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# Broadway Care Home Report

December 2015

Healthwatch Blackpool

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*Resident's voices - a Healthwatch Blackpool Review*

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# 1 Introduction

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## 1.1 Details of visit

Details of visit:	
Service Address	26 Broadway, Blackpool. FY4 2HE
Service Provider	Broadway Care Home
Date and Time	14/12/2015 @ 13:00 HRS
Healthwatch Representatives	S Robinson, W Stevenson, A Verma
Contact details: Healthwatch Blackpool	333 Bispham Rd, Blackpool.

## 1.2 Acknowledgements

Healthwatch Blackpool would like to thank the service provider, service users, visitors 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 Healthwatch Review?

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Part of the local Healthwatch Blackpool programme is to carry out regular reviews and visits to health and social care services. Healthwatch representatives carry out these visits to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch authorized representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Our visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

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 safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC where they are protected by legislation if they raise a concern.

### 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 activities and choices. Also to look at homes from the perspective of "would I wish for my relative to live here?"

### 2.2 Why did we do this?

Many of our elderly people in residential care have no one to speak on their behalf. Working alongside the CQC (Care Quality Commission) and Blackpool Council, Healthwatch Blackpool contacted, by letter, 14 Residential Care Homes in Blackpool in December 2015. We asked if we could come into their homes and speak to the residents. We wanted to know if they were happy about the levels of care that they were receiving.

## 2.3 What were our aims?

Our aim was to allow the residents to have a voice and a say in the care that they were receiving. Were they living in comfort, did they have privacy, did they receive 1 to 3 home cooked meals daily, was their housekeeping and laundry services met and was there a plan in place to manage their medication needs etc. To do this we needed the help and the cooperation of not only the residents but also the care homes, their staff and the families/carers of the residents. By collating this information we were able to evaluate the quality of care within each care home we visited.

## 2.4 Methodology

It was decided beforehand that we did not want to perform an enforced Enter and View visit to any Residential Care Home in Blackpool. 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. To do this we wrote to every care home we intended to visit, outlining our intentions and the purpose of the visit. We also provided every home with a full colour poster confirming the date and time of our visit and its aims. We asked that each care home place the poster in a prominent position where staff, residents and resident's families / carers could read it. A few days before each visit we telephoned the care homes to confirm that they were aware of our visit, the date and time of the visit and the intentions of the visit.

On the day of the visit all Healthwatch representatives wore identification badges. Before speaking to any resident we explained fully 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 their name would not be linked with anything that they told us and that they were free to end the conversation at any point. We made observations throughout the visit and made notes of what we saw around the home.

## 2.5 Summary of provider

Broadway Care Home is a large care home situated close to Blackpool's south shore. The home cares for 24 people. There are en-suite facilities and a number of lounges are available so people can choose where to relax. There is a ramp access to the home for people with mobility issues. Entrance to the home was through a secure locked door, the manager greeted us on arrival and we were asked to sign the visitor's book. The Care home is large yet inviting, the home was clean and the residents were free to move around the home as they pleased. All meals were prepared onsite and the menu was varied and wholesome. On the day of our visit we met with the manager, she made us feel welcome and helped facilitate us while we conducted the visit. On the day of the visit we spoke at length to 12 residents.

## 2.6 Results of visit

### General

The home was comfortable and warm and the residents reflected this with what they told us. Each one we spoke to was positive about the care they received. "Impossible to fault" one resident told me, "they are so good and approachable". Several residents felt their care couldn't have been better and many told us they felt very supported by the staff. Some resident preferred to be left alone, some preferred to be social and they told us that staff accommodate their needs as much as possible. Several said they'd recommend the home to their friends and family.

### Food and drink

We were told by several residents that Broadway is very accommodating with dietary requirements. The only major complaints or changes people told us about were in regards to the food. The home was happy to have food brought in by relatives and cooked due to dietary requirements or residents preference. It was a mixed response from the residents, some were happy with the food some not. One resident told us she preferred it when certain staff were on cooking duty as it was much better and residents look forward to certain items being available more than other. Broadway Care home operates a weekly menu with many of the residents feeling like variety and choices were not enough. While some residents told us they were satisfied with the food one resident was able to tell us exactly what they would be eating for the next 7 days and thought having a 2 week/monthly menu would benefit everyone.

One resident told us that due to their dietary requirements they prefer to feed themselves. They told us "I have a medical condition so I prefer to eat little but often, they (Broadway) support me to do this, it's fantastic".

### Activities

Overwhelmingly residents told us they really enjoy the singer and the music that comes in regularly. Unfortunately there are some people who used to enjoy the entertainment who are now for various reasons bed bound they told us that it was unfortunate they couldn't enjoy the music. Healthwatch Blackpool spoke to an individual who suggested using the Internet or technology to provide the entertainment to people in their rooms. No one we spoke to on the day of our visit told us they were bored. But some told us they didn't know much about activities. There was only one activities rota which we saw in the social areas of the home and perhaps if it was printed and displayed in all of the lounge areas it may benefit more residents.

### Staff

We were told by numerous residents that staff always go the extra mile. From the 12 residents we spoke to on the day they all indicated the staff were good/very good. Interaction was always polite and courteous and I heard many stories from residents about how a particular staff member had gone out of their way for people. One resident told me when they first arrived they refused to get out of bed and one member of staff actively encouraged them to do day to day activities and said they are mobile now because of the member of staff. They said they wouldn't be sat in the lounge making friends if it wasn't for them.

I was told that one resident wanted to send letters out to individuals and staff supported this. They said they felt connected to the world and was really positive. We did hear some worries from the residents, sometimes staff can be stretched and work long hours One resident told us they worry about what to do in the case of a fire, they didn't feel like the staff would know what to do.

We were told many stories about how supportive the staff are and many residents thought the staff seemed rushed at times especially in the morning. "We don't like asking them to do stuff because they look so busy, they're always helpful though"

### Involvement in key decisions around their care

Residents told us they felt included in all decisions surrounding their care.

### Concerns & Complaints

Everyone we spoke to knew who they'd speak to in the event they wanted to make a complaint. Several residents told us they'd feel comfortable speaking to Julie and felt their views would be heard and something would be done about it.

## 2.7 Recommendations

This report highlights the practice that we observed and reflects the feeling that residents felt about the care and support that they were receiving. While it was not our intention during this visit to make recommendations, it was our intention to talk to residents and ask if there was anything that they felt would improve their quality of life within the care home. Residents felt that the following areas could be looked at for improvement:

### Food

1. Menus should be more varied and be spread out over longer timeframes
2. Residents are paying for food yet are bringing in food because it doesn't meet their needs.

### Activities

1. Rota in more than the one room
2. Some residents are excluded from activities due to their conditions. The use of inclusion technology to stream/provide visual/audio to the bed bound residents could support those residents.

### Staff

1. Residents feel staff are too rushed and too busy in the morning.

## 2.8 Service Provider response

We have a 4 weekly menu which is varied. We only display weekly menus. We will now display 4 weekly menus as well.

We also ask for feedback from 10% of our Residents each month. This includes questions on food, activities and other things.

We also discuss food and activities at our Resident's meetings which are minuted. Any suggestions at these meetings are implemented. Whilst we plan our meals for weeks we always provide different meals for those who prefer to have them.

We will display activities in several places around the Home from now on.

Regards  
Bernie Suresparan (Director)

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