



## **Enter and View Report**

Orchards Care Home

Monday 18<sup>th</sup> September 2017

# healthwatch

## North East Lincolnshire

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## Report Details

Address	13 Peaks Lane New Waltham Grimsby Lincolnshire DN36 4QL
Service Provider	Care People Private Limited
Date of Visit	18 <sup>th</sup> September 2017
Type of Visit	Announced / Unannounced (See methodology on page 5)
Representatives	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 treated with dignity & respect
- The home feels very homely and person friendly
- All residents appeared clean and well dressed

# Details of Visit

## Environment

The Orchards is a care home in New Waltham on a main road easily accessed by local transport. There is a small car park at the front of the premises.

The home is registered for 21 residents, 2 of the rooms are double but used as singles. At the time of our visit there were 18 residents which were all ladies. 9 of these rooms are en-suite.

Access is by a secured front door, the door was opened promptly on our arrival. The inner entrance was warm complimented by a signing in visitor's book which we were requested to use. Sanitizer was placed next to the book. There was a staff photograph board clearly displaying staff and role also identifying Dignity Champions which were a diverse mix of staff roles.

The manager welcomed the team and was willing to accompany us or was willing for the team to look around at our leisure, we accepted both options.

On our way round the home we noticed there was a door sign posted Boiler Room which was unlocked.

Fire protocol was clearly visible throughout the building.

There was a sitting room which was warm and welcoming with fresh flowers on display. We accessed unoccupied rooms which were all clearly displayed with the residents name and were personalised with residents own belongings. A local optician has volunteered to donate new door posters for residents and the home are awaiting these.

There were 2 bathrooms downstairs and 1 upstairs, all windows were suitably held with retainers.

## Food and Drink

The dining room tables were laid for tea, the main meal was served at lunch with a choice. A board displayed pictures of various items for tea which was a lighter meal. The room also utilised as a craft room with several photographs of events they had enjoyed. Residents had a beaker beside them whilst sat in the main room. We observed staff taking hot drinks to residents.

## Safeguarding, Concerns and Complaints Procedure

There was a notice displaying the complaints /concerns procedure. We asked a member of staff how complaints/concerns were dealt with which we were told the manager was keen to resolve concerns as soon as possible. The manager was always seen about the building and her office was clearly marked.

We asked the member of staff if they were aware of safeguarding and how to report it and they were aware and are comfortable in reporting any issues that may arise.

### Staff

We were informed there were 3 staff plus Manager and cook in the day and 2 staff at night. At the time of our visit we were informed some staff previously taken on as apprentices had joined as regular members. However some staff had left and the home were waiting on new members to start. We were told staff were always willing to undertake extra duties so it did not impact on residents care. We did not observe any staff wearing name badges .The home have taken students from College and 3 of these were retained.

## Promotion of Privacy, Dignity and Respect

All staff were observed to respect the privacy and dignity of all residents.

### Recreational Activities

No activities coordinator was in place but we were informed a staff member undertook this duty daily from the board displayed with the activities. On our visit an outside visitor was giving a talk to the residents who all appeared to be interested. Special occasions were celebrated, this was evidenced by photographs. Staff also took residents in wheelchairs to the local public house. Until recently the home had a dog which came in with a resident but unfortunately this dog died and due to costs will not be replaced, however a dog does visit daily with its owner and the residents enjoy this. There is a secure outside area with chairs and tables. A singer attends monthly and the local vicar also attends monthly. A hairdresser attends weekly which they have done for many years.

## Medication and Treatment

The medicine cupboard was locked. Residents maintained their own GP and had outside professionals when required.

## Residents

At the time of our visit 4 residents were placed on DOLS and the manager was awaiting authorisation on other referrals.

There were regular residents meetings and we were shown minutes of the August meeting. The manager informed us that any resident or relative/friend could meet with her at any time.

We spoke with a woman who was colouring in the lounge and she told a member of the team she was happy there but sometimes you had to wait if staff were busy when you pressed the bell. She also said her room was kept locked as one resident sometimes entered it.

## Relatives and Friends

Unfortunately we were limited to talking with residents and visitors due to the gentleman giving his talk about his recent holiday in America to all of the residents.



## Recommendations

The team would like to extend our thanks to Dianne, her team and residents for welcoming the team and making it such an enjoyable visit. Overall we experienced a friendly and caring environment.

- To ensure the boiler room door is locked as it is accessed from communal area.
- Sanitizer placed in a wall mounted holder with a display notice requesting visitors to use it.

## Service Provider Response

Dianne Ashburner (Manager) said: I was very pleased with the report. We do our utmost to create a home from home atmosphere for our residents. The positive comments made by the Healthwatch team are much appreciated and have been fed back to the staff and our Directors.

## 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)