



Cumbria Local Involvement Network

Visit Report

**The Pines , Nursing Care Home, Bongate,
Appleby CA16 6HN
8 February 2011**

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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 establishment.

Methodology

Cumbria LINK were approached by Adult Social Care to carry out visits to specific residential homes named by them, specifically asking for residents views about their care and how 'at home' they feel.

The LINK Visiting Team has been drawn from the membership of the LINK. Those members who volunteered to be part of the LINK Visiting team have received appropriate training in Safeguarding (level 1), Interviewing Skills, Listening Skills and LINK Visiting training. Further training opportunities will be available as and when required

A questionnaire was designed by the team to help them gather the resident's perspectives of their day. The questionnaire was designed to include prompts for the visiting team members. Residents were not given the questionnaires to complete on their own.

If individual residential homes request a copy, this will be sent in advance of the visit. On this occasion four female residents were interviewed by two members of the LINK Visiting Team. This was an unsupported visit.

This particular visit was carried out by the following LINK Visiting team members:

Neil Hughes
Evelyn Bitcon

LINK Visiting Team Findings:

First impressions:

The premises are light and airy, with vegetation around including trees. There is a pleasant outside seating area for when the weather is better than it is now. Evelyn and Neil interviewed four female residents

Mornings:

Residents said that they can get up when they choose. There is a choice of breakfast menu. Residents get their toe and finger nails tended to

Residents can bake if they want to. Their washing is done on a daily basis in the home. Residents have access to daily newspapers, and there are magazines available
The residents told us that they can have baths and showers whenever they are required.

Lunchtime:

All meals are home cooked and there are good choices of food at each meal time

Afternoon:

We were told that there are Bingo sessions some afternoons
Residents who are able and well enough can be taken out shopping if they ask

Evening:

Bedtime is up to the individuals – some stay up late
Alcohol is permitted in moderate quantities

Night time:

Those residents spoken to said that they slept well, and that they felt confident that staff were there to help if they needed them

Privacy and Dignity:

The impression given by those spoken to was that they felt very much in control, and their privacy was respected. They were also treated with respect, and said that if they had any complaints for either themselves or a fellow resident, they would feel confident about raising it, and knowing that it would be dealt with.

Religious & Cultural Beliefs:

There is a church service once a month. Roman Catholic and Methodist ministers also visit, a children's choir comes at Christmas time

Personal Belongings:

Residents can bring their own furniture and property for their own rooms

Control of their surroundings:

Residents can go away for weekends, and are asked to leave details of where they are going.

The overall impression was that those spoken to felt in control of their surroundings,

Money Matters:

They can look after quantities of money, some have their affairs managed by family members.

Aides to Maintain Independence:

?

Any other comments about living here:

There is a stable, long term pleasant workforce

We were told that laundry is done on site daily and returned to residents rooms on the same day

When we asked residents about study opportunities, this seemed a little confusing, but they seemed sure it would be made available if they wanted it, but that they did not feel the need for it

Nurse available 24 hours a day, easy to get a doctor if required

General:

Everywhere looked very well maintained and clean, very much home from home. One of the visitors referred to it as 'up-market' comfort. The décor, soft furnishings and furniture including seating was of a very high standard and beds and chairs were electronically adjustable

The LINK visitors mentioned to the Manager that residents would like more regular church services

Any areas of Best Practice:

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Circulation

Officer in Charge, - approved

LINK Governing Body - approved

Adult Social Care sent to them by email on Monday 4th April

Care Quality Commission sent to the by email on Monday 4th April

Upload onto LINK website

Contact Details:

Cumbria LINK can be contacted via the Host Organisation,

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