 65 years old and for those who require nursing or personal care. Cheryl stated that all staff complete training online via social care TV. Staff are allocated training courses and asked to print off the certificates when complete. Cheryl informed Healthwatch that she has adapted medication training to be completed in person, alongside moving and handling, to enhance understanding. There were gloves and aprons dispensers visible on the walls in the corridors.

Cheryl informed Healthwatch that there are four staff on shift during the day time. In an evening, three staff are present and two work overnight. The home does not have an onsite cook or activities coordinator, but rather they manage this themselves. It was noted that there did not appear to be many activities taking place at the time of our visit, however Cheryl informed staff that these typically take place around 2pm. Healthwatch representatives observed staff cooking a roast dinner on the day of our visit. The kitchen appeared well maintained and clean. Cheryl stated that staff ask residents what they would like for breakfast each day. It is decided the day before which hot meal will be given, which Cheryl feels works well due to issues surrounding capacity.

With regards to giving feedback, Cheryl stated that there is a monthly meeting for residents, although she informed Healthwatch representatives that she has built a relationship with residents, whereby any feedback can be given verbally as it occurs. She stated that family members and loved ones give feedback on a day-to-day basis, and surveys have been completed in the past. Visitors can come to Glenthorne whenever they wish, however it is preferred if meal times are avoided. Cheryl stated that pastoral care is provided, with a visitor attending regularly from church for several residents.

The home is laid out over two floors, accessible by a stair lift, with bedrooms and bathrooms on each floor. New fire doors had been fitted on the second floor. Cheryl informed staff that they are still yet to decorate where these have been added. It was noted that there was a third floor which Cheryl stated had been utilised by a family member, however this was no longer operational. This was blocked off via half a door at the top of the third staircase, with no floor covering. Rolls of wallpaper were seen being stored on this staircase.

Glenthorne has a main communal area towards the back of the property with the dining room attached, alongside a sensory communal area at the front, with lights, a bean bag and bubble tube. The sensory room was warm and bright, however this did appear to double for storage, with a large freezer and drugs cabinets being present. Arm chairs appear well kept and the area well maintained. Residents are able to access these at any time of the day. Fresh flowers were visible in the dining room and back lounge. A drinks trolley was noted in the back lounge area for residents to help themselves where suitable. Some communal areas looked in need of a general tidy. Residents were observed in the seated communal area, enjoying watching TV whilst chatting with other residents or staff. A resident dog was present at the time of the visit, sleeping on its bed. Cheryl informed staff that the dog brings residents a lot of happiness. Residents appeared comfortable and relaxed in each other's company. Dementia-friendly signs were observed around the home, including on the lounge and bedrooms, as well as a large faced digital clock. Healthwatch Blackpool staff noted an open door down to the cellar in the hallway, as staff were currently doing laundry downstairs. This evoked some safety concerns for residents, should they wish to explore this further. Cheryl has since informed Healthwatch that this has a Yale lock which is functioning when not in use.

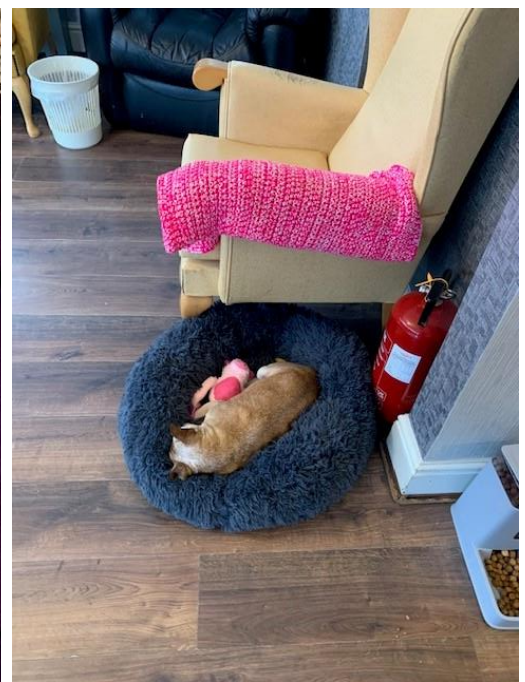
Personal belongings were visible in residents rooms, with many meaningful items on display. There were photographs, soft toys and personalised photo blankets on show. There was evidence of some bedrooms having been recently refurbished, and one currently being undertaken.

The smoking area is accessible via steps at the back door. There was a small covering with two chairs to provide shelter in wet weather.

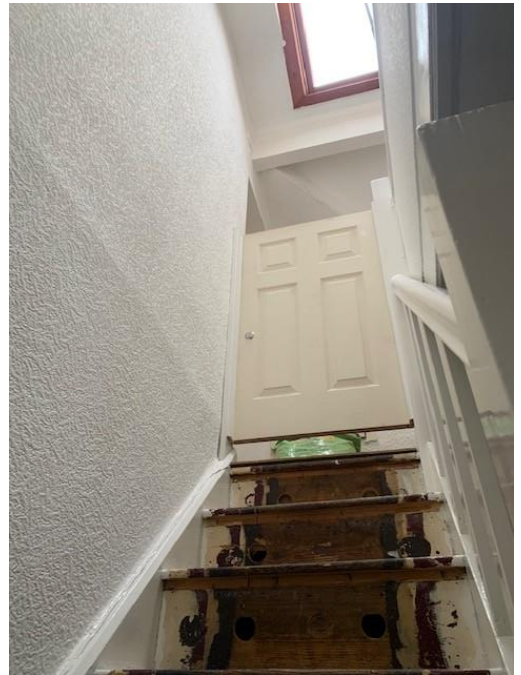
Observations of residents and staff interaction

Healthwatch representatives observed staff supporting residents in communal areas, enjoying the television and conversations with other residents. The staff were observed treating residents with care and dignity. The residents appeared well-dressed and cared for, with many engaging in conversation. Staff were also engaged with Healthwatch representatives and were accommodating of the planned visit. Cheryl noted that there had been low staff turnover, with some staff having worked at the home for over twenty years.

Pictures



Pictures



Overall visit summary

Healthwatch Blackpool's visit to Glenthorne Rest Home was positive, and the staff were warm and welcoming to Healthwatch representatives. Feedback from residents and observations suggested that on the whole, those staying at Glenthorne are satisfied with their care. The communal areas appeared clean, with residents enjoying watching the television.

Healthwatch Blackpool would like to thank the staff and residents for accommodating our visit and for taking the time to talk with the team. We received lots of feedback and thoroughly enjoyed speaking to residents and staff.

There are a couple of suggestions for improvement, put forward in the recommendations section, alongside a provider response.

Observation/Feedback	Management/Provider Response	Action to be undertaken by/when?
Completion of decorative work where new fire doors have been fitted.	This will be papered and painted.	Within four weeks.
Block off access to the third floor securely from the second floor landing, to ensure residents cannot access this area.	Gates will be put at the bottom of each staircase to stop any unauthorised access.	Completed.
Create a process whereby the laundry room door is securely shut when in use, so residents cannot gain access to this.	Yale lock already in place.	Completed.

Try to facilitate new and regular activities where possible to promote positive wellbeing.	Regular activities take place everyday at 2pm. These are activities that were chose by residents.	Ongoing.
Consider tidying the sensory communal room to ensure this is not doubling as storage.	The cladding had been delivered the day before. Freezer will be going. No filing cabinets.	Completed within one week.
Improve storage solutions generally to ensure communal areas are homely and tidy.	The cellar is clear for storage.	Completed.
Ensure fire exit signage is clear.	Was taken down when decorating.	Completed.

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Managers overall feedback

It was useful to have fresh pair of eyes looking at things, and it was nice to have external people in to see our home and how we operate. I didn't feel there were any negatives to this visit, and I don't see any way in which Healthwatch Blackpool can improve.