



## **Cumbria Local Involvement Network**

### **Visit Report**

**Clarendon Grange, Main Road, Great Clifton,  
Workington CA14 1TR**

**February 3<sup>rd</sup> 2011**

# Contents

Cumbria Local Involvement Network (LINK)	3
Purpose of Visit	3
Methodology	3
LINK Visiting Team Findings	4
General	6
Recommendations	7
Circulation	7
Contact Details	7

## **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 resident's 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:

Alan Alexander  
Evelyn Bitcon  
Supported by Kay McGregor

Arrangements were made to visit on Thursday 3 February 2011

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 prompt for the visiting team members. Residents were not given the questionnaires to complete on their own

## **LINK Visiting Team Findings:**

### **On arrival:**

The Visiting team members were made to feel most welcome, and were encouraged to go and talk to residents throughout the building. The home was clean, comfortable and did not have any institutional odours sometimes detected.

### **Morning:**

Residents told us that they were able to take their breakfasts when they wanted it, and were offered options of what they might like to eat.

If residents wanted to lie-in in the morning that was not an issue, it seemed quite flexible and person-centred. One of the residents told us they preferred not to mix with other residents so spent a lot of time, through choice, in their own room. Another resident told us that she slept poorly, but said she could always get a drink in the night if she pressed the buzzer. All residents were offered a coffee or tea mid-morning, with home baked biscuits.

### **Lunchtime:**

All residents were offered a choice of hot cooked food to be eaten either in their own rooms, or in the dining room

### **Afternoon:**

We were told that there is an entertainer that visits the home every six weeks.

Residents can have their hair done by the visiting hairdresser once a week.

There is an occasional tea dance.

Twice a week someone comes in to lead singing, bingo, creating picture postcards or to paint toe/finger nails.

There are regular visitors to the home consisting of relatives, or some local people.

Residents often go out in the afternoons.

One of the members of staff fulfils the role of Entertainments Officer

### **Evening:**

One person spoken to enjoys a glass of wine every night supplied by their son.

Another resident regularly goes to the local pub which is quite near, they are well known locally.

Residents can go to bed when they like, although many go to bed very early.

### **Communications:**

Two of the residents spoken to received regular visits from relatives and friends.

One of them was visited 7 times a week by her husband who had a specially converted car to take her out in her wheel chair. They visit the library in Cockermouth amongst other things as she is an avid reader, of very thick books!

Both she and the staff confirmed that she likes to discuss their personal lives with them!

Other residents have regular visitors, who can visit whenever they want. For those whose relatives cannot visit as regularly, telephone access is made easy.

Residents get their own newspapers delivered.

**Privacy:**

Some of the residents spoken to appeared to prefer to remain in their own rooms watching TV or reading. Some joining the rest for meal times and others preferring not to.

**Religious & Cultural Beliefs:**

We were told that one resident took regular communion on Sunday with a Protestant administrant.

A question arose as to whether or not a Catholic priest was available at any time for those who may require his services.

We were told that the local vicar calls in and brings ladies with her to sing occasionally

**Personal Belongings:**

There was evidence in resident's rooms of them having their own personal things around them.

**Control of your surroundings:**

We were told by both residents and staff that staff listen to residents choices and support them as much as possible to feel in control of their surroundings

**Money Matters:**

We were told by some residents that they have their financial affairs looked after by members of their own family. Others would receive support from members of the staff

**Aides to Maintain Independence:**

One resident with severe post stroke disability had equipment in her room to hoist her to the en suite bathroom. The staff intimated that she didn't take proper advantage of physiotherapy and has found it difficult to come to terms with the result of her stroke.

They have a bar in the building that is open in the evenings, where residents can get alcoholic drinks

Trips out with family and friends are encouraged and supported by staff

### **Any other comments about living here:**

A community bus is used occasionally to take the residents out on a trip.  
A doctor visits the home.  
Dental treatment and eye care require the residents to go out to a surgery

### **General**

Clarendon Grange is a warm carpeted home, with rather nice en-suite rooms. Staff were welcoming, bearing in mind that we were not expected, and co-operative, volunteering information about residents when we asked. There seemed to me to be a very relaxed atmosphere about the place.

Situated on main road in Gt Clifton, Workington it was originally a private home that has been extended over the years to make it more purpose built for the residents.. The turn over of staff is very small, they tend to stay a long time, and are well settled. There was a problem however with recruiting night staff, but this is an ongoing problem

The staff are presently trying out 12 hour shift rotas, and the staff we spoke to thought it was proving to be both better for staff and residents

### **Recommendations**

No recommendations were reported

### **Any areas of Concern**

When we visited it appeared as if the main sitting room suffered from “wallitis” with the TV as the focus of the room and the chairs arranged around the perimeter. It may be that they re-arrange the room at other times of the day, to get away from the ‘waiting room ‘ feel.

Access to a Roman Catholic priest if this is not already happening.

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

The home seemed to be very welcoming, and well established in the local community. The local pub has a good relationship with the home and when one of the residents goes for his usual weekly tippie, they would contact the home if there were any problems.

The fact that staff had remained there for a long time would give residents good continuity and develop good all round consistency

**Circulation**

Manager - Lyndsay Hay  
LINK Governing Body  
Adult Social Care  
Care Quality Commission

**Contact Details:**

Cumbria LINK can be contacted via the Host Organisation,

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