



**Enter and View Report**  
**Toray Pines Care Home**  
**April 2014**

<b>Place of Visit:</b>	<b>Toray Pines Care Home</b>
<b>Address of Visit:</b>	<b>School Lane, Coningsby, Lincoln LN4 4SJ</b>
<b>Service Provided:</b>	<b>Nursing and Residential Care Home</b>
<b>Date:</b>	<b>10<sup>th</sup> April 2014</b>

## 1. Background

This piece of work has been carried out by Healthwatch Lincolnshire who has a statutory right to enter and view any publically funded premises. These visits are carried out with the sole intention of gathering information relating to the quality of services provided and gathering the views of patients, relatives and carers of those people accessing and receiving the services.

## 2. Methodology

Trained and briefed authorised representatives were appointed to this piece of work. A questioning framework was produced to enable the representatives to effectively talk with patients, relatives and carers and to make observations during the visits.

## 3. Respondents

There were 6 respondents to the survey undertaken during an Enter and View at Toray Pines care home Coningsby, Lincoln on the 10<sup>th</sup> of April 2014. Of the 6 respondents 4 were residents, and two were family members.

## 4. Findings from Respondent Experience Survey

### 4.1 Food and Drink

The questioning framework included eight questions regarding respondents overall views and experiences of the food and drink provided by the care home.

- When asked whether residents got an opportunity to be involved with making menu option choices, the respondents gave a mixed response. The residents told us there was not a menu choice but both relatives said there was a good choice and they had seen the menu.
- Respondents also varied their responses to whether staff supported those requiring assistance with meals, some were unsure and 'didn't think so' where as others stated that 'there was always someone there to help'. We were told that one carer who regularly helped with his wife was also provided with

meals. Respondents also said they like the fact that meals were cooked on the premises. However, when asked if they were generally satisfied with the provision of food and hydration, 100% of respondents agreed the service was satisfactory and within expectations.

*“Food is very good cannot suggest improvements”; “Good and plenty of it, no complaining”; “Food and drink very good cannot fault it”; Quite happy. Enjoy what I have”*

*“Food adequate and very enjoyable”*

- Breakfast was from 8 am and was a hot meal, lunch was the main meal at 12 noon and an evening meal at 5p.m. which was cold meat and salad or similar. There was coffee/tea and biscuit at 11 a.m., tea and biscuits in the middle of the afternoon and a cocoa at 9 pm, fresh cold drinks were available at all times. We observed a chef who came with a jug of cranberry juice when a resident asked their carer for a drink. The chef spoke sympathetically to all the residents present and was obviously fully aware of their medical conditions and personal situation.
- The residents couldn't comment on whether snacks would be available during the day as they all said the meals were plentiful, they were never hungry and had no need to ask.

## 4.2 Personal Care & Wellbeing

The survey included several questions for respondents regarding their experience of the personal care and wellbeing received from the service provider.

- Respondents gave varied responses with regards to whether there was sufficient staff available to support with personal care needs, many respondents reported having to wait a while before staff arrive when they are called.

*“Yes, but they can be slow to come when called, they forget things promised”,*

*“Have to wait sometimes especially at night”; “Do their very best in fact brilliant, but sometimes not enough of them to care”; “They are nice but have a habit of saying in a minute and then taking ages”; “Everyone treats me with respect; Happy”.*

- The residents all praised the staff however there could be a problem during the night when staff took a while to answer the bell. Incontinence was also

considered a slight problem at times when pads were not changed, as frequently as maybe they should be. One resident said she tried not to ring the bell as she didn't want to be a bother, the visiting team felt that many of the residents grew up in an era when you were taught not to make a fuss, and steps need to be put in place to ensure that they are not missed and give them the confidence to get appropriate help when they need it, irrespective of the time of day. Several residents commented that there were lots of staff about on the day of our visit and that there appeared to be more than adequate staff on the afternoon we were there!

- Everyone spoken to said they had a bath once a week, which didn't seem enough, as most of the residents had some degree of incontinence. They were all very happy that Toray Pines provided them with a secure environment which treated them with dignity and respect.
- None of the residents knew any detail about their care plans but the relatives said they were available to them, one relative told us that plans were discussed and kept up to date although another relative said that to their knowledge care plan had not actually been discussed at that time.
- Medication was dispensed by staff, no residents at the time had capacity to dispense their own medication. None of the residents thought there was a regular review of their medication by a local G.P. as happens in some areas but relatives and residents said that the home could be relied upon to identify the need for medical intervention. The matron had referred one resident to the hospital for investigation and a bed bound patient had received a visit from a GP the morning of the visit.
- Everyone praised the Laundry Service. The laundress had been in employment at the home for many years and it was obvious when we were shown the Laundry Room that a lot of care was taken. There were precious woollies that would have shrunk if not carefully washed, on hangers drying naturally and everything was very well organised. The visiting team also felt that it was highly commendable that some staff such as the laundress, is a long serving member of staff and well appreciated.

### 4.3 Services Provided

All respondents were positive when talking about activities provided and also felt fully engaged with the selection and choice of activity.

- Entertainment appeared to be provided at regular intervals with an Easter Fair due to take place the weekend of the visit, in addition a monthly visit from a singer was also noted. The residents all looked forward to this with enthusiasm and the coffee afternoons where the community are also invited into the home.
- The hairdresser was reported to attend the home weekly and there is a room provided with all the necessary equipment. Families and friends took the residents out to nearby villages for an outing. One resident also looked forward to the special film shows, which were nostalgic for many.
- 100% of the respondents said they found living area cleaned and maintained to a good standard. Only 83.3% felt the provider gave adequate security for personal belongings.
- The visiting team we given access to look into one room, the bedrooms did not have en-suite and although not overly large were of a comfortable size and had a homely feel with photos, drinks and memorabilia on the side table and around the room. All the residents seen, said the rooms were always kept very clean and tidy and there was a respect by staff for their personal space and dignity.

“Enjoy everything, Vision!”; “There is bingo and the ladies get their nails done”; “Enjoy everything, like Easter fair and bingo”; “Very good laundry service”
- 100% of respondents commented that they have never had cause to complain about the service and care provided. 83.3% (5 individuals) had not complained as there was no cause to do so, where as 16.7% (1 individual) would be worried about complaining.
- The quality of care by staff was expressed as the best part of the service provided by Toray Pines Care Home- “Carers (staff) they are remarkable”. As for the worst parts of the service one issue highlighted was that one respondents’ “bed now faces wall instead of window”.

- Those that responded to our visit did not appear to have any concerns or issues apart from the wait sometimes at night, for a response to the bell. They all said if they did have a complaint, they would tell friends and family or matron. Only one family member was aware of the CQC but they all appeared to have confidence that any concerns would be dealt with swiftly, if needed. Another family member had previously discussed any problems with the deputy matron and was very happy with the outcome but commented they would be worried about complaining as the service was brilliant and would not like to cause upset.
- Everyone including family members gave feedback of being very happy with the service provided, with one comment made by a resident, which seemed to put everything into perspective, “It’s just like home from home!”

## 5. General Overview of Observations

- Although the visit was not at a good time to access residents, the care home seemed to be very well run with good management and a good team of workers who appear to have opportunities for appropriate training.
- A resident whose disability confined them to limited access to communal areas, felt safe and well cared for however wished there was more opportunity to companionship and engagement with others.
- Toray Pines is ideally situated within a village location with shops, schools, church etc. and has a safe, easily accessible lawned area for outdoor space. Toray Pines provides a living environment that provides good food, pleasant personal living accommodation, caring staff and where possible good links with the community of Coningsby.

## 6. Recommendations

*In our view the following recommendations are considered in the immediate to short term:*

- *Staffing levels to be reviewed specifically during the evening and night time.*
- *Review the care and frequency of changes for those with incontinence.*
- *In light of the view of a resident/s who felt that either they wouldn’t want to complain, or felt they don’t want to make a fuss, a review of patient and relative access to the complaints/concerns and compliments may need to be revisited.*

- *We request some clarity relating to the bathing of residents, and an indication if the provider feels that bathing once a week is sufficient for residents.*
- *Possibly a review of care plans and reviews, ensure relative and friends are involved and aware and where residents have no family or friends that they receive adequate and appropriate information around their personal plan.*
- *Can you please clarify the process for ensuring patient security of belongings?*
- *Identified areas where social isolation can be an issue, the provider may wish to engage with other services including local petting schemes and St Johns Trust, in addition consider Healthwatch as a future partner as part of our volunteering programme.*

*From our visit we felt that Toray Pines offered a good standard of care and support to both residents and residents and it was firmly acknowledged that staff were held in very high regard at the home in terms of their appreciation of individual care needs and believe that staffing levels need to be reviewed for the benefit of existing staff and residents.*

*Healthwatch wishes to thank everyone involved in the visit and particularly the respondents, staff and Healthwatch authorised representatives. It is acknowledged that if, at any time any patient, family member or carer wishes to talk to Healthwatch relating to compliments, concerns or complaints they can do so in confidence.*

***Following the report being finalised we will then :***

- Healthwatch will submit the report to the Provider.
- Healthwatch will submit the report to CQC.
- Healthwatch will submit the report to LCC or NHS England (whichever is appropriate).
- Healthwatch will publish the report on its website and submit to Healthwatch England in the public interest.

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