

Enter & View Care Home follow up report

We have recently followed up the implementation of recommendations made in Enter and View reports as follows:

Meadows Care Home

Recommendations

- That checks are made on the locks on the toilet /bathroom doors to ensure that the engaged sign is not displayed when they are vacant.
- That care be taken in ensuring that the preferred mode of address for each resident is respected.

Follow up visit comments 08/05/2015

We spoke with Angela Kirman who is the registered manager of Meadows Care Home.

Although Angela appreciated the Enter & View visit and the work Healthwatch does she expressed her disappointment with the recommendations saying that these were not a priority for her as she preferred to put the Care of the residents first.

Angela went on to explain that the resident in question regarding the preferred mode of address has dementia and her preference changes daily.

Angela raised a good point mentioning she is unable to constantly check the toilet locks on the door as some of the residents and especially those with dementia lock them and some don't . Unless she was to remove the locks completely, taking away privacy altogether, then she would be unable to monitor them on a daily basis.

Fairways Care Home

Recommendations

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

Follow up visit comments 08/05/2015

We spoke with Vicky Kempthorn who was the Shift Leader for Fairways Care Home. Unfortunately, the registered manager was on sick leave.

Vicky wasn't certain if the Care Home had contacted VANEL or not about volunteers but mentioned they were still struggling for volunteers.

The smoking shelter hadn't been erected. We were told in the original response from the Care Home "*As part of the building works a smoking shelter will be built and available from the end of August 2014*" Vicky mentioned that they were in the process of finding the best place to erect the shelter. We asked where the current smoking shelter was and we were shown a Gazebo frame without the cover which we were told had been blown away.

We asked if they were able to source a replacement and Vicky said she would look into it.

The gardens and hard landscaping had been rectified. This was only a problem at the time because of the on gong building work.

The Old Library Care Home

Recommendations

There are no specific recommendations at this time other than the planned improvements to the corridors be carried out in order to raise standards for residents with dementia.

Alterations to the garden will aid independence and security.

Follow up visit comments 13/05/2015

We spoke with Angela who is the registered manager for the Old Library Care Home.

Although there were no specific recommendations, our representatives were told on the visit of plans to improve the corridors and also alterations to the garden area.

Angela showed us the lovely garden area which had since had a higher iron fence erected which as mentioned will help aid independence and security.

Angela also showed us the improvements to the corridors with makeshift shops and windows with pastime items helping residents reminisce and helping those with dementia.

Ashlea Court Care Home

Recommendations

- That the damp patch near the bathroom should be rectified.
- That the items near the fire exit be cleared.
- That staff name badges should be worn at all times.
- That efforts are made to provide a more concerted daily activities programme that engages residents.

Follow up visit comments 13/05/2015

We spoke with Kelly who is the registered manager for Ashlea Court Care Home.

Although Kelly originally responded with an action plan for our recommendations when we first published the report she was more than happy to show us they had been implemented.

The damp patch was not a damp patch but an area where repainting was needed. We checked and concurred that this was dry to the touch and would be rectified in due course.

There were no items blocking the fire exit.

The staff were wearing name badges.

Kelly mentioned that they were in the process of shaking up their activities programme. As we were there, they were in the process of removing the activities coordinator working station to encourage the coordinator to engage with residents more throughout the home.

Cloverdale Care Home

Recommendations

- 1 The carpets and soft furnishings need to be refreshed to reduce the smell of urine.
- 2 Contact with a continence nurse advisor may assist in helping individual residents to improve continence or advise the use of products that may help to contain the problem.

Follow up visit comments 13/05/2015

We spoke with the Shift Leader Lorraine Gladding at Cloverdale Care Home.

Unfortunately when we walked into the building the smell of urine was still quite prominent. We brought this to the attention of Lorraine and she mentioned that the cleaners were doing all they could. Lorraine went on to mention that they were struggling to rectify the smell because the foundations of the building means that they have a floating floor so the material under the carpet absorbs the urine, so cleaning the carpets doesn't do a great deal.

She mentioned that to help combat the problem they are in talks quarterly with the incontinence nurse. They have since provided the Care home with thicker pads for the residents to help with accidents.

We asked if they could speak to either handyman or owner of the Care Home to see if they could look into sourcing a material to go between the floating floor and carpet to stop the floor absorbing the urine. She mentioned she would look into this for us.