



Healthwatch Doncaster
Report on Enter and View
Follow up visits to
Woodlea, Doncaster
Stenson Court, Balby
Roman Court, Mexborough

Undertaken on

7 August 2019

By

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1

Contents

1 Introduction 4

2 Recommendations and Follow Up Findings

2.1 Woodlea5

2.2 Stenson Court..... 6

2.3 Roman Court7



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 Woodlea Care Home, Doncaster

Recommendations made after our visit conducted on 17 April 2019

We were pleased with the things we saw and experienced on the visit. However, we felt that some small improvements could further enhance the resident's experience:

- As there are some residents that have some level of Dementia diagnosis we would recommend that to aid independence, resident's toilets have contrasting colour toilet seats and dementia friendly signage on doors.
- Alarm cord in toilets need to extend down to a few centimeters from floor level so they are accessible in the event of a fall. The cords in the toilets we visited were tied up we would recommend that these be untied.

Provider response to above recommendations

The home responded by confirming that they have ordered contrasting coloured toilet seats and that all alarm cords have been extended.

Findings on follow-up visit conducted on 7 August 2019

- Toilet signage has been updated with dementia friendly signs.
- Toilet seats and raisers have been replaced and are now contrasting colours.
- Alarm cords were not tied up and had been fitted with rigid plastic coating as a safety measure. Some of the cords did not fall to the ideal length.



2.2 Stenson Court, Balby

Recommendations made after our visit conducted on 15 May 2019

- All alarm pulls in residents' toilets should be free hanging and extended to just above floor length.
- Replace residents' white toilet seats and riser 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 and dementia friendly.
- To increase visibility, corridor handrails should be painted in clearly contrasting colours.
- Check that clocks are working and accessible to all.
- To ease access for residents with dementia, main activities timetables should show activities for the current day only.
- Written activity timetables, recently introduced by head office, are not dementia friendly.
- Have separate notice boards for different types of information e.g. policies and procedures separate from information for relatives.
- Ensure that names on all residents' door signs are on a white background and clear to read.

Provider response to above recommendations

Re Alarm pulls in toilets-

I will be speaking to Ian Hind Wellbeing and Dementia Manager on his visit to Stenson Court on the 12th June about how we can manage this.

One of our residents who enjoys walking around independently uses the pull cords in the toilets like a tie this has been witnessed a few times in the past so for his safety we made them shorter.

This has not been a problem at any time due to our most vulnerable residents are supported to the toilet by care staff and monitored.

Toilet seats and hand rails-

Residents have not had any problems using the toilet with white seats.

This would have been picked up by myself or care staff on observations.

White seats look very clean and nice were I think darker coloured seats look very cold and unfriendly.



The hand rails around the corridors and bathrooms are a good idea I will be discussing this with Ian on his visit.

I do think different colours will brighten the corridors up.

Check clocks are working and accessible -

A new battery has been put in the clock.

To ease access for Dementia, Activities timetables should show activities for the day only -

Gail our activities coordinator is rearranging the activity board just to show activities for the day which I agree on the more advanced dementia unit.

On our residential side it is important to have a planner with activities on throughout the week because most of our residents like to look at the board daily even though they have dementia they are all at different stages and have capacity in most areas.

Family and friends like to see the weekly planner because on some occasion families will come along and share the experience with the loved one.

Not having a planner restricts choice.

Here at Stenson Court we work, manage and adapt to each of our resident's needs

Notice board -

There is a notice board for relatives in the foyer with the relative meeting schedule attached.

I have organised the boards to be more explanatory.

Door Signs -

The two door signs have been changed with the name at the top. Residents are involved in choice and one of our residents wanted to design his own.

Thank you for your support and visit.

Findings on follow-up visit conducted on 7 August 2019

After a visit by the home's Dementia Advisor the following actions have either taken place or are on the home's development plan:

- Rigid plastic casing for alarm cord has been ordered
- A dementia friendly clock has been purchased and is in use in the dementia unit.



- The timetables and notice boards have been re-configured as suggested.
- Handrails in the corridor are on the development plan.

2.3 Roman Court, Mexborough

Recommendations made after our visit conducted on 2019

We have only minor recommendations to make, these being:

- Make toilet signage consistent through the home.
- All alarm cords should hang to within 6mm of the floor; this was not always the case.
- Rectify the colour contrast of the short section of handrail.

Provider response to above recommendations

Maricare appreciate your positive observation and report of Roman Court. We always welcome people to come and see what Roman Court is about and see the care provided.

We have taken into account your recommendations and are working to put these in place.

Findings on follow-up visit conducted on 7 August 2019

- Toilet signage throughout the home remains the same.
- Alarm cords are not now tied up but some do not reach the ideal length in case of fall.
- The handrail remains the same colour as the wall.

