



Enter and View Visit



Place of Visit:	Glendon House
Service Provided:	Residential/Dementia Care
Number of residents:	31
Service Address:	2 Carr Lane, Overstrand, Cromer, Norfolk, NR27 0PS
Service Provider:	Mr & Mrs R Smart
Date and time:	30 January 2018 2 - 4 p.m.
Authorised Representatives:	Sonia Miller Esther Harris
Report Published on:	8 March 2018



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About Us

We are the independent champion for people who use health and social care services. We exist to ensure that people are at the heart of care. We listen to what people like about services, and what could be improved and we share their views with those with the power to make change happen. We also help people find the information they need about services in their area.

We have the power to ensure that people's voices are heard by the government and those running services. As well as seeking the public's views ourselves, we also encourage services to involve people in decisions that affect them. Our sole purpose is to help make care better for people.

Our report is not a representative portrayal of the experiences of all residents and staff, only an account of what was observed and contributed at the time.

This report relates to the visit on **Tuesday, 30th January 2018**

The visit also takes into consideration the fact that some of the residents spoken to may have a long-term illness or disability, including dementia, which will have an impact on the information that is provided.



What is Enter and View?

Part of Healthwatch Norfolk's work programme is to carry out Enter and View visits to health and social care services, to see and hear how people experience care. The visits are carried out by our authorised representatives. We can make recommendations or suggest ideas where we see areas for improvement.

The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies.

Enter and View visits can happen if people tell us there is a problem with a service. 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 service first hand.

Healthwatch Enter and Views 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.

Acknowledgement

Healthwatch Norfolk would like to thank the staff at **Glendon House** who spent time talking to us. Thank you also to the Manager of the home for helping us to arrange the visit.

We recognise that providers are often able to respond to us about any issues raised and we include their responses in the final report.



Summary of findings

This is what we found as a result of speaking with the staff at **Glendon House**

- Relatives told us that they were very satisfied with the care given
- The home was comfortable, friendly and warm
- A wide variety of activities are offered to residents
- Residents told us they enjoyed their meals



Purpose of the visit

We are carrying out a number of visits to care homes over the coming months to look at how the wellbeing of the residents is being catered for.

We will be looking at the environment and surroundings in the care home, the relationship between residents and staff and how residents are involved in decision-making about their activities and food choices.

We will speak to staff and residents about the meals they are served, the care they receive from the staff and the activities which are arranged for them both in the home and within the community.

We will also talk to family members and visitors if they are at the home when we visit.

What we did

These visits are being carried out using our power to Enter and View. This is Healthwatch's legal right to visit places that provide publicly funded health or adult social care services, to see and hear how people experience those services. Each visit is carried out by a team of trained volunteer and staff Authorised Representatives.

Our focus is on the wellbeing of residents and to obtain an overview of the care they are receiving.

We selected the care homes to visit in liaison with the Care Quality Commission and Norfolk County Council and notified them of the visits.



Findings: Observations

The entrance to the home is along a pleasant driveway leading to the main front door which had a keypad entry buzzer on the outside wall.

We went into a small porch area where we signed in and were met by the Deputy Manager who showed us round the home where we spoke to staff and residents.

The large entrance area is open, airy and welcoming. There is comfortable seating for residents, pictures on the walls and a fish tank.

There are two cats who live at the home.



Physical Environment

The home is on two levels with stairs and a lift for staff and residents. The main lounge has a homely feel with a large bay window overlooking the front garden, comfortable chairs, tables with books and a television.

The home has a warm, comfortable and homely feel which is easy for residents to move around.



There is a large conservatory/lounge area which has a wall of doors and windows where residents have access to a secure courtyard area. The conservatory is clean and bright and also has a corner set up as an area of interest for residents to browse.



There is a smaller lounge area which the Manager is planning to make into themed room with a pool table and dart board to provide a different area of interest for the residents.

There are also several quiet alcove areas where residents can sit with relatives.



We were shown two bedrooms which were a good size and comfortably furnished. Each room has a plaque on the door with the resident's name and photographs and a few words about their lives and/or interests.



Garden

The home is set in very pleasant grounds with a fenced garden at the front which is well maintained with seating.



There is also a secure courtyard area accessed from the conservatory and we were told residents can move freely in and out of the area as they wish during the day.

Meals and Nutrition

Meals are freshly prepared in the kitchen which is adjacent to a pleasant dining room. Residents told us that the food was good and they enjoyed their meals.

Menus are displayed on the wall, with pictures, and we were told that residents are shown the prepared meals so they can make their choice.

Drinks are available throughout the day and are readily provided, as we observed during our visit.

Activities

There is a good range of activities offered to residents daily and a weekly programme is displayed on the wall. These mostly take place in the dining room and residents were enjoying a parachute and ball game during our visit.



There are two activity co-ordinators which enables group and individual activity for those who prefer to remain in their room. Residents are encouraged to be involved in domestic duties and we were told that there is one resident who likes to help lay the tables at meal times.

Outings are organised locally and further afield when a coach is hired. The home arranges fundraising activities and we were told that a garden party was organised in the summer. Friends and relatives are encouraged to visit and accompany residents on trips.

Dignity and privacy

All the residents appeared happy and we were told that residents are encouraged to be independent. Residents were tidy and well presented and there were no unpleasant odours.

Staffing

There are 7 staff in the morning and 6 in the afternoon, in addition to 2 activity co-ordinators. There are 3 staff on duty at night. The Manager is actively recruiting additional staff and there are agency staff currently working at the home.

One member of staff told us that she could not think of a better dementia care home that she had worked in.



Ideas to take forward

- Make contact with Age UK Norfolk to investigate renting/borrowing equipment. We agreed to send the Manager copy of the Dementia Friendly Norfolk guide
- Continue with recruitment of permanent staff
- Complete re-design of small lounge to a “mens room”

Response from Glendon House

Thank you for taking the time to visit Glendon House, and allowing us to demonstrate the quality of life that we aim to deliver to our residents. We are delighted to inform you that since your visit the Small Lounge (Men’s Den) now has a fully functioning pool table and darts board- these are both proving very popular especially with our Gentleman residents.

We are also awaiting the delivery of a fruit machine for this area. Recruitment is ongoing.



Contact us

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