



Cumbria Local Involvement Network

Visit Report

**Chichester Hall
Dick Trod Lane
Skinburness
Silloth**

Wednesday 17th November

Cumbria CVS Supports the Cumbria LINK



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Cumbria Local Involvement Network (LINK)

Local Involvement Networks (LINKs) were established in April 2008 to give people the opportunity to influence local health and care services by representing their views to those responsible for the planning, commissioning and delivery of services.

LINKs may, in certain circumstances, enter health and social care premises to observe and assess the nature and quality of services and obtain the views of the people using those services. Properly conducted and co-ordinated visits, carried out as part of a constructive relationship between LINKs and organisations commissioning and/or providing health and social care services, may enable ongoing service improvement. LINKs' role is not to seek out faults with local services, but to consider the standard and provision of care services and how they may be improved.

Purpose of Visit

Cumbria LINK Visiting Team will be looking to gather individual residents personal experiences of what life is like for them living day to day in that particular residential home.

Methodology

The LINK Visiting Team has been established and members have received appropriate training in Safeguarding (level 1), Interviewing Skills, Listening Skills and LINK visiting training. This visit was carried out by the following members:

Don Joscelyn

Jane Thompson

Supported by Kay McGregor

Arrangements were made to visit on 17th November 2010

A questionnaire was designed by the team to help them gather the residents perspectives of their day. The questionnaire was designed to be used as a prompts for the visiting team members, residents were not given the questionnaires to complete.

LINK Visiting Team Findings:

The following observations were noted from comments made by some of the residents the visiting team spoke to. The findings have been split up under different sub-headings.

Morning:

There were plenty of staff around in the mornings to help residents if they needed help. One lady was woken at around 7am, washed herself, then comes down to the dining room for breakfast. She can get help whenever, and needs help to have a shower and wash her hair.

It is very casual at breakfast time and residents can eat what they like, and they have a good choice.

The Officer in Charge did tell us that sometimes her residents who have dementia can forget what they have asked for at breakfast, and other meals, and change their minds regularly, especially when they see what someone else is having to eat and they fancy that instead of what they have been given. There is freedom for residents to move about in this home, and as it is well spread out, with many large rooms, spacious hallways and corridors there is plenty of room for this to happen without causing any problems.

Staff will give residents their necessary medication at dedicated times throughout the day if necessary. One lady has eczema and tends to treat herself when she gets up in the morning.

We were told that any laundry that needs doing is taken away at night and back in their rooms, washed, dried and ironed the next morning.

There is a hairdresser that comes to the home.

This home has a resident cat and dog who are well loved by residents, and the officer in charge has hatched some ducklings who live in the garden. Our visit was made on a very cold day so there was no evidence of residents going into the garden, however they told us they did use it in the summer months.

One lady told us she regularly gets a taxi into Silloth to go shopping or go to church. She has made friends with a local lady who lives nearby who gives her a lift to church and brings her back again

Sometimes a man called John Slattery comes in the mornings to sing to the residents.

One resident who is in her 80's enjoys completing her daily crossword form the newspaper every morning.

Lunchtime:

Lunch is excellent, all home cooked food, and we were told they could not be better fed. It is served at 12.30, there is a good choice of dishes for everyone.

All residents are asked what they would like from the choice available.

Afternoon:

There seems to be plenty of opportunities for residents to join in activities, or have a snooze. One lady told us she is knitting herself a waistcoat, and keeps herself busy doing the mending for other residents, and sometimes she watches her own TV in her room.

There is a group called Music for Health who come in from the West of Cumbria and do exercises in chairs, this seems very popular.

Evening:

A lot of the residents spend the evenings watching television if there are no organised activities. One lady writes letters to friends and relatives. There is a settled, homely atmosphere in the evenings. Some residents can't hold conversations as they have various stages of dementia.

Communications:

There were no problems with having visitors whenever they wanted to come, One lady had regular visits from her 90 year old Mother and her sister. Those without any relatives or friends visiting could become isolated, however, great effort was made by the staff to provide inclusive activities both in and out of their home

Privacy:

Those who wanted to go to their rooms for privacy could do so, with no pressure on them to do anything else. It would be difficult to provide total privacy for those residents with dementia as they need someone to keep an eye on their activities for their own safety.

Religious & Cultural Beliefs:

One lady told us she goes to church in Silloth with friends she has made since she came to live here. It was mentioned that there were C Of E clerics who visited the home.

Personal Belongings:

Residents are encouraged to bring as much furniture, or anything else they want to bring of their own for their rooms to make it as much like home as possible. The Office in Charge told us she has fully stripped rooms to make way for her residents furniture and personal things.

Control of your surroundings:

Those residents we spoke to seemed very comfortable with their surroundings and nobody spoke of being out of control, or feeling controlled, rather supported in whatever they wanted to do.

Money Matters:

If able to, residents manage their own affairs. One lady goes to the Building Society regularly for herself in Silloth.

General:

This home was very warm, welcoming and relaxed. It smelt of home cooking, and genuinely came across as a home from home, rather than a residential establishment. Those residents who wandered were aloud to do so without any problems. The staff were very good humoured and relaxed.

Recommendations:

There were no recommendations as a result of this visit

Any areas of Concern:

There were no areas of concern as a result of this visit

Any areas of Best Practice

One lady told us she has grown (mentally) in so many ways since she has become a resident here, she has learned so much. She also told us it was the best thing that had ever happened to her and she was the happiest she had ever been in her whole life! We thought this was worth mentioning as it is praise indeed.

Circulation

Officer in Charge
LINK Governing Body
Adult Social Care
Carer Quality Commission

Contact Details:

Cumbria LINK can be contacted via the Host Organisation,

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