

Enter & View Report

Hollins Bank Care Home

12th November 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

601-603 Lytham Road, Blackpool FY4 1RG

Person In Charge on day of visit

Sue Lepori

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 Hollins Bank Care Home.

Announced Visit

General Information

- The home is run by We Care Group
- The accommodation comprises of 38 bedrooms and is registered for 44 residents. All bedrooms have en-suite facilities except from 4 bedrooms which have access to shared bathroom facilities.
- At the time of the visit, 38 residents occupied Hollins Bank Care Home.
- There are no specific specialisms.
- 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



Service User Feedback

Healthwatch Blackpool engaged with **5** 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

During the visit to Hollins Bank Care Home most of the residents were in the communal areas, in the living room watching TV, in the dining room engaging with care staff or within their rooms. Sue explained that residents can choose when they want to get up. Care staff assist residents with their morning routines of washing, getting dressed and exercising. Breakfast starts from 7am with a variety of choices on offer such as cooked breakfasts, cereal, toast and hot and cold beverages. Sue mentioned that residents have a choice in what they want to do throughout the day with a variety of activities on offer such as bingo, music, exercises and quizzes. Hollins Bank Care Home has a large, well maintained garden, which residents can access freely.

Residents informed Healthwatch representatives that they spend their time relaxing by watching TV and drinking tea. One resident mentioned that they prefer to stay upstairs where it is quieter, though enjoy being downstairs in the evening to chat with other residents. Residents had said that it can get too warm inside, even with the radiator turned off, they appreciate the garden for fresh air, especially in warmer months. Residents expressed that Leo the dog provides a calming presence and they value their independence as well as support from care staff. One resident mentioned that occasionally, the noise from the bathroom fan next to their bedroom can be disruptive.

"I watch TV and chill."

"The heating is always on, I usually get too warm but I turn my radiator off."

"I used to sit downstairs but I sit upstairs – it gets too crowded downstairs. I do go down later on in the evening and have a chat with some other residents."

"My bedroom is right next to the fan in the bathroom and this can be too loud. It does disrupt me and I shut the door."

"It gets hot inside, the garden is nice and I can get a tan in the summer."

"I want to be able to walk around."

"The dog calms me down."

"We're provided a keyworker who works here too."

"I am more independent."



Quality of Care

Healthwatch staff noted that the care staff were highly attentive to residents, regularly engaging with them in conversation and providing support with mobility as needed. Residents expressed that they feel happy and settled, praising staff for their dedication and describing them as 'good'. Residents also appreciate the managers support and enjoy moments with Leo the dog. One resident did raise concerns of not having a dentist and needed new dentures as they were falling out and affecting eating habits. Healthwatch representatives actioned this.

Sue informed Healthwatch representatives that staffing levels include a manager, one team leader, and five carers during the day, with four carers and one team leader or senior in the afternoon and three carers at night.

"Staff are always kept busy."

"Happy here."

"I am happy."

"The staff that are left are good."

"Good- settled here. The manager is brilliant – Leo the dog comes and sits on my knee in the morning and has some sausages."

Staff Manner

During the visit, staff were observed to be friendly, approachable and caring towards residents. Residents expressed that staff are generally good, noting that their needs such as not having male carers, are understood. One resident mentioned difficulties in communication with some staff. Some residents expressed disappointment over recent sudden staff changes because they were unable to say goodbye.

"There's ones I'm not too keen on – one sorted my phone sim card out."

"I can't understand them sometimes and some can't understand me with being Irish."

"Staff all good."

"I am catered for and they know I can't have men carers."

"Since the staff changeover, some are less friendly and I didn't even get to say goodbye."

"One girl that's nice has left."

"They're OK. They are doing their job."



Activities

During the visit, most residents were in the communal living room watching TV, while others relaxed in their bedrooms or spent time in the main dining room. An activity calendar with clear visuals was displayed in the communal areas, offering residents a choice of activities. Sue explained that activities include bingo, music quizzes, movie nights, with an array of snacks on offer and visits from external entertainers, such as singers every Friday. A sports therapist runs music and exercise sessions on Monday mornings. Residents also have opportunities to go shopping, run errands such as visiting the bank or attending seasonal events such as Christmas pantomimes. A hairdresser also visits on a weekly basis.



"I play bingo."

"I am happy to be quiet."

"I do go down and sit."

"My grandson takes me out."

"Once a week we have bingo."

"I go to the catholic club twice a week."

"I like the music and entertainment."

"I'd like more music."

"I have MS, I watch tv- I don't go out, Dr doesn't come."

"There's a singer. A residents wife sings on a Friday and we have other singers."

"An exercise man comes."

"I exercise with staff a couple times a week. I can't partake in the usual exercise session but I can do it with staff helping."

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***I like the music
and
entertainment***

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Safety, Privacy and Wellbeing

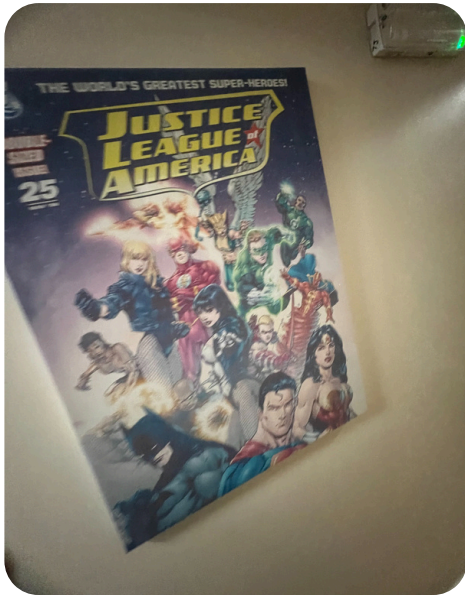
Most residents were happy with their bedrooms and felt safe and secure within the home. One resident shared some concerns surrounding ownership changes and how this may affect which bedroom they are in and would like some clarity on this. Sue informed Healthwatch representatives that there had been no changes to anyone's rooms and this hadn't been raised by residents in any meetings. Sue explained, the only time a room would be changed is if the needs of the individual change, they need a larger room or they specifically requested a change for example to accommodate mobility aids or changing from first floor to ground floor. Another resident had mentioned that they did not have a choice in their room decoration. Sue mentioned rooms comes with a standard décor and the residents can dress the room as they wish with their own personal touches such as furniture, photographs etc. While one resident mentioned they'd of liked Christmas decorations to be up, at the time of the visit it was too early and these were scheduled to be put up on the 6th December.

"Not much Christmas stuff- I'd like some decorations up."

"No choice of room decoration."

"I like my room and I am worried about my room being taken off me due to ownership changing. "

"Yes I feel safe and secure and I have my privacy."



Food

Sue informed Healthwatch representatives that residents receive a varied menu throughout the day, including a full cooked breakfast, cereal and toast as well as hot and cold beverages and biscuits. Lunch offers a two course meal with choices for mains and dessert. Afternoon tea includes cakes, scones and hot drinks. At teatime, residents have options like soup, sandwiches, egg and chips, or jacket potatoes with fillings. Evening refreshments include hot beverages, biscuits, toast and sandwiches. Specific dietary needs, such as celiac, vegan or vegetarian have tailored menus. Daily choices are varied, with homemade options such as fish cakes, stews, curries and roast dinners every weekend. On special occasions, residents can enjoy birthday cakes and festive meals. Sue explained that residents have access to the juice station and can request hot drinks and snacks when needed. Sue mentioned that the new owner has changed the food supplier and some residents have expressed they are not happy about this change. Healthwatch representatives observed staff asking residents what they would like for their lunch.

Residents shared mixed feedback on the food, noting that staff take lunch orders and offer choices, including vegetarian options. Some residents mentioned that they enjoy the meals and like the variety, while others shared they they felt some of the portions were small and that at times, food options were repetitive, particularly the sandwiches offered at night. A few residents said the taste could be improved and provided with clearer choices.

"The foods not bad, just needs bigger portions."

"We get a choice. Staff come round and ask"

"Varies, sometimes it can be bland. You get two options at dinner. It can be repetitive with sandwiches at night."

"I'm a vegetarian and they have vegetarian options."

"They give me vegetables, sandwiches and ice cream."

"The standard could be better and better tasting."

"No choice and we're not told."

"Alright, a bit bland. I think the older people don't like spice."

"You get two choices – breakfast is my favourite."

Patient Involvement

Sue informed Healthwatch representatives that residents can provide feedback through surveys or resident meetings. Resident meetings occur every week or every couple of weeks. Residents expressed that they felt comfortable voicing concerns in the resident meetings or speaking directly to Sue. One resident stated that they were unsure who to go to when providing feedback.

"I speak my mind."

"I can go to Sue if I need anything."

"I wouldn't know who to say it to."

"I could voice concerns in the resident meetings."

"Resident meetings are often. We discussed the change of owners and we gave resident feedback."



Visits, Leave and Contact with Loved ones

Sue explained that they are very flexible with residents loved ones visiting and they can come and go as they please between the hours of 8am and 8pm. Sue mentioned that care staff can accompany residents to the shops, bank, trips into town or for a walk when needed. Sue informed Healthwatch representatives that they have a trip booked for the residents at the Lowther Theatre to watch a Christmas pantomime. Sue informed Healthwatch Blackpool that they carry out a customer survey and staff survey every 6 months, and the results of these were on the board in reception.

One resident shared that they rarely go out, feeling worried about doing so without a wheelchair. One resident mentioned that staff can take them to the shops when needed and Sue helps with online shopping. Most residents mentioned that they receive visits from family and friends. A further resident stated that when family visit, they occasionally go out for family meals and staff are able to provide transport for the resident.

"I don't go out. I'm worried about going out without a wheelchair."

"I haven't asked staff to take me out."

"We can go out to the shops. Staff take me to Morrisons when I need to. Sue can do our shopping online too."

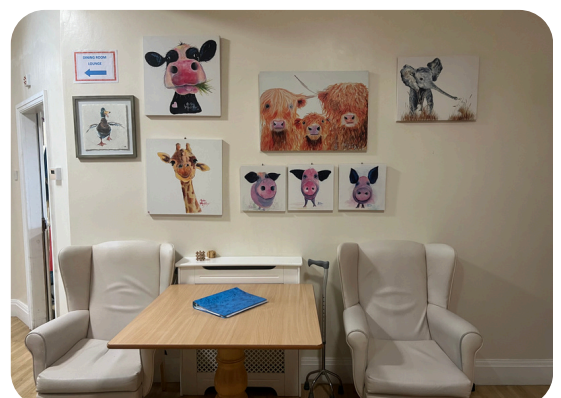
"My family sees me, they can come when they want."

"I get visits from family and friends when they can. We go for a family meal and staff can take and bring me back."

"My sister visits when she can."

"My granddaughter visits."

"My grandson comes to see me."





Visit summary & observations

Pre visit

The visit to Hollins Bank 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

Hollins Bank Care Home is situated on Lytham Road, just a short walk away from local amenities and local transport links. The external environment was well maintained and presented, with clear signage at the front of the property. There was ample room for parking at the front of the property with well maintained gardens. There is a secure main door at the entrance of the property with bell access. Healthwatch representatives were welcomed by the manager, Sue.

The care home currently accommodates 38 residents across 38 rooms and is registered for up to 44 residents. Most rooms are en-suite, except for four. There are two wet rooms over two floors. The wet rooms appeared spacious, clean and tidy and there was access to Personal Protective Equipment (PPE). The home supports multiple specialisms including, Parkinsons disease, Multiple Sclerosis, Stroke patients and also provide respite as well as short term emergency placement. Sue explained that currently there are no residents receiving 1-1 support.

Sue was happy for Healthwatch representatives to speak with residents throughout the home in the communal areas as well as resident bedrooms. Bedrooms were spacious, clean and tidy. On the day of the visit, Sue explained that they were down two staff members as they were on training. Staffing includes a manager, a team leader, and five carers during the day and reduces to four carers in the afternoon. Night shifts are staffed by three carers and a senior or team leader. Staff training uses Hippo Training with online modules, face-to-face sessions in first aid, moving and handling, and fire evacuation, all refreshed every six months. Two staff members are pursuing NVQ Level 4 apprenticeships, and two are working on Level 3. Supervisions occur every two months, and appraisals are conducted annually. Staff are also paid the national living wage. The home is now under new ownership by the We Care Group and does not charge a top-up fee for care. Sue explained that they have employed no agency staff since August 2024.

Mobility support includes a lift which is serviced twice a year. Hoists, slings, and wet rooms are available on both floors. Sue informed Healthwatch representatives that regular health services carry out visits including a GP every four weeks, NHS podiatry, private chiropodist every eight weeks, hearing tests with access to new hearing aids and ear syringing through the Pharmacy as well as regular reviews from social workers.



Environment and communal spaces

Hollins Bank Care Home has multiple communal areas on the ground floor. There are two large dining rooms and a large living room with a TV. There is a large book case with an array of books and puzzles to choose from and ample seating areas for residents. In the main hallway, it was noticed that the Healthwatch Blackpool Enter and View poster was visible for residents amongst useful information. An activity calendar was visible in the hallway which provided a scheduled insight into the weeks activities. The hallway had lots of colourful wall art of animals on the wall as well as visible easy read signs. The outdoor space was well kept and maintained with ample amounts of space spread over two levels. The top level is a large patio area with ample seating for residents and a smoking area. The lower level had a large green space with grass, flowers and trees. Bedroom doors include resident names as well as a picture of a hobby or favourite animal. One corridor had an array of posters on the walls of favourite Marvel films. Bedroom doors had 'No Smoking' signs visible. At the time of the visit residents seemed relaxed and were watching TV or engaging with other residents and staff in the main communal rooms. Other residents were relaxing in their bedrooms watching TV. Hollins Bank Care Home features resident pet birds in the main dining room, which residents were observed engaging with and looking at.

Observations of resident and staff interaction

Healthwatch representatives observed staff providing compassionate care and engaging positively with residents in the communal areas. Care staff were seen assisting residents throughout the home. Residents felt comfortable approaching Sue in her office and enjoyed interacting with Leo, the dog.

Residents appeared well cared for and were happy to speak with Healthwatch representatives. Staff were also very friendly and welcoming.

Challenges

Sue highlighted a few recent challenges, including difficulties securing dental care for residents who are not mobile, as it is difficult to get dentists to visit the care home. Another challenge is engaging residents who do not want to partake in activities, despite staff efforts to encourage participation in alternatives like bingo or walks.

Overall visit summary

Overall, Healthwatch Blackpool had a positive experience visiting Hollins Bank Care Home. Sue and the team were friendly and welcoming to Healthwatch representatives and residents were also happy to talk to Healthwatch representatives. Feedback from residents and observations suggested that residents overall felt satisfied with the care received and were settled at Hollins Bank Care Home.

The main areas for improvements include implementing a smokers box and smoking signs in the outdoor area. Where possible, improvements to the taste and quality of food, offering a variety of choices in an evening to avoid repetition. Finally, an effort to encourage family members to provide feedback by implementing feedback forms, surveys or meetings would provide further opportunities to identify the needs and views of residents.

Overall, Hollins Bank Care Home can celebrate the many positives detailed throughout this report. 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/Provide Response	Action to be undertaken by/when?
Provide residents with a smoker box and a smoking sign outside.	Smoking signs are now on the patio area and smokers' boxes were there already to put cigarette butts into, we have also increased the number of tin buckets.	Actioned
Efforts to improve the taste and variety of food, in particular in the evening to avoid repetition.	The menu has been reviewed in conjunction with the residents; we are awaiting the commencement of a new chef as our last one has retired.	Actioned
Provide the opportunity for residents families to provide feedback such as implementing feedback forms, meetings or surveys.	Surveys are carried out 6 monthly, resident and relatives meeting are held monthly on a Monday morning.	Actioned

Managers Overall Feedback

The visitors were very positive about the home and the care received. I felt it was fine although some of the information given by residents may have been interpreted a little differently to the way it was given, but generally it was a good visit.