



Enter and View Report

Carisbrooke Care Home

Friday 12th February 2016

healthwatch

North East Lincolnshire

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Report Details

Address	35 Welholme Road, Grimsby, DN32 0DR
Service Provider	Diamond Care (2000) Limited
Date of Visit	Friday 12 th February 2016
Type of Visit	Announced / Unannounced (See methodology on page 5)
Representatives	April Baker & 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.

Before each visit our representatives will attend a pre-meet to discuss the latest Care Quality Commission report to gather more information about the place we intend to visit.

Summary of Findings

The home has a high standard of care and accommodation and residents appear happy and well cared for. The Healthwatch team did not identify any concerns at this time with just one minor recommendation.

Details of Visit

Environment

Carisbrooke Home is an imposing 3 story building in a residential area within a short walk from Bargate with a good public transport link, and opposite a public park . The Service Provider is Diamond Care (2000) Limited .The building is accessed from the road with limited car parking off road, it does have ample unrestricted street parking opposite. It is Home to 11 Adult Residents with Learning Disabilities.

The building is accessed by a secure front entrance with a signing in/out book, hand sanitizer, and compliments and complaints box clearly signposted. No odours, and very warm and welcoming.

The ground floor has 2 sitting rooms .dining room/activity area, kitchen, laundry room (recently relayed concrete floor) all residents having individual clothes boxes, toilets , separate shower room which did have a damp odour with no visible signs of damp and a wall mounted heater

First floor bedrooms accessed by stairs with a stair lift which we understood to be used by one resident independently. The rooms all have hand basins with none being on suite, there are toilets and bathroom on this level. All room were adequately furnished some in need of minor maintenance which did not detract from the overall comfort. All rooms depicted the individual likes and interest which were easily recognised. No Names or identifying signage on the door. Two rooms were shared, one of these was sympathetically divided to maintain privacy for each other. The second floor also accessed by a smaller staircase also has bedrooms and shower/ toilet facilities.

Food and Drink

Weekly meetings with residents were held to choose the next weeks menus which were clearly displayed in the dining room with pictures of their choice. The daily choice also in pictures on a separate board clearly visible. Snacks and drinks were freely available.

Safeguarding, Concerns and Complaints Procedure

We understood there had been 2 reported minor safeguarding incidents and the manager was aware of the procedures for reporting such incidents. The complaints and concerns were addressed as required.

Staff

The manager Mr Dean Smith was very welcoming and willing to show the team around.

On the day of our visit there were 4 staff members, the manager was taking a gentleman to Scunthorpe Hospital for treatment. Usually there are three staff in the morning, two in the afternoon, two at night one on duty one sleeping. Other residents attend day care at Foresight, Cromwell Road and Mind.

The staff had all been together for many years some eight, nine, thirteen years. They appeared to have a genuine interest, residents were comfortable with them, staff were able to understand the needs of the residents who had difficulty communicating. Family managed the finances of 3 residents the others were managed by Focus with the Manager having access to money for their personal needs, submitting the receipts to Focus.

Promotion of Privacy, Dignity and Respect

There is a dignity champion and a knowledge champion. A sensory deprivation certificate was on display. Monthly newsletters were published.

Recreational Activities

Activities for the week were chosen by residents, several new activities have been introduced, one of the staff's roles has now encompassed the position of co-coordinator. There is large board with the weeks planned activities. The residents also have pub lunches, trips to pleasure island etc. They have film nights together, one resident is taken to home and away football matches.

Residents

The residents we saw all were appropriately dressed, appeared to integrate with staff comfortably and commented they can go to their room to watch television but prefer to be all together as a family.

Recommendation

The team would like to extend our thanks to the Manager, Staff, and residents for their compliance shown to them on this visit, their efforts to create a calming environment and the high standard of care provided.

- The only recommendation would be to possibly put pictures/photographs on resident's doors to help identify their rooms.

Service Provider Response

The manager of the Care Home had no comments to make on the report other than that he was happy with it and that he was pleased how professional and polite our representatives were.

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)
- Jan Haxby (Director of Quality and Nursing at the CCG)
- Brett Brown (Contracts manager CCG)
- Angela Tew (CQC Inspection Manager Hull, NEL, & NL)
- www.healthwatchnortheastlincolnshire.co.uk/enter-view