

Enter & View Report

Elmsdene Care Home

3rd September 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

37-41 Dean Street, Blackpool FY4 1BP

Person In Charge on day of visit

Nicole

Healthwatch Blackpool Authorised Representatives

Alex Lever

Charlotte Knight

Acknowledgements

Healthwatch Blackpool would like to thank residents and staff for making us feel welcome during our visit to Elmsdene Care Home.

Announced Visit

General Information

- The home is run by Sheridan Care Limited.
- The accommodation comprises of 30 bedrooms. 27 bedrooms are single rooms and 3 bedrooms are double rooms. Most of the rooms have en-suites and there are additional shared bathroom facilities on each floor.
- 31 residents occupied Elmsdene Care Home at the time of our visit. Residents have varying needs, including dementia and mental health.
- The latest CQC inspection and review rated this home as INADEQUATE
- **There is a £95 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



Service User Feedback

Healthwatch Blackpool engaged with **14 patients** 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.

"Everywhere is clean and tidy."

Daily Life

During the visit to Elmsdene Care Home, residents were enjoying watching TV in the main communal living rooms and chatting amongst other residents or reading the newspaper. A few residents mentioned that they were having their hair done by the hairdresser. Other residents said that they enjoy going in the garden, having a natter, play cards, bingo and, reading books and magazines.

"Eat, sleep, play cards and bingo. Read books and read magazines."

"Fallen about a week ago. The floor needs carpeting. He fell and cracked his knee. He has to have 2 carers come and put him on the toilet, it takes a while sometimes."

"I like the people because I've been here a long time."

"I quite like it here, I do my own thing with my time."

"I've lost my hearing aids. They put me in bed at night and this flies out."

"They show all the old programmes."

"Just watch TV mainly."

"Today is hair day."

"Residents are friendly."

"I go out in the garden."

"I like it."

"I don't let things bother me."

"It's very nice."

"Everyone has a laugh."

"I had a shave today."

"TV always on."

"We come in here for a natter."

"Usually do go to the salon."

"I go outside, sit on the benches."



Staff Manner

During the visit, staff were friendly, approachable and caring towards residents. Most residents mentioned that they like the staff and that they were friendly.

"Not keen."

"Yes I like the staff."

"No complaints."

"Staff get to know you by first name."

"Friendly."

"They're alright."

"All the staff are alright, they chat to me."

"I like the staff."

"Very friendly."

Quality of Care

Healthwatch staff identified that members of the care staff were attentive to all residents and engaged in conversation. Residents had mentioned that the care is very good and that staff look after them well.

"No faults, friendly."

"We ask for what we want."

"Really good."

"If you need it, staff help."

"On the ball, it's alright."

"Happy, care as can be expected."

"They are very good."

"Staff are nice, they look after you."

"The care very good."



Visits, Leave and Contact with Loved ones

Nicole informed Healthwatch Blackpool staff that visits from loved ones are encouraged and that they are more than welcome to come and visit. Loved ones are also able to take them out. The activity coordinator mentioned that they are currently in the process of planning resident days out and this is soon to be implemented.

"I see family every 2-3 months due to distance."

"Family visit often."

"Yes, family come."

"The grandkids come."

"Regular visits."

"Mum visits."

"Family come, yes."

"It depends."

"Family come twice a week."

"I get a lot of visitors, they can come whenever they want."

"Yes"

"Family can take me out."

"I don't go out with family."



Activities

Nicole informed Healthwatch Blackpool staff that activities have been on an Adhoc basis. Some residents were unsure as to what activities were available and said that they didn't know there were any. Other residents had mentioned that they sit and talk, watch TV and read the newspaper. Nicole said that there is an onsite salon with a hairdresser who visits every Tuesday and Thursday and, Chair exercise takes place every Monday at 2pm. Residents can listen to music, watch TV and have access to board games, magazines and books. There is now an activity coordinator in place and they are in the process of creating a structured activity calendar. The activity coordinator mentioned that new activities are being planned and the new activity calendar starts from September and will be everyday. Nicole mentioned that they are implementing 'Stop for Tea at 2' to combat loneliness and make it easier for residents who might feel lonely to engage with others in a relaxed setting. All staff and residents are encouraged to stop at 2pm for 15 minutes to have a brew and a chat. Residents have access to two outdoor spaces and has ample seating areas.

"No activities, and I don't go to the salon."

"Listen to music and chair exercises."

"I watch TV."

"We sit and talk."

"I get the newspaper."

"I do like the karaoke."

"No."

"I'd like to go to the pub and have a game of dice."

"nothing much, I like a bit of gardening."

"Yes, salon."

"Love the TV."

"I do press ups in the bedroom."

"They don't put many activities on. They did bingo the other day but it's very rare."

"I've not seen anything."



September 2024 Elmsdene Activities Calendar						
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
Bank Holiday	Hairdresser	Wordsearches	National Sports Day Hairdresser Sports Activity	National Death Day 11am - Karaoke	Movie Afternoon	Relaxation
2	3	4	5	6	7	8
2pm - Armchair Exercise	Hairdresser Arts & Crafts	Puzzles	International Day of Charity Hairdresser Charity Activity	11am - Quiz	Movie Afternoon	Relaxation
9	10	11	12	13	14	15
Emergency Services Day 2pm - Armchair Exercise	International Make - Up Day Hairdresser Make - Up Activity	Arts & Crafts	Hairdresser Crosswords	Roald Dahl Day Roald Dahl Activity	Movie Afternoon	Relaxation
16	17	18	19	20	21	22
2pm - Armchair Exercise POZZLES	International Country Music Day Hairdresser	National Fitness Day Ball Games	Hairdresser Wordsearches	Harper's Birthday Karaoke/Pub Afternoon	Movie Afternoon	Relaxation
23	24	25	26	27	28	29
International Day of Signs Language 2pm - Armchair Exercise	International Day of Arts & Crafts Hairdresser	World Dream Day Dream Activity	Hairdresser Arts & Crafts	World Tourism Day World Tour Activity	Movie Afternoon	Relaxation
30	International Music Day 2pm - Armchair Exercise	Youtube Music Videos Resident's Choice	Activities may be subject to change			



Safety, Privacy and Wellbeing

Nearly all patients were happy with their bedrooms and found that they had privacy. Residents expressed that their rooms were clean and tidy. One resident explained that they are woken up at 6am and found this to be too early. Another resident said between 7:30pm and 8:30pm is when residents go to bed.

"Yes there's privacy."

"We are woken up at 6am, too early."

"We go to bed around 7:30/8:30pm."

"Yes, safe."

"On the whole, it's ok."

"We have a double room, it's like a converted flat."

"No decorating."

"I'm happy with my bedroom."

"It's tidy. They keep it clean and its comfy."

"You take it as it comes."

"It's alright."

"It's just there, it's not particularly for one."

"Nice, clean, tidy."

"Big rooms."

"Yes, I like my bedroom."

"Table, chair, TV, comfy, own bathroom."

"Rooms are nice. Kept clean all the time."



Food

Nicole informed Healthwatch Blackpool staff that they provide a menu giving residents a choice of food. Residents are provided alternatives if they don't want what's on the menu that day. One menu can be found on the wall located in the main dining room. Management are currently in the process of changing the menu and implementing an improved schedule. They informed us that they are looking at putting a seasonal menu in place with regular alternations. Residents are provided breakfast, lunch and dinner with snacks throughout the day and a choice of hot and cold drinks.

"The food is decent. We don't get given a menu, you take it as it comes."

"We get cups of tea."

"Fish and chips – my favourite."

"Porridge."

"A selection."

"It's alright."

"I'm not sure if we have a menu."

"They cook meals and that sort of thing."

"If I don't like something, I can say."

"It was nice."

"Sandwiches, they're nice."

"Depends on the menu."

"Food is good and edible."

"We can have anything."

"Chips, bacon, eggs."

"Porridge."

"Choice with lunch."

"It's good. Chefs always good."

"Yesterday we had fish and chips. We've had a mixed grill. We have a snack and an evening meal."

"The meals are very good here."



Patient Involvement

Healthwatch Blackpool representatives asked what Elmsdene Care Home does in regard to how residents and loved ones can give feedback to management. Nicole informed Healthwatch Blackpool staff that they have resident meetings that take place once a month and that families can be included in these meetings. Whilst engaging with residents, no residents were unaware of these meetings. Management are looking at implementing surveys and suggestion boxes to encourage family feedback and provide further awareness on this.

"No resident meeting."

"I've never heard of the resident forum."

"I'll tell the staff"

"They've never asked me yet."

"Only to you, Healthwatch."

"I've known them such a long time, I feel comfortable."

"I'm not aware of any resident meetings."

"Not really."

"I'll tell the staff. If I open my mouth believe me."

"I'm not aware of any resident meetings."

Visit summary & observations

Pre visit

The visit to The Elmsdene Care 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 and families aware of the planned visit. The visit was conducted in line with current infection prevention control measures.

First impressions

The Elmsdene Care Home is situated in Blackpool, with good transport links and many local amenities close by on Lytham Road, located a short walk away. The external environment at the front of the home was well presented, with clear signage visible from the street. Upon entry to the property, there is a gradual slope for easy access into the main porch. Within the main porch is a secure main door to the entrance of the property. Healthwatch representatives were asked to sign into the visitors digital tablet for safety. Next to the visitors digital tablet was access to a sink, soap, antibacterial gel and paper towels. We were then guided into the property by a member of the care team and welcomed by the manager, Nicole. At the time of the visit, Nicole had been in post for 3 weeks and had been brought in to carry out improvements.

Nicole stated that Elmsdene Care Home is registered for 33 people, with 31 residents occupying the home at the time of our visit. The home comprises of 30 bedrooms split over two floors. 27 bedrooms are single rooms and 3 bedrooms are double rooms. Most of the rooms have en-suites and there are additional shared bathroom facilities. Nicole was able to show Healthwatch representatives a non-occupied bedroom to which was spacious, tidy and clean. On the ground floor there was a kitchen which appeared clean and tidy. There was also a laundry room with washer and dryer appliances, a medication room, and wet room. They have a lift which was in full working order and Nicole stated that this is checked regularly. Nicole mentioned that a Physiotherapist regularly comes in to do assessments with residents if they require a walking aid. To help with mobility, Nicole explained that they have available equipment such as hoists and aids. The home predominantly specialises in caring for older adults with dementia and mental health. Nicole stated that there are no agency workers and no 1-1 support. Nicole mentioned that the deputy manager had worked there for nine years, as well as a member of the caring team and, other care staff had been there for over one year or less. We were informed that staff are provided inhouse training and are required to complete all mandatory training. They are given further training where required and when it is due for renewal. Nicole said that management receive face to face training and support from the regional manager. Nicole mentioned there were four carers, one senior, a deputy manager and herself on a day time shift and on a night shift, there are three carers. Nicole mentioned that they are currently improving resident care plans to make it more person centered and will invite residents to take part in their care plans to acknowledge their likes and dislikes. The care home has an onsite salon, located on the first floor and at the time of the visit, residents were having their hair done. There is an activity calendar on the wall in the dining room however when speaking to residents, most of them weren't aware of what activities take place. Some residents mentioned that they watch TV, play board games, read the newspaper and have done chair exercises.

The activity coordinator had mentioned that activities have been on an adhoc basis. At the time of the visit, the activity coordinator was putting together monthly calendars to include an array of activities to be implemented as of September. Nicole mentioned that they do have a food menu offering residents a choice. There are also alternatives available if residents don't want what's on the menu. The menu is located in the main dining room. When residents were asked about the food menu, most were unsure about a menu and didn't know there was one. Nicole mentioned that they are currently in the process of putting together an improved menu and are looking to implement a seasonal menu with regular alternations. Residents have breakfast, lunch, dinner with snacks available throughout the day and a choice of hot and cold drinks. At the time of our visit, breakfast had finished and residents were watching TV and reading the newspaper in the living room.

Environment and communal spaces

The Elmsdene Care Home has two spacious communal living rooms and both have a large TV with ample seating. Arm chairs appeared well kept and the area well maintained and clean. The dining room is located off one living room which has table and chairs, an activity calendar, a food menu and access to books, board games and magazines. At the time of the visit, residents were listening to music through the radio. All tables and chairs were well kept and the area was tidy and clean. At the back of the dining room, there are double doors which open up to the outdoor garden space. Within the garden there are outdoor seating and plants. Along the ground floor corridor is a second outdoor space which has two sheds and Nicole mentioned that they are looking to implement gardening activities. The kitchen is located on the ground floor close to where both living rooms are. Located in the living room is a drinks/snacks trolley and it was noted that staff were going round to each resident offering hot and cold drinks. Residents were observed in the seated communal areas enjoying watching TV, reading the newspaper and chatting to other residents and staff. Residents appeared comfortable and relaxed in each others company. Dementia friendly signs were observed around the home, including on the medication room, laundry room, washroom, lift, bedrooms and hallways. Upon observation of a bedroom, personal belongings were visible with posters on the wall and soft toys. The bedroom was very spacious, clean and tidy and had an en-suite attached which was also clean, tidy and well kept. Nicole had mentioned that residents will have a choice to have their room redecorated to their specific taste.

Observations of resident and staff interaction

Healthwatch Blackpool representatives observed positive staff and patient interactions during the visit, with some people having general chats. The staff were observed treating residents with care and dignity. Residents appeared well-dressed and cared for, with many engaging in conversation and were happy to talk. Staff were also engaged with Healthwatch representatives and were very accommodating of the planned visit.

Overall visit summary

Healthwatch Blackpool had a positive experience overall on the visit to Elmsdene Care Home. Staff were friendly and welcoming to Healthwatch representatives. Feedback from residents and observations suggested that overall, those staying at Elmsdene Care Home were satisfied with their care. Communal areas were clean, tidy and well kept. Both residents and staff were happy to engage with Healthwatch representatives. Nicole has expressed management are implementing measures to improve standards and has the support from the regional manager.

The main areas for improvements include, providing residents with a menu each day and advertising this within the communal areas. To provide more activities for the residents and to communicate this clearly to ensure that residents are aware as to what activities are on that day. To ensure residents and loved ones are aware of the monthly meetings by advertising this clearly to allow an opportunity for feedback. To allow residents the choice in redecorating their bedroom to their specific taste.

Overall, Elmsdene Care Home can celebrate the many positives detailed throughout this report, and there are a few areas for improvement, detailed as recommendations. Healthwatch Blackpool would like to thank staff and residents for accommodating our visit and for taking the time to talk with the team.

Observation/Feedback	Management/Provider Response	Action to be undertaken by/ when?
Implement a structured activity calendar with a variety of engaging activities. This should be co-produced with residents.	Blank - input provider response here	Blank - input provider response here
Ensure activities are clearly communicated and advertised to residents to encourage participation.	Blank - input provider response here	Blank - input provider response here
Implement a new, varied food menu. Ensure all residents are aware of the food menu by advertising this more in the communal areas or given by hand.	Blank - input provider response here	Blank - input provider response here

Ensure monthly resident meetings are clearly advertised and communicated to residents to encourage participation.

Blank - input provider response here

Blank - input provider response here

Create opportunities for carers and loved ones to ensure they have the opportunity to give feedback. This can be done via surveys or suggestion boxes within the home.

Blank - input provider response here

Blank - input provider response here

Where possible, residents should be given the option to have their room decorated to their taste.

Blank - input provider response here

Blank - input provider response here

Managers Overall Feedback

Upon request, no feedback was provided by management from the Elmsdene Care Home.