

Healthwatch North East Lincolnshire
Enter and View Report for 'Dignity in Care'

Fairways Care Home - Little Coates Road, Grimsby, DN34 4NN

Karen Kerridge – Care Home Manager

Visited unannounced **30th May 2014**

Authorised Representatives

Elaine Flower, April Baker and Jenny Smith

Introduction

Healthwatch North East Lincolnshire (HWNEL) is the new consumer champion created to gather and represent the views of the public. It plays a role at local and national level to make sure the views of the public and people who use health and social care services are taken into account. As part of our work we have powers that allow us to use an 'Authorised' team of representatives to give an independent, transparent and honest view of services provided in local care homes across the area including Grimsby, Immingham and Cleethorpes.

We have agreed a work plan with the North East Lincolnshire Clinical Commissioning Group (CCG) on improving 'Dignity in Care'.

Summary

The overall impression of the home is that it operates to a high standard of care and service provision, with few recommendations being made. The staff are welcoming and appear happy in their roles. They are caring and integrate well with residents and visitors. The environment is warm, clean, bright and homely and residents appeared clean, well dressed and content.

There is a programme of building work being undertaken at present which will provide a further 12 en-suite bedrooms, 4 of which will be rapid response rooms for those people with immediate care needs.

Our Findings

The Enter and View team were welcomed to Fairways by Lisa Ellis, the administrator, who explained that Karen Kerridge the Care Home Manager was away on annual leave. However, Team Leader, Vicky Kempthorne was able to give us an excellent guided tour of the building and provide us with all the information and evidence of care standards that we required.

Dementia Care

The home was built specifically for the care sector and has been upgraded. It provides care for people over 65, the majority of whom have dementia. Yes we spoke to several residents freely and they seemed happy but unfortunately due to dementia we were not able to communicate accurately. There was only one lady who we spoke to that did not have dementia. She was very happy with her care even though her family lived some distance away. No relatives were present as it was an early visit.

Maintaining Dignity

As regards maintaining dignity, all care was undertaken in privacy and all were well dressed, clean and appeared happy. It has 43 ground floor single rooms, most but not all of which have en-suite washing and toilet facilities. Bathrooms were well equipped with hoists etc so their care and dignity was well covered. There are further assisted help bathrooms, shower rooms and toilet facilities along the corridors, all in good condition.

The bedrooms also have showers, are light and spacious and residents are encouraged to bring in their own belongings to personalise their room. Some rooms have bedside alarm mats which alert staff when residents are out of bed during the night.

All treatment and bathing took place privately. Anyone needing the toilet was taken out privately and they were asked if they needed the toilet. Staff spoke with respect to residents who were very attentive; they were checked frequently if they needed any drinks.

Care Quality Commission (CQC) Report says staff integrate well with residents which would indicate dignity and respect is maintained.

Maintaining Independence

The environment has been improved to address the needs of those with dementia. The corridors are painted with different colours, and residents have their name and picture details on their room doors. Many have memory boxes outside their rooms with mementoes and pictures which further enhance the residents' ability to identify their own room.

Hair dressing is provided by two local hairdressers in a dedicated salon.

The environment is warm, well lit and corridors are wide and free from obstructions and emergency exits are clearly visible. The reception area is spacious and welcoming with comfortable seating. A water dispenser, tea and coffee making facilities and biscuits are provided from which visitors and residents can help themselves at any time.

There are three spacious lounges, which are well furnished and decorated with pictures and soft furnishings. Some of the residents art work is on display along with plants and flowers, giving it a homely feel.

Carpets are clean and in good condition. Any soiling or spillage is dealt with immediately by the cleaner. There is a dedicated maintenance officer who has a rolling programme of planned maintenance who can respond to immediate problems as required.

Person Centred Care

Vicky provided the team with evidence of the care planning of individuals' needs, including the 'My Life' documentation and also end of life planning. She gave a detailed account of how each resident is assessed for physical health and mental capacity. She explained that some residents do not have relatives to provide a history of their life which makes individual choice and preference difficult when they have dementia. The home does have several 'Champions' including one for dementia, who represent the needs of those residents affected.

The residents are kept mobile to prevent pressure damage occurring, but if there is any incidence of this, staff contact the District Nurse who advises on a treatment regime and frequency of moving the resident. For residents with a history of falls Hope Street Clinic is contacted for advice.

The complaints procedure and record of complaints was shown to us, though fortunately these were few.

There are regular meetings between relatives, residents and care staff where any relevant issues can be addressed. These meetings are advertised on a board in the entrance, giving plenty of notice to both residents and relatives of dates and times of meetings.

Meal Arrangements

The team met with the cook who explained the meal times and the three week cycle of menus which are changed periodically. The menus were displayed on the notice boards in the sitting rooms. There was a notice board in the kitchen with evidence of all residents' dietary needs so that all care staff are aware of individual's requirements. The dining area was spacious with suitable flooring.

During our visit residents had access to drinks at all times and help was given to those who needed assistance.

Activities

The home has an activities co-ordinator who was present during the visit. There was a list of planned activities available on the notice boards, with an assortment of varied entertainment. On the day we visited, the home was expecting the arrival of some small animals from a local zoo.

Excursions are arranged periodically, the residents being taken by mini-bus to the seaside, garden centres etc. Because of the shortage of volunteers and relatives who can assist during the visits they do not happen as often as staff would like.

Staff Training

Lisa the administrator showed the team the planned comprehensive programme of staff training. All the records are kept updated with most of the training being undertaken by the local authority. Outstanding training needs are flagged up in red for attention.

Exterior environment

There is a central court yard garden with paving and seating areas. The garden around the perimeter of the building is mainly lawn with shrubs.

Because of the on-going building work, access to the gardens by residents has been temporarily restricted because of health and safety issues.

At present there is no exterior smoking shelter for residents and staff, although we were informed that one is planned.

Access

The home is situated on the outskirts of Grimsby and is accessible by public transport. There is a spacious car park with spaces for disabled drivers. Access to the building is gained via an entry control system and visitors are required to sign in and out. Hand sanitizer is provided for visitors to aid the control of infection.

Recommendations

1. Recruitment of further volunteers to assist with outside visits for residents. Contact Voluntary Action North East Lincolnshire (VANEL) to see if they can assist.
2. Erection of the smoking shelter.
3. Attention to the gardens and hard landscaping when the building is completed.

Response to the Report from Fairways Care Home

Recommendations	Response
1. Recruitment of further volunteers to assist with outside visits for residents. Contact Voluntary Action North East Lincolnshire (VANEL) to see if they can assist.	The Home has contacted VANEL and arranged a meeting to discuss volunteer work for 30.6.14
2. Erection of the smoking shelter	As part of the building works a smoking shelter will be built and available from the end of August 2014
3. Attention to the gardens and hard landscaping when the building is completed.	Attention to landscaping and gardens are scheduled towards the end of the building works. The central courtyard is always available for residents to enjoy outside space. The 'back' garden will increase in size once the works are finished, giving the residents even more outside space.