



Healthwatch Doncaster
Report on Enter and View
Follow up visits to
Plantation View, Cantley
Adeline House, Thorne
China Cottage, Carcroft

Undertaken on

12 March 2019

By

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1 Introduction

Part of the local Healthwatch programme is to carry out Enter and View visits. 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 be undertaken if people tell us there is an issue 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 service first hand.

Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and acting as a critical friend make recommendations where there are areas for improvement. Under section 44 of the NHS Bodies and Local Authorities (Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch) Regulations 2012 providers have a duty to respond within 20 days outlining any action that they intend to take in respect of the report or the recommendations therein.

In order to measure the impact of the Enter and View Programme locally Healthwatch Doncaster carry out follow up visits approximately 3 months after the original visit to see what progress, if any, has been made against the actions the providers have told us they intend to take.

This report outlines the findings of recent follow up visits.



2 Recommendations and Follow Up Findings

2.1 Plantation View Care Home, Cantley, Doncaster

**Healthwatch Recommendations from their visit conducted on
18 October 2018**

To facilitate health and safety, we strongly recommend that urgent consideration be given to ensuring that all lounges are staffed when in use by residents. We appreciate that there is no simple solution to this issue but, based on what we saw and heard and given the residents' complex dementia needs, we feel that their health and safety could be compromised if this is not addressed.

In addition, we feel that the following suggestions for minor changes would further enhance the experience for residents:

- That dementia friendly clocks be provided in lounges and communal areas.
- All toilet seats should be coloured and contrast with the white toilets. This would be dementia friendly and facilitate dignity and independence.
- The dementia friendly signage in parts of the home should be replicated throughout the home.
- Fully functioning alarm cords, accessible from the floor in case of falls, should be present in all residents' toilets.
- That all handrails be painted in a contrasting colour to make them clearly visible.
- The activity timetables would be easier for residents to access if they were in a larger print and displayed towards the bottom of notice boards. To reduce potential confusion perhaps a daily timetable could be considered.
- Free choice crafts, games and activities could be visibly available.
- That the badly stained corridor carpet be replaced if it can't be effectively cleaned.



Provider response to above recommendations

The provider submitted the following response:

Thank you for visiting Plantation View. Firstly I would like to thank you for all the positive feedback within your report. I have forwarded the report to our regional care director so that they are aware of the recommendations you have made regarding the environment. All recommendations have been added to the home's development plan. In addition:

- A request has been made to our maintenance for handrails to be painted a contrasting colour where this is not already apparent.
- An order has been placed for the remaining toilet seats to be replaced with those of a contrasting colour.
- An order has been placed for two dementia friendly clocks.
- I have spoken to the activities co-ordinator to ensure that some appropriate activities are made readily available.
- Maintenance has replaced pull cords where required so that they are all fully functioning.

Findings on follow-up visit conducted on 12 March 2019

As part of the follow up process we look at the specific recommendations we made, whether the providers made a commitment to implementing these in their response and what, if any progress has been made towards this at the time of our visit. Here are our findings:

- Dementia friendly clocks - these were now in place
- Contrasting colour toilet seats - these were now in place
- Dementia friendly signage - was not fully in place at the time of the visit.
- Alarm call cords in resident's toilet facilities sited in communal areas in all but one case had been lengthened, we pointed this out to staff.
- Contrasting colour hand rails - hand rails had been painted in a contrasting colour since our last visit
- Larger print activity timetables - these had been produced and were in evidence in every lounge
- Accessible pastimes being available to all - we were shown baskets in every communal area containing a variety of activities for all abilities that was permanently in situ.
- Stained carpet - as stained area of carpet had been replaced.

Conclusion: Overall we were very pleased with the progress made towards taking on board our recommendations.



2.2 Adeline House Care Home, Thorne, Doncaster

Healthwatch Recommendations from their visit conducted on 30 August 2018

Overall we were very impressed with the outcomes of the visit. There are a few suggestions for minor changes that we feel we could further enhance the experience for residents:

- That the home's newsletter be provided in a larger print version for those residents that require it. This would enable them to read it when they wish to rather than having to wait for assistance.
- The Dementia friendly tablet in reception could be relocated to the lounges for the benefit of the residents.
- The home should consider replacing toilet seats with a coloured ones. As this would be Dementia friendly and facilitate dignity and independence. All toilets in the newly refurbished section do already have these.

Provider response to above recommendations

Teresa and the team very much enjoyed welcoming Healthwatch into the home to observe the good quality care we provide to our residents. The positive feedback obtained from residents and visitors is so lovely to hear and demonstrates the good work our team of loyal staff do each and every day!

As stated in the report areas of the home have been refurbished to a very high standard with all other areas highlighted on our decoration programme. We have worked very hard to ensure the environment is safe and comfortable for our residents with a homely atmosphere and it is lovely to have this recognised.

The newsletter is now displayed in larger font. The home will consider the purchase of more dementia friendly tablet clock for the communal areas and the purchase of coloured toilet seats has already been identified as part of the decoration programme.



Findings on follow-up visit conducted on 12 March 2019

As part of the follow up process we look at the specific recommendations we made, whether the providers made a commitment to implementing these in their response and what, if any progress has been made towards this at the time of our visit. Here are our findings:

- Larger print newsletters to promote independence- the home had taken this on board and there was evidence of this at the time of our visit.
- Relocation of Dementia friendly clock for the benefit of residents - this had not been done but we were told that the lounge areas were due to be re-decorated and that clocks would be purchased to compliment the new decor.
- Contrasting colour toilet seats - two of the toilets that we saw in the communal areas of the home had contrasting seats the remainder did not.

Conclusion:

There was evidence that our recommendation regarding the newsletter had been taken on board and we were told of the intent to implement the second regarding clocks as part of the re-decoration programme. The recommendation regarding contrasting toilet seats had not been adopted and we were not given any indication as to if or when this will happen, other than in the initial response from the home stating that this will form part of the decoration programme.

2.3 China Cottage Care Home, Carcroft, Doncaster

Healthwatch Recommendations from their visit conducted on 18 October 2018

We would recommend:

- Having two distinct notice boards- one with notices indicating Fire Evacuation Plans, Complaints Procedure and notification of Doctor's visits. With a second board for more general notices such as activities, trips etc.
- Introducing colour contrast toilet seat raisers.
- Putting dementia clocks with day/time/date/ a.m. p.m. in communal areas.



- To ensure that drop down rails in toilets are contrasting colours.
- Introducing Dementia signage on upstairs toilets and relocating dining room signage to where it is more easily visible.
- That alarm cords be hanging to floor level at all times in case of falls.

Provider response to above recommendations

Many thanks for your feedback from the enter and view visit to China Cottage, it has certainly helped identify a few improvements which could be made, and I attach a copy of the improvement plan I have put together which will commence immediately. The home until very recently was a nursing home and catered for a different service user group. I would just like to comment of the following;

2.5 It was noted that there were no dementia clocks/Calendars.

In my experience of caring for people who experience dementia, I feel the use of the produced dementia calendars is not always overly beneficial. The look of them can be very institutional and does not always give the homely feel I find is much more important and beneficial in supporting people to feel secure and safe.

What we do instead; there are two very clear clocks on display, one in the dining room and one in the corridor near the door. Both are very visually placed. The day and date are displayed on the board in the dining room along with the activity of the day. The day is clearly displayed on the menus placed on each table. The board in the corridor gives the date and day. There are daily newspapers in the lounges each morning. Communication between staff and resident is encouraged to ensure verbal prompts 'its time for breakfast' 'for your lunch would you like' etc

What we plan to do; Purchase a clock which states morning or night.

The upstairs toilet seats did not have colour contrasting seats.

Out of three toilets one has a contrasting seat, the other two toilets that are very rarely used do not. However, it is on the action plan to replace these.



A relative told us she is unaware of any relative's meetings

The resident's/relative's meetings are displayed on the notice board next to the doctor's visit list. There is dates for sept and November. All relatives received a copy through the post. The next years dates will be published before the end of December for the full year the next one due in Jan. To encourage attendance from relatives.

The daily Sparkle is mentioned;

The last one dated May as they are put out for people to take a copy. It's a great tool for families visiting to do with relatives. I also do a monthly news letter which is in the stand next to the daily sparkle and put out in the lounges.

An outside company come out to deliver chair-based exercise

We have pulse come once every four weeks to deliver chair based exercise, we also have Beckie who comes in to deliver motivational sessions where she does brain simulating exercises and quizzes.

The complaints procedure was not seen

The complaints procedure is displayed next to the pictures and food hygiene rating mentioned in the report in the front entrance. Also, in the corridor near the lift. I also send out relative satisfaction reviews which contain the complaints procedure. These go out in the post to all relatives. There is also a copy in the statement of purpose and within the service user guide.

Findings on follow-up visit conducted on 12 March 2019

- Re-organisation of notice Boards - notice boards had been re-organised and tidied.
- Contrasting colour toilet seats and rails -Contrasting toilet seats and rails had been fitted in all but one toilet, the Manager assured us that this would go in the maintenance book to be dealt with at the earliest opportunity.
- Lack of Dementia friendly signage on the upper floor of the home -Dementia friendly signage at been placed on all communal room doors on the upper level of the home.
- Alarm cords - Alarm cords were hanging at the correct levels

Conclusion: Overall we were very pleased with the progress made towards taking on board our recommendations.



