



## **Enter and View Report**

Homefield House

Monday 23<sup>rd</sup> November 2015

# healthwatch

## North East Lincolnshire

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## Report Details

Address	11 Welholme Road, Grimsby, DN32 0DT
Service Provider	Bluecroft Estates Limited
Date of Visit	Monday 23 <sup>rd</sup> November 2015
Type of Visit	Announced / Unannounced (See methodology on page 5)
Representatives	Elaine Flower, Mary Morley & John Revill.

### Acknowledgements

Healthwatch North East Lincolnshire would like to thank the service provider, residents, visitors and staff for their contribution to the Enter & View Programme.

### Disclaimer

Please note that this report related to findings observed on the date listed above. Our report relates to this specific visit to this service and is not representative of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

This report is written by volunteer Enter and View Authorised Representatives who carried out the visit on behalf of Healthwatch North East Lincolnshire.

## What is Enter and View

Part of the local Healthwatch Programme is to carry out Enter and View visits.

Enter and View visits are conducted by a small team of trained volunteers, who are prepared as “Authorised Representatives” to conduct visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement.

Enter and View is an opportunity for Healthwatch North East Lincolnshire to:

- Enter publicly funded health and social care premises to see and hear consumer experiences about the service
- Observe how the service is delivered, often by using a themed approach
- Collect the views of service users (patients and residents) at the point of service delivery
- Collect the views of carers and relatives
- Observe the nature and quality of services
- Collect evidence-based feedback
- Report to providers, the Care Quality Commission (CQC), Local Authorities, Commissioners, Healthwatch England and other relevant partners

Enter and View visits are carried out as “announced visits,” where arrangements are made between the Healthwatch team and the service provider, or if certain circumstances dictate as “unannounced visits.”

Enter and View visits can happen if people tell us there is a problem with a service but equally they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the services first-hand.

### Purpose of the Visit

- To engage with service users of the named service and understand how dignity is being respected in the care home environment
- To observe the care provided at this home, looking at a number of key themes; Food & Drink, Safeguarding, Staffing, Personal Care and Medication
- To observe residents and relatives engaging with the staff and their surroundings
- Capture the experience of residents and relatives and any ideas they may have for change

## Methodology

### **This visit was an announced/unannounced Enter & View visit.**

An announced/unannounced visit is where we send a letter to the care home 6 weeks in advanced of a date we have in mind, letting them know we intend to visit soon. A letter will then be sent approximately one week before the visit date we have and then we will turn up in that week unannounced.

Before each visit our representatives will attend a pre-meet to discuss the latest Care Quality Commission report to gather more information about the place we intend to visit.

### **Summary of Findings**

The home has a high standard of care and accommodation and residents appear happy and well cared for. The Healthwatch team did not identify any concerns at this time.

## Details of Visit

### Environment

The home stands on the corner of Welholme Road and Abbey Park Road. It has a small garden and car park, and overlooks Peoples Park.

At the time of the visit the home was at capacity with 24 Residents, all female. Residents are housed in rooms both on the ground floor and first floor, some of which have an en-suite shower and toilet

There is a controlled entry system and a signing in book at the main entrance and hand gel is available to enhance infection control.

We were greeted by Carol Kirwin, the manager, who was most pleasant and open with us. She offered to take us around on our inspection, and stayed with us throughout. She had a wide knowledge of all residents and staff, the majority of whom have been long term employees.

Throughout the visit everywhere was spotlessly clean with no malodour. Every area was well furnished and decorated to a high standard. Shared bathrooms and toilets were available on both floors. Residents' rooms are spacious and well-furnished and residents are encouraged to personalise their rooms with things from their previous home.

There is a chair lift up the flight of stairs, for use by residents.

All residents' rooms have private telephones and the home has internet access.

### Food and Drink

A fresh water cooler drinks system is available to all residents on the first floor. At the time of our visit all residents were enjoying their mid-morning drinks and snacks.

On admission, all residents are asked about special dietary requirements and their preferences which are recorded in the care plan.

The dining room was set for lunch, it was both clean, airy, and well laid out. Residents are shown photographs of what meals are available on a daily basis, and they have individual choices. Residents can choose whether to eat in the dining room or in their own rooms. Relatives can also have meals in the home with residents.

## Safeguarding, Concerns and Complaints Procedure

These issues were discussed with Carol and she assured us that there are very few incidents that arise. All records were offered to us to examine and she assured us that if anything untoward should arise she would contact the Safeguarding team for advice.

## Safety

Wheelchairs provided are safety checked by the therapy team. Walking aids and footwear are checked by the Hope Street Falls Prevention Team

Fire extinguishers are strategically placed throughout the building and a full fire inspection is undertaken once per year. A sledge is available for evacuation should the need arise, but has only been used so far for staff training.

All hoists are checked six monthly.

## Staff

At the time of our visit staff on duty were seen to integrate well with residents and appeared to enjoy their work. There are 2 staff on duty every night. Three staff undertake 12 hour shifts during the day. One staff member is on duty part-time 7.30-11.30 a.m. and one domestic care staff member works five hours per day. In the kitchen there is one cook, one waitress and one kitchen assistant.

The home has one handyman who works Monday – Friday and he is on call whenever needed to undertake routine checks and repairs.

All staff training is undertaken via Eclipse and covers every aspect of care. A matrix of future planned training and updates were shown to the team. There are several members of staff who are care Champions.

Senior carers are trained in the provision of end of life care.

## Promotion of Privacy, Dignity and Respect

All residents appeared clean, well dressed and comfortable. All care is given in privacy and call bells are answered promptly. Residents are addressed by their preferred name and staff were seen to interact well with residents.

At the time of our visit a resident was having communion administered by her priest in her room. Clergy from the Church of England and Roman Catholic faiths attend on a regular basis.

There is a small lounge in which residents can talk privately with visitors or have time on their own.

Dignity days are held at the home, the next one is in February. A designated member of staff is dignity champion.

Each resident has their own laundry basket to ensure they receive their own clothing back after washing

A hairdresser attends to residents each week.

## Recreational Activities

There is a notice board in the hallway, which advertises the month's agenda of activities, which is extensive and varied. The home has one emergency mobile phone for residents who wish to go outside for walks unattended etc.

There is a planned trip to the Humber Royal Hotel for a 3 course Christmas meal plus a dance on 1<sup>st</sup> December 2015. Transport for events is provided by wheelchair taxi. There will also be a Christmas fair at the home.

The residents enjoyed a day out by the sea and a meal at the Premier Inn in Cleethorpes in the summer.

A full account is recorded of each resident's daily activities.

A garden club is held once per month weather permitting.

The home has the technology so residents can keep in touch with relatives via Skype.

## Medication and Treatment

All medication is locked away in a secure cupboard. Topical creams etc. are kept in a locked cupboard in the individual rooms, and are only applied under supervision. Broadburns Pharmacy attends the home every six months to undertake checks.

The District Nurses attend the home to undertake specific treatments and all care is documented in the Care plan.

## Residents

Residents were happy to talk to the team and appeared happy and content. They enjoy their activity sessions but do not have to join in if they do not wish to.

Some residents that we spoke to said they enjoyed the food and that staff were very good to them and they felt safe.



## Recommendation

The team commend the Manager and her team for the high standard of care provided. There are no specific recommendations at this time.

## Service Provider Response

The manager of the Care Home had no comments to make on the report other than that she was happy with it and that she was pleased how professional our representatives were.

## Distribution

This report has been distributed to the following:

- Healthwatch England
- Care Quality Commission
- Caroline Barley (Contracts manager for HWNEL)
- Julia Wong (Quality Programme Officer CCG)
- Jan Haxby (Director of Quality and Nursing at the CCG)
- Brett Brown (Contracts manager CCG)
- Angela Tew ( CQC Inspection Manager Hull, NEL, & NL)
- [www.healthwatchnortheastlincolnshire.co.uk/enter-view](http://www.healthwatchnortheastlincolnshire.co.uk/enter-view)