



Enter & View Report

Name of service:	Linear Park Residential Care Home Bradlegh Road, Newton-le-Willows, WA12 8RA
Date & time:	12 th November 2014, 1.30pm
Authorised Representatives:	Pam Davies, Jane Lowton, Judi Lunt
Support team members:	Jayne Parkinson, Janet Roberts
Contact details:	Healthwatch St Helens 0300 111 0007

Acknowledgements

Healthwatch St Helens would like to thank the staff and residents at Linear Park Residential Care Home for their valuable time and hospitality during this visit.

About the service

Owned by Housing With Care Ltd, Linear Park Residential Care Home is a purpose built care home that provides for the care of elderly people and people with dementia. It has recently been refurbished to provide a more dementia-friendly layout.

Manager: Dawn Smith

Senior staff member: Jenny Mullin

Purpose of the visit

- At the request of the manager to provide community perspective and identify any areas for improvement
- To engage with residents, their families and carers
- To observe care at the point of delivery
- To identify good working practice

Methods used

This was an unannounced visit.

The visiting team used observation through the senses and talking with staff and residents to get a general feel for the environment and care being delivered.

Conversations with residents explored issues such as privacy and dignity, food and drink, treatment from staff and how they felt in general about living in the care home.

Discussions with staff explored issues including training, their relationships with residents and how they felt about their work.

Summary of findings

At the time of our visit the home was operating to a high standard of care, providing a clean and pleasant environment. Staff morale was high and residents looked to be clean, tidy and well cared for.

Results of visit

First impression

The visiting team felt that Linear Park feels welcoming with a homely atmosphere and no unpleasant smells. We were greeted at the door by a staff member who was courteous and welcoming. The general first impression was one of warmth and activity.

Staff

Staff ratio is 5:1, which the manager would like to increase. They operate on 8-hour shifts as the manager believes that 12-hour shifts cause staff to become tired and less effective.

All staff members are employed by Linear Park, including a team of bank staff and only in emergency would agency staff be brought in. Staff turnover is low. They are expected to have a 'hands-on' approach and all receive training before working with residents. The manager was delivering a training session during the visit and external agencies are brought in to deliver other training.

The visiting team observed staff members speaking to residents softly and kindly, holding their hands and offering their arms for support. Some staff members were heard to offer choices to residents and all appeared happy in their role. Everyone we spoke to was forthcoming with information and the cook told us she loves her job.

Recreation & leisure

They are a range of CDs, books and games on show around the home. Activities such as bingo and karaoke are regularly provided and outings are arranged, weather and transport permitting. Residents' families are welcome and actively encouraged to go along on outings.

Parties are held to celebrate special occasions, such as Birthdays and residents are encouraged to go into the enclosed garden when the weather is nice, where they can grow their own produce. There is a payphone available and staff will accompany residents on shopping trips.

There is a notice board for residents and at the time of the visit there was a remembrance display. The walls are decorated with reminiscence

artwork and on order are a range of pictures that are thought to be beneficial to people with dementia.

The home has its own hair salon with three stylists available every Monday and residents can have their nails done by one of the care assistants if they wish.

Residents are free to have an alcoholic drink if they wish to, depending on their medication.

Food & refreshments

Menu selections with pictures are displayed on a notice board in the dining room. There is a file containing information about residents' dietary needs including food intolerance, allergies and cultural requirements.

The kitchen is open 24 hours so that residents can have a drink or snack whenever they want. We witnessed one lady eating lunch long after the others had finished and there was no suggestion of her being hurried along.

A member of staff told us that the kitchen has been awarded a 5 star hygiene rating.

Privacy & dignity

The home has purchased a specialist system for marking dentures, hearing aids and glasses etc so they do not get mixed up. Clothing is marked with the owners' names and residents have the choice as to whether the home or their family washes their clothes.

As rooms become free they are refurbished and many now have dementia friendly furniture. Doors can be marked with 'Do not disturb' signs if the residents wish and all bedroom doors have nameplates.

The visiting team did have some concerns about personal care not always being given by same-sex carers, however when asked, the residents did not seem to mind this.

All residents were clean and tidy and looked like effort had been put in to their appearance.

Hygiene & cleanliness

Hand hygiene signs are displayed in bathrooms and staff members have access to alcohol gel dispensers, however emphasis is put on ensuring good hand hygiene through thorough hand-washing.

Bathrooms and toilets were clean and well maintained. Residents' bedrooms were clean and dust free. Communal areas were clean, clutter-free with fixtures and fittings in good repair.

Safety & security

The visiting team were asked to show identification on arrival and required to sign in the visitor book. The front door is secure and offices are located close by so that staff members can easily observe who is coming and going.

Four doors which open onto the internal courtyard are alarmed and above each one there is a display panel that shows which of the four is open. This can be deactivated in nice weather to enable residents to sit outside.

Medical care

Most residents are registered with Elder Care but can remain registered with their own GP providing they are still within the catchment area. The residents have access to dentists who visit the home and staff members are trained to give out medication.

Additional Comments

The visiting team felt that the staff showed a commitment to delivering the best possible services to the residents. Staff were open to all questions asked and volunteered information readily. The manager, Dawn shows innovative thinking towards providing a safe, and supported environment for all residents.

Recommendations

- **Implement way of distinguishing staff members (not in uniform) and volunteers from visitors.**

The visiting team recognise the commitment to providing a homely environment avoiding any sense of 'them and us' but feel that name badges, or similar would assist residents to recognise who is who as much as possible.

- **Add names to staff pictures on notice board and position where it can be better seen.**

The visiting team feel it would further emphasise the friendly and homely feeling the home already has.

Response from Provider

The care home manager accepted the recommendations made and appreciated the Enter & View team's feedback.

Disclaimer

Please note that this report relates to findings observed on the specific date stated. Our report is not a representative portrayal of the experience of all service users and staff, only an account of what was observed and contributed at the time.

