

**enter**  
and  
**view**



**Keb House Care Home**  
September 2015

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## Introduction

### **What is Healthwatch North Lincolnshire?**

Healthwatch North Lincolnshire is an independent consumer champion created to gather and represent the views of the public on health and social care. Healthwatch North Lincolnshire plays a role at both a national and local level, making sure the views of the public and service users are taken into account when reviewing service provision.

### **What is Enter & View?**

Part of the Healthwatch North Lincolnshire strategic work plan is to carry out Enter & View visits. Healthwatch North Lincolnshire authorised representatives carry out visits to health and social care services to meet residents, staff and visitors and hear their views and make recommendations where there are areas which may require improvement.

The Health and Social Care Act allows representatives of local Healthwatch organisations to enter and view premises and carry out observations for the purpose of local Healthwatch activity. Visits can include hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter & View visits can take place where people tell us there is a problem with a service, but they can also happen when services have a good reputation – so we can learn about and share examples of what they do well.

Healthwatch Enter & View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about, they will inform the lead officer who will inform the service manager, ending the visit. Similarly, where issues arise during a visit, any concerns are raised with the manager on site so that urgent matters can be addressed. In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the Care Quality Commission (CQC) where they are protected by legislation if they raise a concern.

**Disclaimer:** This report relates only to the service viewed on the date of the visit and is representative of the views of the residents, visitors and staff who contributed to the report on that date.

### **Acknowledgements**

Healthwatch North Lincolnshire would like to thank the care home, the staff, residents and visitors for their contribution to the Enter & View programme.

## Visit Details

### Service Details:

Name and Address	Keb House, Church Lane, Appleby, Scunthorpe, DN15 0AP
Type of Service	Residential home.
Specialism	Dementia, Hearing Impairments and Deafness, Stroke and Visual Impairments.
Registered Manager	Helen Young.
Description of Building	16 single rooms, 1 shared room, 7 ensuite.
Latest CQC Report	10 <sup>th</sup> February 2015: Requires improvement. The service met 1/5 CQC national standards.

### Dates Undertaken:

2pm-4pm, 22nd September 2015.

### Authorised Representatives:

- Karen Cowan
- Annabel Tindale
- Helen Kirk

### Theme of Enter & View:

The experience and quality of life of residents.

### Purpose of the visit:

The purpose of this visit was to:

- Observe the environment and routine of the care home with a particular focus on activities provided for residents.
- Speak to as many residents as possible about their experience of living in the home, looking at personal interactions with care staff and others providing their care.
- Speak to family members visiting residents about their perspective on the care provided.
- Give care home staff an opportunity to share their opinions on the provision of activities and general care provided.

## **Methodology**

This report summarises themes and highlights good practice identified from the Enter and View visit to Keb House.

Healthwatch undertakes engagement on an on-going basis using a local 'Experiences Survey' which identifies any areas of concern with health and social care services as well as identifying good practice. In December 2014, Healthwatch North Lincolnshire produced a report called 'Nursing and Residential Care Homes in North Lincolnshire' which detailed the findings of Enter & View visits to 20 care homes across the area at the request of the People Scrutiny Panel of North Lincolnshire Council. Healthwatch North Lincolnshire is now beginning to produce separate reports for individual care homes that have had Enter & View visits.

This particular Enter & View visit was unannounced but the care home welcomed the visit and invited Healthwatch authorised representatives in. The aim was to speak to residents, family members and other visitors and staff. This visit ran from 2pm to 4pm on the 22nd of September and although visiting schedules do vary per home visited, the questions asked remain the same. Residents' responses were gained through a combination of face to face interviews and questionnaires for staff to complete which were returned anonymously.

Authorised representatives carried out semi-structured interviews with residents, visitors and staff, allowing the questions to be adapted to suit those residents less able to communicate. To supplement the interviews, the Enter & View team carried out observations. Sufficient time was spent on each interview in order to build trust and rapport and to listen to responses to the open ended questions. Questions focused on activities and general care provided.

Some residents in the care home had varying levels of dementia and although Enter & View representatives spent time with them, the responses provided were at times limited due to the capacity of the residents to hold a conversation. In cases where residents were less able to communicate, Enter & View representatives used observation and interviews with staff to gather more detailed information.

At the end of the visit, verbal feedback to the care home manager was provided. Whilst we would not expect all recommendations to be implemented by the care home, we would anticipate that areas of good practice will be adopted where feasible and appropriate. A formal response from the care home is included at the end of the report.

## **Summary of Findings**

Generally residents were satisfied with the care provided at Keb House and were very grateful for the support that staff members offered them. Most of the residents wished to main-

tain their independence as much as possible in the home, but knew that the staff were there to help them if needed.

Residents at Keb House spoke highly of most staff members, but told Healthwatch representatives that some staff members were more sociable than others. Most of them however, were very happy to incorporate social time with residents into their busy work schedules. All residents interviewed found Keb House to be a generally friendly place and they also felt comfortable socialising with fellow residents.

Residents told Healthwatch that they got plenty of food and drink at Keb House, with various meal choices and the freedom to eat where they liked, whether this be downstairs or in residents' own rooms.

Most residents were happy with the opportunities offered to go out of the home and with the activities that were organised to take place within the home. Some residents did not wish to join in very often, but preferred to pursue their own hobbies and staff members respected these decisions.

## **Results of Visit**

### **Layout and Appearance**

Healthwatch Enter & View representatives found Keb House to be reasonably well decorated, clean and welcoming. In the communal area, residents' chairs were placed close together enough for them to socialise with others if desired, though the chairs themselves looked a little worn with some showing stains. There were hand sanitizers at entry/exit points a good attention to cleanliness generally throughout the home.

### **Personalised Areas**

Residents' rooms were well decorated and clean.

### **Individuality and Control**

Residents at Keb House were asked a series of questions to determine the extent to which the care provided was tailored to them as individuals and how much control they had over what they did each day.

### **Do you like living here?**

Residents were asked what they liked most about the care home and if there was anything they thought could be improved. Healthwatch representatives found that most residents were generally very happy in Keb House.

***'I like it here. It couldn't be improved.'***

*'I like living here. Everything about it, I like.'*

### **Tell me about an ordinary day – Is every day the same?**

Some residents at Keb House welcomed some routine whereas others valued days with more variety, but either way the home was accommodating, offered choices where possible and adapted care to meet residents' individual wishes.

*'There's lots of routine but then you know where you are. Staff members always ask what you want and give you choices.'*

*'You can get up when you want. I'm usually up early.'*

### **If you need support getting ready for the day, do staff help you?**

All residents spoken to at Keb House told Healthwatch that if they needed support getting ready for the day, staff were there to help. Residents would try to be independent where possible, doing what they could for themselves, but were very grateful for the help they received when getting dressed and getting around the home.

*'I get help getting dressed and get brought down for breakfast. I can stay down for the day or can ask to go back up when wanted.'*

### **Do you choose what clothes to wear?**

Most residents said that they liked to pick their own clothes for the day and that staff members were happy for them to do this. One resident told Healthwatch representatives that they just wore what staff put out for them.

## **Safety and Support**

Healthwatch representatives wanted to find out if staff supported the residents at Keb House to make healthcare appointments and move around the home safely. Residents were also asked how they felt about staff helping them to do things and to what extent the staff engaged in social time with the residents.

### **If you need an appointment with your doctor, do staff arrange this for you?**

All residents interviewed by Healthwatch representatives confirmed that if healthcare was needed, a doctor or district nurse would visit the home. Staff members also assisted residents in making their healthcare appointments and some residents preferred to do this themselves. A member of staff told Healthwatch representatives that a hairdresser and chiropodist also visited the home quite regularly.

## **Do staff help you move around the home safely?**

Most residents at Keb House told Healthwatch that they were able to move around the home using zimmer frames and chair lifts and that the staff were very good at assisting them to do this. Some residents were able to move around independently but knew that staff were on hand to help where needed.

## **How do you feel about staff helping you to do things?**

All residents interviewed by Healthwatch at Keb House were very grateful for the assistance of staff members in the home.

*'I'm perfectly happy about staff members helping me.'*

## **Do staff have time to talk and listen to you?**

Residents at Keb House mostly spoke very highly of staff at the home, but some residents said that different staff members had different attitudes towards them. Most staff members were described as being very friendly and helpful, but residents told Healthwatch of some inconsistency in the behaviour of different staff members.

*'I like the staff here and get on well with them.'*

*'Some staff members are very nice and would make time for a chat.'*

*'Some [staff members] can be very bossy.'*

## **Food and Drink**

Residents were asked for their views on the quality and quantity of the food provided at Keb House. Healthwatch wanted to find out if there were a variety of meal choices available and if alternatives were provided in case residents disliked the options that day.

## **Are you getting enough food and drink throughout the day?**

Most residents told Healthwatch representatives that they enjoyed the food provided at Keb House and felt that they received an ample amount.

*'I get plenty. There's sometimes too much fruit and veg – teehee!'*

## **Do you get the option of where you can eat your meal?**

Residents at Keb House told Healthwatch representatives that they were given the choice of where they would like to eat their meals each day but that staff members preferred them to eat downstairs. A staff member told Healthwatch that this was for safety and supervision reasons.



*'I have the choice. Sometimes I eat with others and sometimes in my own room.'*

*'Staff prefer you to sit downstairs but you can choose.'*

### **Is there a choice of meals to have? Do you get offered alternatives if you don't like something?**

All of the residents interviewed by Healthwatch said that they chose what to have to eat at each meal but some residents said that often, the options were rather limited.

*'There is not a lot of choice but it is sufficient.'*

### **Outings**

#### **Do you get the opportunity to go out of the home?**

Residents gave a mixed response about opportunities offered by Keb House to go out and about in the community. Some residents were satisfied with the amount of time they could spend outside the home, but others felt that this was limited.

*'Yes, I go out independently to visit my son.'*

*'There are day trips from the home if you want. Garden centres are offered.'*

*'Not frequently but occasionally.'*

*'Not unless you have family to take you out.'*

#### **Is there anywhere you would like to go that isn't already offered?**

Most residents that were interviewed by Healthwatch were satisfied with the range of outings offered by the home but one resident felt that a trip to the seaside would make a nice change.

### **Privacy**

All the residents interviewed by Healthwatch representatives agreed that they felt that their privacy was respected at Keb House. All residents said that when medical visits were needed, they were carried out in the privacy of residents' own rooms or in the quiet room. In all cases, staff members were said to knock on residents' doors before asking to enter.

### **Worries or Concerns**

Healthwatch representatives wanted to find out what actions residents would take if they ever had worries or concerns in the care home. Most residents said that they would go to staff members or the manager of the home about any problems they had. One resident however said that they would tell their family instead:

***'They [staff] don't have time to listen to you. I have to wait until family come. Staff do ask if I'm okay.'***

Despite this, it was clear to Healthwatch that residents had a variety of routes available to them if ever they needed to voice a worry or concern.

## **Activities**

### **Do you like to join in with activities in the home? What activities are provided?**

Healthwatch representatives wanted to find out if there was an adequate range of entertainment and activities provided in the home and residents' views on what was available. A variety of activities were mentioned by residents, including bingo, dominoes, colouring in, painting, cards and games. One resident commented that these activities did not occur frequently. Other residents did not wish to join in activities, but preferred to spend their time pursuing their own hobbies such as watching TV, reading and doing crosswords.

### **Does the care home help you to take part in activities you choose if needed?**

The residents spoken to by Healthwatch at Keb House said that they did not need assistance to participate in activities, but often witnessed staff helping other residents who did require help.

### **Is there anything that you enjoyed doing at home but don't get chance to do here?**

At Keb House, residents were able to take part in activities that would have been part of an everyday routine in their own homes. This included helping out with watering plants and washing up if residents that wished to do so.

## **Loneliness and Visiting**

### **Do you find it easy to make friends here?**

All residents interviewed by Healthwatch representatives said that they found it easy to make friends at Keb House and that there were plenty of people to talk to, staff and residents alike. Most residents interviewed had lived at Keb House for many years and were very happy with the social aspect of wellbeing at the home. This was particularly important to residents with no friends or family outside the home.

## **Are friends and relatives able to come and visit you here?**

All of the residents spoken to were very satisfied with the visiting hours available as the care home allowed friends and relatives to visit whenever they liked. Healthwatch therefore found Keb House to be very flexible in this way, as many care homes operate restrictions on visiting such as protected meal times.

### **General**

## **Is there anything else you would like to tell us about your stay in this care home?**

The interviews with residents ended on a positive note, with general comments about the effective running of the care home and how residents enjoyed living there.

## **Conclusions**

**A number of themes have emerged from the experiences of residents, visitors and staff which are detailed in the findings from this Enter & View visit to Keb House.**

### **Support**

Staff members at Keb House were praised by residents for their attention to ensuring that residents were supported in order for them to go about their daily activities. Staff members helped residents get ready for the day and to move around the home safely when needed. Residents who were not in need of this support knew that staff members were on hand to help if ever the necessity arose and residents were very grateful for the support.

### **Food and Drink**

Residents at Keb House told Healthwatch that they were generally happy with both the quality and quantity of the food offered. Alternatives were offered where necessary but some residents would have liked more choice in meal options available.

### **Staff**

Most residents found staff members at Keb House to be friendly and the majority managed to find time in their busy schedules to socialise with residents in the home. From the interviews we found that this social aspect was particularly important to those residents without friends or family outside the home. Some residents however, said that the attitudes of staff members differed depending on the individual. Some were described as 'nice' and 'friendly' whilst others were said to be 'bossy'.

## **Recommendations**

Overall, it is important to share with care home staff the positive feedback from residents and visitors following this Enter and View visit, and to celebrate the areas of good practice identified in this report. However, the following recommendations for improvement are based on the findings of the visit on the day:

- 1) Care home to ensure that all staff members engage with residents in a way that demonstrates friendliness and understanding.
- 2) Care home to consider reviewing the current menu to offer more choice in meal options where feasible.

## **Response**

Following the statutory period of 20 working days in which to respond to Healthwatch recommendations, no response has been received from Haverholme House at the time of publication.



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