



## **Cumbria Local Involvement Network**

### **Visit Report**

**Lunesdale House, Hale, Milnthorpe LA7 7BN**  
**Date of visit: 14<sup>th</sup> December 2010**

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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:

Chris Abbot, Kay McGregor

Arrangements were made to visit on 14<sup>th</sup> December 2010

A questionnaire was designed by the team to help them gather the resident's 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:**

Lunesdale House is situated in very beautiful surroundings with magnificent views over the Cumbrian hills. The building is very well kept, having a hotel like reception area where visitors are greeted. The Officer in Charge met us on arrival and took us to the rooms of the 2 people they had asked, and who had agreed to talk to us.

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

### **Morning:**

Both ladies we spoke to were either woken up or woke themselves, and had a cup of tea brought to them at 8am. They both said that it now takes them some time to get ready for the day, and can mostly manage on their own, but staff were extremely helpful and would help them with whatever they needed. Breakfast was served for them in their rooms on trays which made it easier for them, as previously mentioned, getting ready for the day took some time. It is important to note that both residents we spoke to felt that they had 'good, helpful relationships with staff' and they were fully confident that they would be supported whenever they needed it. They wanted to be as independent as possible and this was also being well respected, which is very good practise.

After breakfast they can either stay in their own rooms and rest, sleep or go down to the lounge and join other residents for a chat.

They can also go out with friends or relatives if they want to.

There is a hairdresser that attends weekly. One of the ladies told us that her hair is done very nicely by the cook, who used to be a qualified hairdresser.

The staff took care of the medication for the ladies we spoke to, and they were happy with that arrangement.

If they want to go to the doctor they can be taken by staff or the doctor does come to the home if necessary, as does the District Nurse, as does the technician to deal with dentists.

We were told by the owner of Lunesdale House that there were 2 dedicated bath days during the week, but obviously anybody needing to have a bath or shower in between would be helped to do so.

The ladies told us that their laundry was done for them in house, and was returned to them within 24 hours.

### **Lunchtime:**

Lunch is usually served in the Dining room at noon. The food is excellent, and there are choices available. Both ladies told us they were very pleased with the food they were offered and given. If they chose to eat in their own rooms, that would be fine. One lady sometimes had visitors who would bring a picnic, or fish and chips with them and eat in her room, as they came from quite a long way away to see her.

**Afternoon:**

After lunch there is an opportunity to have a snooze, join in some exercises, sometimes there are craft classes, or a variety of activities on different days during the week

Sometimes they can go out with relatives. It is important that they let the staff know when and where they are going and when they will be back, or they sometimes go out on trips with members of staff.

The ladies had their own televisions so could watch whatever channel they chose. Quite often other residents would be asleep in front of television in lounge.

We asked about access to computers but neither of the ladies expressed an interest, in fact quite the opposite.

One lady likes a glass of sherry sometime during the day, and thought there would be no problem with asking for a glass of wine if she or anybody else so wished.

**Evening:**

The evening meal is served at 5pm and is usually soup and sandwiches, there is a choice and once again, the food served is of very high quality. It is all cooked fresh on the premises.

Visitors are welcome anytime so can visit during the evening.

**During the Night:**

One lady was a very bad sleeper and didn't like the nights. She said the staff were excellent if she needed them during the night and would come and have a chat or bring her a cup of tea if she asked, but she didn't ask very often. The sleeplessness was not due to being disturbed by others but was just an issue for her.

The other lady slept very well, but said that there was an emergency bell by her bed that she could push at any time, and staff responded immediately. This gave her confidence and helped her relax.

**Communications:**

One lady had a mobile phone to keep in touch with her friends and family, and the other lady had her own telephone line in her room. She struggled to hear sometimes, but family members would ring the office and leave messages with the staff for her if she was asleep or out of her room when they called.

She always got the messages that were left for her from the members of staff

**Privacy:**

There was no problem for these residents to get privacy as they can go back to their own rooms whenever they want, and close the door on everyone else.

**Religious & Cultural Beliefs:**

Communion is taken on the premises. One lady said she understands it would be difficult for carers to take residents to church, and said that her religious needs were being met on the premises. She would find it difficult to actually go to church now

**Personal Belongings:**

One lady was surrounded by pictures of her family, and she had various articles of her own furniture in her room. The other lady told us that she had brought what would fit into her room.

The owner had a conversation with us around the furnishings, and told us that they do not buy expensive furniture simply because it gets broken or damaged easily. As soon as anything is reported broken it is thrown out and replaced with new. He also replaces all damaged or stained carpets very regularly. It was evident that this was the case as the home had a very pleasant clean smell throughout.

**Control of your surroundings:**

One lady told us that she does not feel in control, but that was not because she was being controlled by anybody or anything, it was due to the changes in her own life. She accepts and acts within the environment of residential care and is quite content. She, quite sadly, told us that her happiness finished some years ago.

One area she did feel 'out of control' of was that she was unable to control the heating in a downstairs room because there are covers over the heating system. she told us that staff are very helpful and offer to open a window for her.

The other lady felt very much in control of her surroundings and her life, and was very contented. She accepted that she needed help and support and was very appreciative of the support she is given

**Money Matters:**

One lady told us a member of her family controls her money matters for her.

**Aides to Maintain Independence:**

There was evidence that any residents who needed help with any mobility problems would get it. One lady we spoke to only needed a walking stick to help her get around.

**Any other comments about living here:**

In answer to this question one lady told us she couldn't fault the place. The staff were brilliant, the food was excellent, they get fresh towels every day, a bath twice a week and they are so well cared for.

**General**

One of the residents who had a room downstairs found the heat, at times, too much for her. She was unable to control

## **Recommendations**

There are no recommendations from this visit

## **Any areas of Concern**

There are no areas of concern

## **Any areas of Best Practice:**

Lunesdale House is comfortable, clean, quiet and peaceful with a lovely relaxed atmosphere.

One of the things the owner of the home, who was readily available to discuss the care given at his home with us, told us that he regularly replaces soiled carpets and damaged furniture, table lamps etc. This means the home smells pleasant throughout, and looks fresh and new for new residents moving into Lunesdale House, and for long term residents alike.

All residents have fresh towels every day

It would seem the staff at this particular home have managed to achieve a good balance of both knowing when to help a resident, and when not to interfere, showing a great respect for people's need for independence and dignity.

## **Circulation**

### **LINK Governing Body**

**Lunesdale House, Hale, Milnthorpe, Cumbria LA7 7BN**

**Adult Social Care**

**CQC**

## **Contact Details:**

Cumbria LINK can be contacted via the Host Organisation,

Cumbria LINK  
Cumbria CVS  
27 Spencer Street  
Carlisle  
Cumbria  
CA1 1BE

01228 512513

[link@cumbriacvs.org.uk](mailto:link@cumbriacvs.org.uk)

[www.cumbrialink.org.uk](http://www.cumbrialink.org.uk)