



Healthwatch Doncaster
Report on Enter and View
Follow up visits to
Thorndene, Doncaster
Chapel Garth, Bentley
Oldfield House, Stainforth

Undertaken on

24 July 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 Thorndene, Doncaster

**Healthwatch Recommendations from their visit conducted on
27 February 2019**

- For all staff, review training and awareness of fire evacuation procedures as not everyone was able to explain these to us and add fire procedures to the displayed fire plans.
- Replace residents' white raised toilet seats with coloured ones that contrast with the white frames and toilets. These would be dementia friendly and facilitate the dignity and independence of those with dementia.
- Remove the dementia friendly staff toilet sign (on the upper floor) or lock the door as this toilet is accessible to residents and does not have an alarm cord.
- Attach security fastenings to all opening windows.
- Review data protection procedures as members of the team were able to see a resident's information in an open folder on the drugs trolley.
- Be aware of the health and safety implications of unattended items on the staff staircase (accessible by residents) as this was a trip hazard for staff and potentially residents.

Provider response to above recommendations

The provider did not submit a response. The home has now changed hands.

Findings on follow-up visit conducted on 24 April 2019

It was not deemed appropriate to undertake a follow up visit at Thorndene due to the change of ownership since the original visit was undertaken. However, the new owners have been in contact and a meeting will be arranged in the near future to discuss Enter and View and the report findings.



2.2 Chapel Garth, Doncaster

Healthwatch Recommendations from their visit conducted on 14 March 2019

- All alarm pulls in residents' toilets should be extended to just above floor length.
- Ensure that all visitors use the signing in book as a matter of routine.
- Replace residents' white raised Mowbray toilet seats with coloured ones that contrast with the white frames and toilets. These would be dementia friendly.
- Replace white grab rails and bars in toilets and bathrooms with coloured ones to make them more visible.
- Check that clocks and the calendar show the correct time and date.

Provider response to above recommendations

The provider did not wish to add anything

Findings on follow-up visit conducted on 24 July 2019

- Alarm cords were not tied up but some did not reach the required length and it was suggested that this should be a consideration in case of falls.
- The signing in book appears to be in regular use and is being kept out of the reach of residents, on entry the staff are directing visitors to the book.
- Toilet seats and grab rails have not been replaced, the Manager was unavailable at the time of the visit in order to ascertain whether this is on a maintenance plan for the future.
- Clocks and calendar showed the correct time and date at the time of the follow up visit.



2.3 Oldfield House, Stainforth

Healthwatch Recommendations from their visit conducted on 5 March 2019

We recommend some minor improvements:

- To ensure that toilets are dementia friendly with contrasting toilet seats, contrasting fittings to aid mobility and using the toilet, e.g. grab rails and drop down rails.
- That notice boards are de-cluttered and information checked to ensure that it is not out of date.
- To consider having a newsletter for residents/ visitors outlining what was planned etc.
- To use dementia friendly signage around the building and to replace those missing from toilet doors.
- For those residents who wash/bathe by themselves consider making tap markings are clear as to which is hot or cold.
- To keep checking that alarm cords are always hanging free (On day of visit we had to untangle two)
- To replace pull cap on pull cord in toilet near the dining room.
- There is a rolling maintenance programme and it was noticed redecorating taking place. Advice was given when it was overheard that a handrail was to be painted same colour as wall, (Handrails need to be in a contrasting colour to make it easier to see)

Provider response

In response to the report that I have received as a result of your visit on 05.03.2019 issues highlighted in 2.5 Result of visit are as follows

- In the front porch there is no indication of how to get into the home. This has now been rectified and a notice is prominently displayed on the key padded inner doors.
- There is a sign in the front porch asking visitors to use the hand sanitizer, but no dispenser. This has now been addressed with appropriate signage.



In response to the recommendations in 2.6 We recommend some minor improvements.

- To ensure that toilets are dementia friendly with contrasting toilet seats, contrasting fittings to aid mobility and using the toilet e.g grab rails and drop down rails.

Contrasting toilet seats have already been ordered and we are awaiting a visit from our Dementia Specialist Manager on 24.04.2019 to discuss other suggestions.

- The notice boards should be decluttered, and information checked to ensure it is not out of date.

Full audit of notice boards carried out

- To consider having a newsletter for residents/visitors outlining what is planned etc

The home does have a regular newsletter for the home for relative's, friends and clients.

- To use dementia friendly signage around the building and to replace those missing from toilet doors.

Full audit of all signage undertaken, missing signage replaced as necessary.

- For those residents who wash/bathe themselves consider making tap markings are clear as to which are hot and cold

This issue will be reviewed if applicable.

- To keep checking that alarm cords are always hanging free (on day of visit we had to untangle two)

To be checked as part of the managers daily walk round.

- To replace pull cap on pull cord in toilet near the dining room

Removed as part of the old call system.



- There is a rolling maintenance programme and it was noticed that redecorating taking place. Advice was given when it was overheard that a hand rail was to be painted the same colour as the wall. (hand rails need to be a contrasting colour to make it easier to see.)

When any redecoration takes place we will ensure that the hand rails are of a contrasting colour.

Darran O'Donnell

Registered Manager

Findings on follow-up visit conducted on 24 July 2019

- Contrasting toilet seats have been ordered and fitted we saw evidence of this however the Manager is not pleased with the colour as it does not provide a sufficient contrast and he is taking steps to remedy this.
- Notice boards had been de-cluttered and updated.
- Issue with hand sanitiser in the porch had been rectified.
- Dementia friendly signage was in place.
- Tap markings remain the same.
- Alarm cords are hanging free, some of the cords seen at the previous visit were belonging to the old call system and have now been removed to avoid confusion.
- The pull cap on the light cord near to the dining room was still missing.
- Painting of the corridors is still underway and the plan is to ensure that the handrails are contrasting colours.

