

# Broadway Nursing Home



## Enter & View

**19<sup>th</sup> April 2022**

**10am-12pm**

**DISCLAIMER** This report relates only to the service viewed at the time of the visit and is only representative of the views of the staff, visitors and residents who met members of the Enter & View team on that date.

### Contact Details

26 Broadway  
Blackpool  
FY4 2HE  
01253 401809

### Person In Charge

Angela Baxendale

### Healthwatch Blackpool Authorised Representatives:

Beth Martin  
Amy Butler

### Acknowledgements

Healthwatch Blackpool would like to thank the residents at Broadway, staff and Angela for making us feel welcome.

## General Information

- Privately owned by 'we care group'
- 27 bedrooms, some of which are en-suite
- 22 residents occupied Broadway Nursing Home at the time of our visit.
- The latest CQC inspection and review rated this home as **Good**.

### Announced visit

## What is Enter & View?

We have the statutory right to carry out 'Enter and View' visits, which involves trained authorised representatives of Healthwatch Blackpool to enter those premises where health and care is provided, to observe the nature and quality of the services. These visits are an opportunity to collect views directly from service users, their family and carers and to observe the quality of the service provided.

The visit was part of our programme of Enter and View visits to care home facilities in Blackpool. The aim of the visit was:

1. To find out about service users' experience of the home in relation to:  
• **Daily Life** • **Quality of Care** • **Activities** • **Involvement of service users and carers**
2. To identify examples of good practice
3. To highlight any issues or concerns from service users and relatives and any ideas for improvements

## Resident Feedback

Healthwatch Blackpool engaged with three residents at the time of our visit. Many of the residents were sleeping and resting during the allocated visiting time. Healthwatch representatives observed staff monitoring residents during the duration of our visit. ADD SENTENCE HERE ABOUT THE AURO

## Daily Life

- “Its good, we have a laugh”
- “My husband brings me the newspaper”
- “I get a daily newspaper”
- “My room is nice and I have a TV”
- “The garden is lovely when the weather is good”

## Food

- “The food is quite nice here”
- “The food is nice, any food you want you can eat”

## Quality of Care

- “I know the staff well now”
- “The staff are very nice, they are a good laugh. It makes all of the difference”

## Activities

- “We have Erin, she is always bringing in new games”
- “There is a party this afternoon”
- “A few of us love to garden”
- “Yes we have dogs too”

## Involvement of service users and carers

- “There is a choice”
- “I can speak to staff if I need anything”



---

## Visit summary and observations

### Pre visit

The visit to Broadway Nursing Home was prearranged as per the Healthwatch Blackpool work plan. The home was notified via letter ten working days before the site visit. The visit was conducted in line with infection prevention control measures and appropriate PPE was worn by visiting staff. Testing and vaccination status information was shared with the care provider on the date of the site visit.

The home was asked to display posters and make residents families aware of the planned visit.

### First impressions

Broadway Nursing Home is situated in South Shore, Blackpool. The home is close to local amenities and is well signposted from the roadside. The home has street parking and there is a ramp situated at the front of the building. The external environment appeared clean and welcoming and the welcome space was well signed with Covid-19 measures information.

We were invited into the home by Angela, the home manager, who gave us a service overview.

Angela explained that the home caters for twenty seven residents currently. On the date of our visit, twenty two residents occupied Broadway Nursing Home and empty bedrooms were under renovation. Bedrooms are on both the ground and first floor and each floor has **two bathrooms**. All rooms have a small washbasin and residents can bring their belongings with them to the home.

Broadway Nursing Home has a small passenger lift and there is a communal lounge and dining area on the ground floor. The rooms were large and airy and the lounge area opened up onto the garden and green space. Angela told representatives that she is new in post, but has worked for 'we care group' for some time. Angela spoke about creating a new ice cream parlour for residents in large garden.

Angela explained that communication with family members and regular visitation has been supported during the Covid-19 pandemic. She informed representatives that the home created a visitor pod, this was also observed. Visitation is promoted at the home, with some loved ones being 'essential care givers'. On the date of our visit, Healthwatch Blackpool observed a visitor coming into the home to visit their loved one.

In relation to the food, Angela stated the home employ two chefs who cook home cooked meals. Residents tend to have a choice with food and can ask if they do not wish to have the options available to them. The home delivers main meals at lunch time, with lighter options such as omelettes, sandwiches and toasties for dinner time. Residents have a choice of hot or cold breakfasts and drinks are supplied throughout the day.

On site, at the time of our visit, were nine staff. The home typically has two cooks, one nurse, five carers, activity coordinator (**three days per week**) and manager. The home does not currently have a residents meeting. However, feedback is regularly gathered via the activity coordinator who often has 1:1 time with residents alongside the wider activity role. The home had copies of the 'review us' literature within the welcome space for visitors and loved ones. The home was quiet and homely with staff welcoming the visit.

Angela explained that all residents have individual call systems and sensor mats to alert staff if support is required. She explained that there is always carers on the floors supporting residents.

## Environment and communal spaces

The environment at Broadway Nursing Home was observed to be welcoming and clean. Representatives saw the Healthwatch poster on display upon entering the home.

Representatives observed one lounge area, the communal corridors, the dining area and shared spaces throughout the home. The lounge was equipped with TV and games, as well as an 'interactive screen' which is used for accessing games and videos, including in other languages. The lounge was bright and had lots of residents photographs and memory photo albums. Residents were observed spending time in the lounge and also resting within their own space.

Representatives saw a copy of the homes newsletter, an easy read menu and the Easter activity schedule within the home. The daily menu and activity schedule were clearly recorded on boards situated in the lounge and dining area. Healthwatch representatives were told that the hairdresser visits weekly and the home now has visiting entertainment back routinely.

Easy read signage was used throughout the home and bedroom doors included pictures of residents to promote orientation. Representatives observed red toilet seat and handrails throughout the home.

## Observations of resident and staff interaction

Healthwatch representatives observed care staff supporting residents and giving refreshments, teas and coffees. We observed staff moving residents into the shared lounge area and engaging in conversations.

Staff engaged with Healthwatch representatives and were accommodating of the planned visit.



## Staff and Management Feedback

Healthwatch Blackpool representatives spoke to two members of staff and the manager of Broadway Nursing Home at the time of the arranged visit. We talked about daily life, care, support and involvement of service users and carers.

Healthwatch Blackpool representatives learnt about the support that the home receives from the wider team at 'we care group'. The home has an active Facebook page and often supports contact via WhatsApp.

All members of staff Healthwatch engaged with have worked at 'we care group' for some time. There was feedback about the team and manager being 'supportive' and 'encouraging'. One member of staff talked about her desire to be a Nurse and the development opportunities within the care environment. Both staff are completing their CHAPS (care home assistant practitioner) training programme course.

Feedback was positive and all staff liked their role within the care environment. Angela explained that staff have access to 'cube learning' so development is always encouraged.



---

## Overall visit summary

Healthwatch Blackpool had a positive experience at Broadway Nursing Home. Feedback on the visit suggested that staff and residents were happy and settled, with comments relating to activities being positive. We saw staff treating residents with kindness.

Residents at Broadway Nursing Home have the freedom to make choices in their daily routine, and feedback was positive.

It was great to observe a clean environment that was being well looked after.

Thank you to all of the staff and residents for being so accommodating.  
Healthwatch Blackpool noted no areas of improvement on this visit.

## Managers feedback

---