



**enter**  
and  
**view**



**Gresham Lodge Care Home**  
November 2016

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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 and View visits. Authorised representatives of Healthwatch North Lincolnshire carry out visits to health and social care services to meet residents, staff and visitors and hear their views. Recommendations are then made on areas which require improvement.

The Health and Social Care Act allows representatives of local Healthwatch organisations to enter and view premises, which receive public funds 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. 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) for more information about whistleblowing.

**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 and View programme.

## Visit Details

### Service Details:

Name and Address	Gresham Lodge Care Home 255 Ashby Road Scunthorpe, DN16 2AB
Service Provider	S Marjara
Type of Service	Residential Care Home
Registered Care Categories	Dementia, Old Age, Younger Adults
Specialism	Alzheimer's
Registered Manager	Mrs Pauline Hewitt
Description of Building	Single rooms 13, shared rooms 4, day care, respite care available
Latest CQC Report	15/12/15 – rated good overall
<b>Please note that the provider of this service has now changed to The Poppies Care Home Limited and was registered with the CQC on 12/08/16. The CQC has not inspected Gresham Lodge since the change of provider.</b>	

### Dates Undertaken:

29<sup>th</sup> June 2016, 1pm – 3pm.

### Authorised Representatives:

- Amie Carlyle
- Helen Kirk
- Jane Brown
- Denise Fowler
- Jean Donald (Observing)

### 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 Gresham Lodge Care Home.

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.

This was an unannounced Enter and View visit. The aim was to speak to residents, family members and other visitors and staff. This visit lasted two hours and was carried out on Wednesday 29<sup>th</sup> June during lunch time where the procedure surrounding meal times could be observed. Although visiting schedules do vary per home visited, the questions asked remain the same. Residents' responses were gained through face to face interviews.

Authorised representatives used semi-structured interviews with residents and visitors, allowing the questions to be adapted to suit those residents less able to communicate. To supplement the interviews, the Enter and 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.

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 they are given full consideration. A formal response from the care home is included at the end of the report.

## **Summary of Findings**

Overall, residents were satisfied with the care provided at Gresham Lodge.

Residents and Healthwatch representatives regarded staff at Gresham Lodge highly, as they provided the support that residents needed whilst enabling them to retain a level of

independence. Staff assisted residents to move around the home safely and helped them to get ready for the day.

Residents' feedback on the food at Gresham Lodge was very positive, both regarding quality and quantity. Residents were able to select what they wanted to eat from a menu with alternatives available if residents did not want the choices on offer.

Residents at Gresham Lodge confirmed that visitors were allowed at any time and that they were able to stay in touch with friends and family outside of the care home.

## **Results of Visit**

### **Layout and Appearance**

Healthwatch Enter and View representatives found Gresham Lodge to be warm and well decorated with a neutral colour scheme. Rooms were comfortable, spacious and clean with cupboard / storage space. Photographs of family were displayed within residents' rooms and in "Family" boxes, on the outside of room doors. The communal dining room had round tables so that residents could eat together, alternatively residents could choose to eat in their own rooms. There were no trip hazards although the fire door to room 1 and the laundry did not close. Some positive health and safety practices were identified, however, including:

- A fire plan grab box
- A wall mounted apron dispenser outside the sluice room.
- Antibacterial hand wash

### **Staff**

During the visit staff were found to be polite and friendly and available to help residents with personal care matters, including: assisting residents to the toilet and shower room. Staff also looked professional and wore appropriate clothing including disposable aprons.

Staff appeared keen to improve services through feedback, for example, consultation with residents and relatives revealed that residents wanted more time in the garden and staff are now looking into this.

### **Available literature**

Enter and View representatives identified that the CQC's rating / report for the home was not visibly displayed. However, other information was found within the care home including a restaurant style menu, displayed in the dining area, and a safeguarding guidance booklet on mental capacity and deprivation of liberty. In addition an activity board in the entrance was up to date with trips and activities listed.

## Individuality and Control

Residents at Gresham Lodge Care Home were asked a series of questions to determine the extent to which the care provided was tailored to them and how much control they had over what they did each day.

### Do you like living here?

Overall the residents spoken to said that they liked living at Gresham Lodge. Residents commented that the atmosphere was nice and that there was enough food.

*‘I like the atmosphere’*

*“I like living here, there’s plenty of food.”*

However, one resident believed that they had not always received their medication on time and another said they felt they had no alternative to staying at Gresham Lodge.

*“My only concern is with my eyes. The medication for this on a night is a bit late. I can do this myself but they don't let me anymore.”*

*“I don’t have any other choice. I feel like the longer I’m here, the further away I am from getting home.”*

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

On the whole residents seemed contented with having a structured routine to their day with only one resident commenting that every day seemed the same.

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

All residents spoken to at Gresham Lodge said that staff members were very supportive and provided the assistance they needed. One resident gave an example of how they had fallen out of bed and received help straight away.

### Do you choose what clothes to wear?

Healthwatch North Lincolnshire wanted to find out if residents at Gresham Lodge were given the opportunity to choose their own clothing. All of those interviewed said that they were able to select what they wanted to wear.

## Safety and Support

Residents were asked if staff assisted them to move around the home safely and what support was available to them when booking doctor’s appointments. 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 residents.

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

#### **Do staff arrange your transport to the surgery?**

None of the residents spoken to highlighted a problem with staff arranging appointments with GP surgeries or with staff arranging transport. Indeed a couple of interviewees commented on the help provided and seemed satisfied with the service.

*“Staff and friend/carer help”*

*“my appointments come in the post and staff put them in their diaries and arrange transport for me”*

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

Those surveyed informed Healthwatch representatives that they were able to move around Gresham Lodge safely, using wheelchairs and walking frames when needed. It was also identified that staff provided assistance when required.

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

All respondents spoken to were positive about the level of support they received from staff. One resident explained that there was no embarrassment even when personal care was required.

None of the residents mentioned a problem with the call buzzers', however, during the visit a Healthwatch representative noticed that a call buzzer from one resident's room took a while to answer.

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

The majority of those interviewed felt that staff had the time to talk and listen. Only one resident felt that staff had not got time. Examples of comments include:

*“Yes, the interaction with staff is very good, though some are better than others”*

*“Staff are friendly and always talk”*

*“They haven't got time, they're very busy. I'm in my own room most of the day. Occasionally residents chat to me if they pass.”*

### **Food and Drink**

Healthwatch representatives wanted to find out if residents at Gresham Lodge had enough food and drink and whether a choice of food was provided.



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

Residents were asked for their views on the amount of food and drink available to them. All of those who answered felt that Gresham Lodge provided enough and that the meal times suited them. Examples include:

*“There's snacks in between meals”*

*“There's too much, I don't need a three course meal.”*

*“The meal times are the same as I had when I lived at home. I didn't really eat much then but I do now!”*

*“meal times suit me”*

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

The majority of those interviewed confirmed that they had a choice as to where they wanted to eat, with 50% confirming that they generally ate in their rooms.

## Do you like the food here?

All of the interviewees gave positive feedback about the food provided at Gresham Lodge. One interviewee said that staff asked residents what they wanted to order from a daily menu. A relative visiting the care home also mentioned that staff provided alternative food choices if residents wanted something else.

## Outings

In order to find out about the social activities available to residents Healthwatch representatives asked interviewees questions about their opportunities to go out of Gresham Lodge.

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

Comments received around the opportunities to go out of the home included:

*“The Mallard and Queensway but nobody wants to go for a meal.”*

*“Every 4 weeks we go out with the owner's wife for a meal in a mini bus.”*

*“We've been to Scarborough. It was a nice day out.”*

The above comments suggest that there is mixed opinion about leaving the home to go out for meals. Day trips, however, seem popular amongst residents although one resident commented that more trips could not be offered due to resource limitations.

***“Yes there are some trips sometimes but it's not practical to offer any more than that. They just don't have the resources to deal with it.”***

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

None of the residents spoken to had any suggestions as to where else they would like to go that is not already available to them although one respondent mentioned that the home has asked for feedback following their last trip and that staff are collating the information to identify where to go next.

### **Privacy**

The Residents interviewed felt that their privacy was respected at Gresham Lodge and stated that staff knocked on resident's doors before entering, an example of this was witnessed by a Healthwatch representative during the visit. All residents who had required medical visits said that these had been carried out in the privacy of their own rooms.

### **Worries or Concerns**

Most of those interviewed said that they would talk to staff if they had any worries or concerns. One resident stated that they had a concern about their eyes as medication in an evening can be a bit late. The resident stated that they can do this themselves but that they were not allowed to.

### **Activities**

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

The majority of interviewees did not want to participate in the group activities provided, instead they preferred solo activities such as knitting and listening to the radio. One resident stated that they sometimes joined in with the group activities but that this depended upon which other residents were involved.

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

Of those consulted only one person commented on staff assisting them with activities. The resident said that staff can help but that “it has to go through the hierarchy first.”

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

When asked if there was anything interviewees enjoyed doing at home but no longer had a chance to do only one resident replied, stating that they used to go to church.

## Loneliness and Visiting

Loneliness can be detrimental to peoples' emotional wellbeing and mental health. Healthwatch representatives, therefore, felt it important to understand the contacts residents had both inside and outside the care home.

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

Most interviewees had made at least one friend since residing in the care home, however, one resident stated that they had not made any friends despite being at Gresham Lodge since the previous summer. Throughout the interview this resident, had mentioned their lack of interaction with others at the care home, examples included:

*"I'm in my own room most of the day. Occasionally residents chat to me if they pass"*

*"I don't join in with activities, I'd rather be quiet"*

From the comments it appears that the individual wished to spend time by themselves, which may be why they had failed to make friends. It was unclear what action staff had taken to help integrate the individual into the care home community.

### Are you able to stay in contact with friends outside the home?

Residents were asked if they were able to stay in contact with friends outside of Gresham Lodge. All of those who answered said that they were able to stay in contact with friends, with two commenting that they had their own telephones.

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

All of the residents spoken to said that friends and relatives were able to visit. Two respondents added that visitors could come to the home at any time. Gresham Lodge Care Home therefore offered residents the freedom to maintain important connections with those living outside of the home. However, during Healthwatch's visit one of the representatives was asked to leave a residents room whilst a member of staff hoovered and dusted, whilst this task is important some flexibility could have been shown for residents with guests.

### Any additional feedback?

Two residents provided additional feedback, both were positive:

*"I am well looked after"*

*"Mandy is really nice".*

## **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 Gresham Lodge Care Home.**

### **Care home environment**

Overall Healthwatch representatives found Gresham Lodge: warm, inviting and clean with neutral decoration. Residents also had plenty of food and support was provided when required.

### **Staff**

Both residents and Healthwatch representatives felt that staff were supportive of residents and provided any assistance required, including personal care. Residents also felt that they could raise any concerns or worries with staff and privacy was respected.

### **Choice**

During the Enter and View visit it was noted that residents were given choices over many aspects of day to day life, for example, residents can select what they would like to eat from a menu and if residents do not like what is on offer then alternatives are provided. Residents are able to choose where to eat, whether in their own rooms or in the dining room. Residents are also free to choose the clothes they would like to wear and assistance is provided if necessary.

### **Consultation**

The consultation, by Gresham Lodge, with residents and relatives, highlighted that residents would like more use of the garden, which is now being looked into. In addition residents have also been consulted on organised trips and this information is currently being analysed. Consultation with residents to improve service provision is regarded as best practice.

## **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 recommendation for improvement is based on the findings of the visit on the day:

- 1) Gresham Lodge's Care Quality Commission rating / report should be clearly displayed.
- 2) A robust procedure should be implemented that ensures residents always receive their medication on time.
- 3) Wherever possible flexibility should be shown for residents with visitors, for example, dusting could be postponed until visitors have left. This will help to ensure that residents have quality time with their guests.
- 4) Staff to be mindful of loneliness and isolation and to try and support new residents in finding friends within the care home, where residents agree.

## Response



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