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Name of service:	Ruskin Lodge Care Home Swinburne Road, St Helens, WA10 6AW
Date & time:	6 th May, 2015, 1.00pm
Authorised Representatives:	Jane Lowton & Pam Davies
Support team member:	Jayne Parkinson
Contact details:	Healthwatch St Helens 0300 111 0007

Acknowledgements

Healthwatch St Helens would like to thank the staff and guests at Ruskin Lodge, for their valuable time and hospitality during this visit.

About the service

Owned by the Pilkington Family Trust, Ruskin Lodge can accommodate 22 residential guests, providing short-term respite care as well as day-care.

Able to provide support for old age, dementia, physical disability and sensory impairment, Ruskin Lodge originally provided care for ex-Pilkington's employees and their families but now accepts all guests requiring respite or day-care.

Manager: Diane Swift

Team leader at time of visit: Ste Wright

Purpose of the visit

- To engage with guests and staff
- To observe care at the point of delivery
- To identify good working practice
- To identify areas for improvement

Methods used

This was an unannounced visit.

The visiting team used observation through the senses and talking with staff and clients to get a general feel for the environment and care being delivered.

Conversations with guests explored issues such as food and drink, treatment from staff and how they felt in general about their time at Ruskin Lodge.

Discussions with staff explored issues including training, care for residents and facilities.

Summary of findings

At the time of our visit Ruskin Lodge appeared to be operating to a high standard of care, providing a clean and attractive environment with no unpleasant smells. All guests looked happy and well cared for and staff were obviously happy in their work.

One guest told us, *"I call it my little holiday"...*

Results of visit

First impression

The visiting team felt that Ruskin Lodge felt warm and welcoming and attention had obviously been given to creating a stylish yet homey atmosphere, which feels rather being in a small hotel. The building itself is light and airy.

A notice board in the reception area shows photographs of staff with their names and job role. A sign in reception invites visitors to use the comments book to note any complaints.

Staff

Staff turnover is low and most staff are employed directly by the Trust, with a few agency staff to cover for holidays and sickness.

Ruskin Lodge closes for one week each year to provide an intensive programme of staff training in areas such as Food Hygiene, fire safety, Dementia and moving and handling.

Interactions between staff and guests were friendly and non-patronising. Staff were observed speaking to the guests in a warm and friendly manner. We observed staff encouraging the guests to get to know each other which resulted in one lady offering to teach another to crochet.

Staff appeared to be extremely happy in their work and those we spoke to were welcoming and forthcoming.

Recreation & leisure

Personal interests and hobbies are encouraged. Attention and praise was given to one lady who was crocheting a blanket for a member of staff's baby and a staff member brought out some work the lady had produced previously to show to the visiting team.

There are regular activities arranged for various occasions and a resident told us about the pyjama party that she had been to on New Year's Eve.

Ruskin Lodge owns three minibuses which are used for various outings. There is a range of CDs, books and games available and two comfortable lounge areas and a conservatory where guests can relax and socialise. There is a hair salon with stylists visiting weekly and guests can have manicures from the care assistants.

Food & refreshments

Menu selections are explained to guests by staff with several choices available. Snacks are available throughout the day if guests request them.

Drinks are brought around at set times throughout the day and staff will make drinks for guests at other times as requested. A gentleman told us that the staff will make food for them whenever they want and a lady told us she is, *“getting spoilt with all the nice food”*.

Privacy & dignity

Guests' clothing is laundered in batches and returned to them in individual baskets. Hearing aids are kept in containers in the guests' rooms to ensure they do not go missing or get mixed up.

All residents were clean and tidy and looked like effort had been put in to their appearance. Rooms that are occupied have the guests' name displayed outside.

Hygiene & cleanliness

Ruskin Lodge does not have a dedicated team of cleaning staff and cleaning is shared between the care assistants. Trish, the care assistant who showed us around, felt that sharing this responsibility means that they take extra pride in ensuring high standards of hygiene and cleanliness.

Toilets and bathrooms are clean, fresh smelling and well maintained. Fixtures and fittings are modern and stylish.

Safety & security

Visitors have to be let onto the premises by a member of staff and the visiting team were asked to sign in the visitor book on arrival. Other external doors have a buzzer system which activates if they are opened.

Medical care

Medication is administered by Team Leaders. If guests need to see a GP their own practice is contacted or they see a locum from Mill Street Medical Centre.

Additional Comments

The visiting team felt that all of the staff we encountered showed a commitment to delivering the best possible services to their guests. They were open to all questions asked and volunteered information readily.

Despite the visit being unannounced and the manager being on leave at the time of the visit, the staff were not phased and were confidently able to show the team around.

The conversations with guests led the visiting team to believe that Ruskin Lodge is fully meeting their needs and they look forward to their time there.

What the guests told the visiting team: -

“They (the staff) all have smiling faces”...

“They look after you very, very well”...

“Nothing’s too much trouble, day or night”...

Response from Provider

The Pilkington Family Trust accept the Report as a fair reflection of the service being provided.

Disclaimer

Please note that this report relates to findings observed on the specific date stated. Our report is not a representative portrayal of the experience of all service users and staff, only an account of what was observed and contributed at the time.