



## **Enter and View Report**

St Margarets Nursing Home

Tuesday 22<sup>nd</sup> August 2017

# healthwatch

## North East Lincolnshire

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## Report Details

Address	Littlecoates Road Grimsby DN34 4NQ
Service Provider	Sun Healthcare Limited
Date of Visit	Tuesday 6 <sup>th</sup> June 2017
Type of Visit	Announced / Unannounced (See methodology on page 5)
Representatives	Ruth Creasey, Sue Hobbins, Mary Morley & Carol Watkinson

### 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.

### Summary of Findings

- Residents were treat with dignity and respect
- Appears to be a happy and well run home
- We did not see any name badges or any board to identify who the members of staff were
- Staff presented themselves well and were well trained
- A well run recreational activities programme
- A few doors that should have been closed when no staff were present were left open.
- Residents and relatives confident in raising concerns if they have any

# Details of Visit

## Environment

The Home is situated on a main road surrounded by lawns and pleasant gardens. We entered via two sets of doors which were both open and waited in the entrance until a member of staff informed the manager of our presence. There was hand gel by the counter and also a signing in book. The notice board gave information of events and the entrance hall was bright and cheerful and fresh.

We were welcomed by the Manager Debbie Cousins and her Deputy Claire. We were informed that although registered for 59, there are at the moment 44 residents.

We split into two groups accompanied by Debbie and Claire to enable us to see as much as possible. The rooms are all very bright and clean and have outlook on to the gardens; only 2 are en-suite but the others have hand basins and there are several toilets in each section of the home. It was noted that the toilet in Mews wing had no call bell.

The time of our arrival meant that some residents were leaving the dining room having had lunch, others were in a small TV room that had a memorabilia corner. There were also books, CDs and DVDs available.

In the laundry room, although no staff were present and the sign on the door said it should be closed at all times when no staff were present, the door was wide open.

Storage cupboards and sluices had no locks and also had open doors.

A few concerns were raised regarding the open door policy and the safety aspect for vulnerable residents but we were assured that this had not caused any problems. Also, the open door to the smoker's room which was again open to the garden.

## Food and Drink

The dining room is bright and cheerful and has a men's section at the far end. The floor covering is easy clean and the day's menus were on the white board. We did notice that the clock in the dining room was not working.

## Safeguarding, Concerns and Complaints Procedure

We spoke with two different resident's relatives and they were both aware of the complaints procedure in the home but they both said, if they had any problems, they were comfortable and confident enough to go straight to the manager.

## Staff

Staffing is 2 Nurses on duty by day and 1 by night. 5 Care staff by night, 12 in the morning and 11 afternoon/evening. 3 Domestic Staff, Cook and Kitchen assistant.

Training is undertaken on a regular basis through distance learning, Care plus and in-house.

The staff all wore smart uniforms but had no name recognition badges and we didn't see any board to identify who the members of staff were.

## Promotion of Privacy, Dignity and Respect

There are five Dignity champions but none specifically for Dementia. Two of the residents attend local group meetings and also the Company meeting at Barnsley.

## Recreational Activities

Activity co-ordinators, Mel and Iris, have a rolling programme 7 days a week, and the notice board showed colourful reminders of all the different things to do.

This appears to be a happy and well run home, proof of this was the successful Garden Party that had been held at the weekend when residents and staff had all taken part and raised a good deal of money.

## Medication and Treatment

Medication was stored and locked away safely.

The nurse administering medication to residents was professional and treated them with dignity and respect.

## Residents

Quite a lot of the residents were in their rooms, by choice or because of health needs. All had drinks to hand in the room. One lady told us that her health had improved in the four months that she had been there.

One resident was high in praise and said how quickly the call bell was responded to at the home and another said they could wait up to fifteen minutes.

## Relatives and Friends

The lady we spoke to who mentioned her health had improved in the four months she had been at the home had her daughter comment that she was very happy with the care her mother received and confirmed her health had improved.

## Recommendations

We would like to thank Debbie, Claire and the staff for a very courteous welcome and for assisting us with our visit. We have made some small recommendations below.

- Ensure laundry door is kept closed
- Fix/replace dining room clock
- Look at safety regarding access and egress

## Service Provider Response

Debbie Cousins (Manager) said: “We are happy with the report and it was a pleasure to meet the ladies who attended“.

## 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)
- Lydia Golby (Lead nurse-quality 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)