

Enter and View report

Hambleton Grange Care Home, Thirsk

August 2022

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Background

What is Healthwatch?

Healthwatch North Yorkshire is the independent champion for people using local health and care services. We listen to what people like about services, and to what could be improved. We share these views with the people who have the power to make a difference.

What is Enter and View?

Part of the local Healthwatch programme is to undertake enter and view visits. Our team of authorised representatives conduct the visits to local health and social care services to find out how services are being run and make recommendations where there are areas for improvement. These are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with our safeguarding policies.



Details of the visit to Hambleton Grange Care Home

Service address	Station Road, Thirsk, North Yorkshire, YO7 1QH
Service provider	Ideal Carehomes
Date	26 August 2022
CQC rating	Good
Care home manager	Sandra Anderson
Contact number	01845 523 837

Summary

Purpose of the report

In this report, we summarise the findings gathered during the visit on 26 August 2022, as well as feedback shared through survey responses gathered before and after.

Purpose of the visit

- To visit and gather views of the residents and their relatives and the experiences of the services provided.
- To observe the ongoing care being provided for the residents and their interaction with staff and their surroundings.

During the visit

Our enter and view representatives visited the home and spoke with residents, residents' relatives and friends, and care home staff.

We heard from 23 residents, 5 residents' friends or family members, and 4 members of staff whose feedback forms the basis of this report.

Key findings

We found that at the time of our visit Hambleton Grange Care Home was operating to a good standard. These findings were based on our observations, and reflects the general happiness of residents, family and friends of residents and staff members. The overall impression was of a place people could call

home with a good amount of space, thoughtfully used and welcoming, and friendly staff.

However, there were a few issues highlighted and we have made suggestions for review and improvement. As with many care homes currently, some issues with staff numbers were noted. The use of agency staff is welcome but can be difficult for residents and relatives who do not know them.

Positive feedback

- It is a great home with a cinema and activity rooms.
- The staff are friendly.
- The home has a welcoming environment.
- Hambleton Grange Care Home is clean and well decorated.
- It is a dementia friendly care home.

Recommended areas for improvement

- Ensure signage for communal rooms is visible when doors are open.
- Consider using different coloured floor coverings on different floors to make it easier for people to identify where they are in the home.
- Encourage agency staff to wear name badges to help the residents interact with them.
- Involve residents' relatives in the development and discussions about their care plans.
- Try to ensure that people do not lose glasses or hearing aids, or that these can be identified and returned to the correct resident quickly.



About this visit

[Hambleton Grange Care Home](#) is run by [Ideal Carehomes](#) and provides care to its residents in Thirsk, North Yorkshire. The home has 50 beds, and at the time of the visit, 44 people resided there (with one resident in hospital) with ages between 77 and 101. The current manager had only been in post for six weeks when we visited.

This was an announced visit arranged with the care home manager. The purpose was to capture the experience of life and care within a care home environment and to identify examples of a positive working practice. We did this by observing the residents engaging with staff and their surroundings and by speaking with the residents to understand their experience. We asked relatives and staff members to provide their experience and views of the care home by completing a survey.

Prior to attending, we provided information about the visit, which was made available for people to read in the reception area in the home. It included surveys for staff and relatives to complete and how to access the survey digitally. The survey was available up to 10 days after our visit.

On the day, three of our authorised representatives conducted observations. We spoke to 23 care home residents, who shared their thoughts and experiences of living at Hambleton Grange Care Home. During our insight gathering, we used a survey to help our discussions, which focused on quality of life and care in the home and the impact of COVID-19.

Five family and friends responded with their experience and views of the care home, and we heard from four members of staff who work in the home. Most of the staff who replied had worked at the home for between 18 months and six years with one agency staff member responding, but they have worked at the home on occasion for the past three years. All staff we spoke with worked in the kitchen and in housekeeping.

Not all respondents were able to provide an answer to every question and some respondents preferred not to answer some of the questions.



Findings

Environment

On the initial observation of the care home, we found the building to be in a good state of repair, with a small outdoor space/garden and some external seating. There is easy access for visitors, but the car park is small and was full when our representatives visited.

The home is near a main road and a construction site. When the windows were open there was quite a bit of noise from outside.

The home was very clean and well presented, although some areas require some updating/redecoration. The new manager had already started a process of refreshing flooring/carpets and decoration. All staff, particularly the manager, were welcoming and friendly. On each floor there were notice boards displaying 'you said, we did' information. Literature on weekly activities was still being developed. This hadn't been available previously.

The home was dementia friendly and had considered the needs of residents. However, the floor coverings on each floor were similar and may make it difficult for residents to identify where they are in the home.

Accommodation

The home caters for people with dementia and older people. There are three floors, and the middle floor is specifically for those living with dementia. There was very thoughtful planning and layout. There were plenty of areas for residents to sit and get refreshments. The manager was planning to review the use of space to ensure it is maximised. Residents were able to move freely throughout the home and outside when appropriate.

The corridors are wide with handrails and there is good signage. However, the signage on communal area doors is on the door and is impossible to see when these are open. We recommend the signage being placed on walls with arrows as appropriate.

Our representatives noted that there weren't many people sitting in communal areas or eating in the dining room. Staff said some residents are still nervous about COVID-19 and so stay in their rooms. The residents our representatives met seemed happy and were well presented.

All residents' rooms are single and ensuite. They were clean, well decorated and had a good amount of storage and space. Residents were able to have their own belongings in their room to make it their own.



Cleanliness and hygiene

We noted that the care home was very clean, with no unpleasant smells.

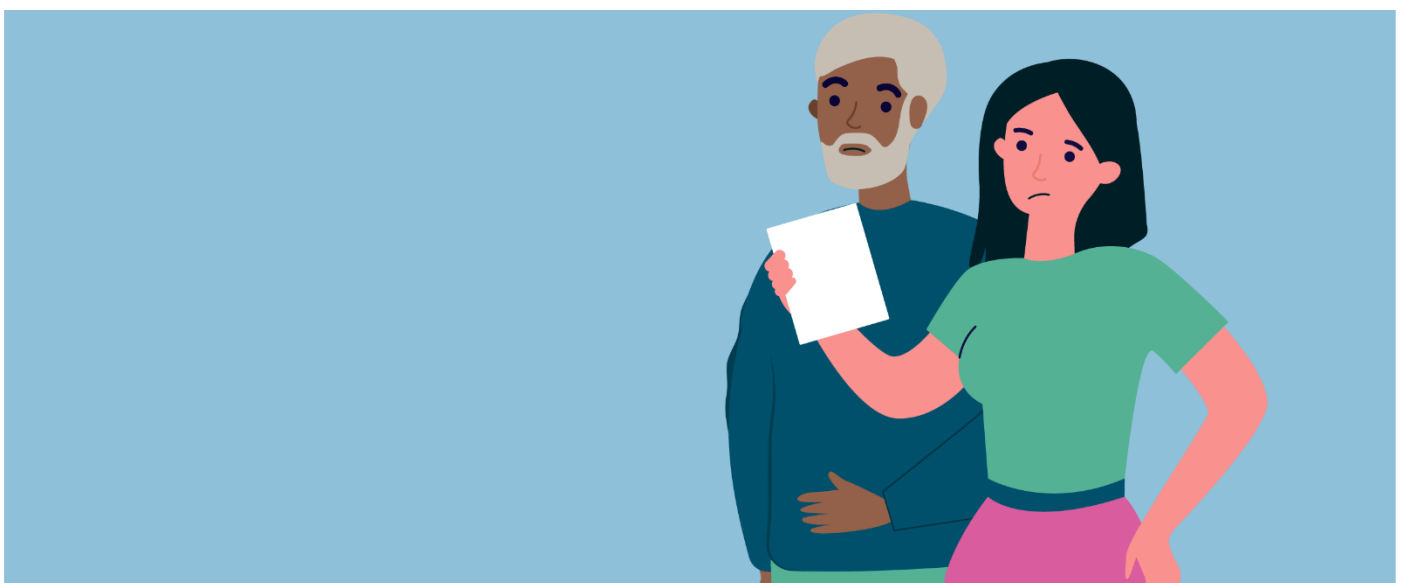
We asked residents about the cleanliness of the home and for themselves.

13 of the residents said they feel clean and can present themselves in the way they like. Ten said they feel adequately clean and presentable. One person was pleased that a hairdresser comes once a week but would like her nails done.

Six of the residents feel the home is as clean and comfortable as they want and 17 felt it is adequately clean.



“My first impression when I first visited for a look around was how clean and well-presented it was.”



Quality of life

General happiness

Residents were asked whether they were happy living in the care home and how much choice they had over their daily life. (By choice we meant could they get up/go to bed when they want, can they go where they like in the home, do they choose what to wear each day etc).

The majority of the 23 residents we spoke to were happy at the home. Some said they would prefer not to be living in a care home, but, as they had to, this was a good place to live.

One resident said they had as much choice as they wanted. Nine said they had an adequate amount and nine said they had some, but not enough.

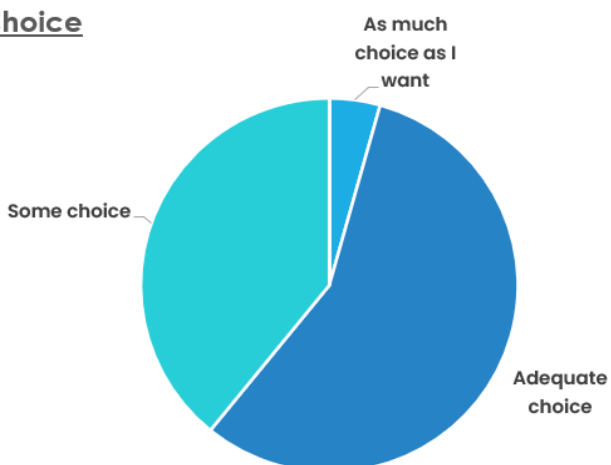
Of those who wanted more choice, comments included wanting more quiet time, a TV in their room and that they don't want to be in a care home at all. One person said they'd like a phone in their room to call reception as it was quite a walk for them. The positive comments were about the weekly hairdresser, having friends in the home and family and friends visiting.

Food and drink

Residents and relatives were asked to share their views on the food and drink. Our representatives observed a mealtime in the home.

Of the residents who spoke to us, four said they get the food and drink they want when they want, 15 said food and drink was adequate and four said they don't always get timely food and drink.

Choice



Comments included that the food is good and there is a good choice. However, one person, who is a vegetarian, said there isn't always a vegetarian choice and others said the food can sometimes be slow to arrive.

Activities

Residents were asked if they spend their time doing things they value and enjoy. Relatives and staff were asked if residents have regular access to activities in the home.

10 of the residents said that they can do enough of the things they enjoy and value. 12 felt they can do some of the things they enjoy, but not enough.

One person mentioned enjoying art afternoons, another liked a trip to Scarborough, and someone had welcomed a violinist's visit and concert the previous day. One resident said that sometimes the activities listed for that week aren't accurate and although they enjoyed a trip to Whitby, they would like more trips out. Another reflected that their failing eyesight made activities more difficult and another that they were sad that they weren't physically able to garden, something they had loved doing.

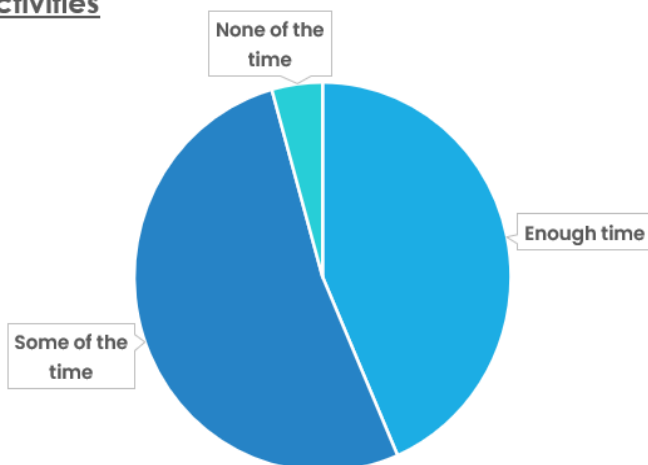
All four relatives said there are activities, but their family members don't join in.



"He has dementia so although he says he is bored, I think the home provides stimulation and activities as well."



Activities



Social contact

Residents and their relatives were asked about their social contact and our representatives observed interactions between residents, relatives, and staff.

One person said they had as much social contact as they wanted, seven said they had adequate social

contact, 12 that they have some, but not enough social contact and three that they felt isolated and lonely.

Those that felt they didn't have as much social contact as they would like, or felt lonely, talked about family living far away and not being able to visit often.

Quality of care

Residents and relatives

They were asked whether they felt they/their relative was well cared for. We also observed whether residents looked well cared for during our visit.

Two relatives were very satisfied with the care their loved one received and two felt the care was adequate.

Three of the relatives felt the care home could be better at letting them know how their loved one was. Relatives felt they had to ask. When they did, staff were very helpful, but they would like the home to provide regular updates.



“The carers at Hambleton Grange that I have get to know me through regular contact. I have always found them to be caring, professional, and friendly.”



We also wanted to know whether residents feel like they need additional help with anything, such as help to eat or drink, and if they receive enough help.

Ten residents responded and all said they got help to wear and maintain sensory aids including hearing aids, glasses, and dentures.

Six residents said they get help if needed. Three residents said they didn't. Comments reflected the helpfulness of staff, but others said they wish they could have more help.

Comments from family members not that sometimes glasses or hearing aids can get lost, which is frustrating for the resident and their family. One person had to get new hearing aids as theirs could not be found.

Relatives and friends were asked if they contribute to individual care plans.

None of the relatives had been asked to contribute to the care plan, but one noted an assessment was due and expected to be involved.



Staff

We also wanted to know how well informed the staff are about the residents they look after in terms of their individual likes and dislikes, food/drink requirements, hobbies/interests.

Two of the staff members said they were well informed and two adequately informed. One of the kitchen staff said they know about the residents' dietary needs. None of the staff who responded knew a lot about resident's care plans as their roles were in the kitchen or housekeeping and this wasn't relevant.

Safety and staff levels

Residents, relatives, and staff were asked whether they feel there are enough staff, and we asked the residents if they felt safe in the home.

Eighteen out of twenty-two residents said they felt as safe as they wanted to and four said they feel adequately safe, but not as safe as they would like.

Ten of the residents said they felt there were enough staff and thirteen that there weren't. They reflected that sometimes you must wait for help and that there are agency staff at the home quite often and this can mean that things aren't followed up. One relative said there needs to be more one-to-one care, which isn't possible due to staffing levels.

Three of the staff respondents said there weren't enough staff and one mentioned recruitment for a kitchen assistant, which had been ongoing for six months.



"It would be so good to see the same staff – not those from agencies."



Sensory health (including oral health, sight, and hearing)

We asked residents and friends/ family if they had been able to access relevant health checks during the pandemic.

Most residents our representatives spoke to said they had been able to access dental, sight, or hearing appointments if they needed to. Relatives also said that family members had been able to access appointments if needed. Opticians had visited the home and Specsavers had been to fit someone with new hearing aids. Dental appointments had taken place outside the home.

Care during COVID-19

Staff

What is your experience on working in a care home during the pandemic?

One staff respondent said they were very scared to work in the pandemic. The others noted that things improved as they learned to work with personal protective equipment (PPE) and testing.



"It was managed well. Regular PCR (polymerase chain reaction) and lateral flow tests were carried out daily. Visits very strict and there was constant disinfecting [within the home]."



Residents

Do you feel safe against COVID-19 in the care home?

Everyone who responded (19) said they do feel safe. The only comments were that staff wearing masks can make it hard to understand what they say, particularly for agency staff who they don't know.



Residents and family and friends

Has the home implemented any changes to make sure you/they are able to contact loved ones during the pandemic? Could anything have been done better?

Relatives all said they had been able to stay in touch with residents during COVID-19. They mentioned a combination of Zoom calls, phone calls, distanced visiting, garden visits and being able to take relatives out of the care home.

Changes implemented since COVID-19

Staff

We asked for their views on whether any positive changes were implemented in the care home during the pandemic.

For kitchen and housekeeping staff not much has changed. One staff member said that colleagues are more aware of preventing the spread of COVID-19 or other viruses with increased sanitising.

Raising concerns and issues

Residents, family, and friends

We wanted to know if they had any concerns about the service, would they know what to do.

12 out of 14 residents knew how to raise concerns, stating that they would talk to the staff. Two said they didn't know. All the relatives who responded said they would contact the care home staff or manager.

We also asked if they had been happy with how the concern had been dealt with in the past.

Most residents were happy. One said concern had been raised when they were unjustifiably restrained by an agency worker. Unfortunately, it was not possible for our representative to obtain any further information from the resident. However, during the debrief with the care home manager, they said the resident was stopped from leaving their room by an agency worker and that work has been told they will not be required at the home again.

One resident said they had asked about having wine with their evening meal but got different responses from different staff.

Another resident said she had asked to see a doctor about pain in her arm but said this hasn't happened. The care home manager confirmed during the debrief that this has been managed by senior care staff due to the resident's difficulty with remembering when pain relief had been administered to her.

Two relatives gave a mixed response. One saying that they don't know if their feedback had been followed up and the other happy that it had been.



“Hambleton Grange Care Home has resolved issues that I have raised with them amicably.”



Staff

How do they feel?

We asked staff about working in the care home.

All four staff respondents said they enjoyed working at the home. All four also said they would recommend the home to friends and family, and one said she came to work there after someone she knew had been a resident at the home.

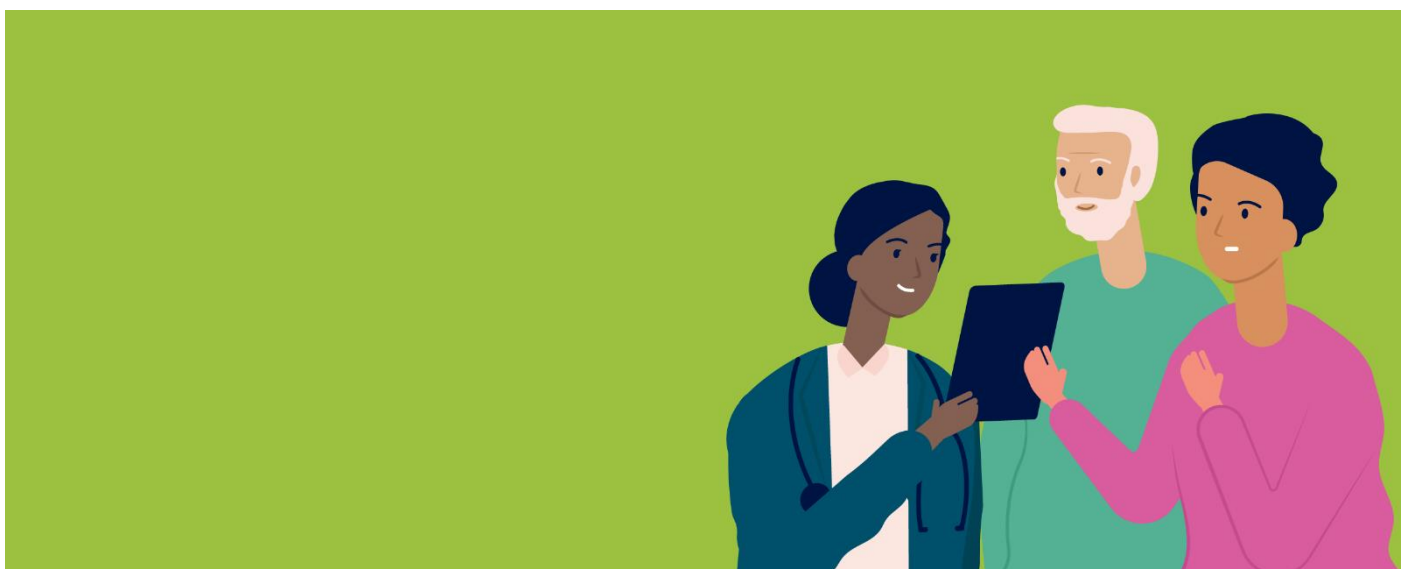


“I really enjoy my job at Hambleton Grange Care Home.”



We wanted to know whether the staff feel well informed about changes to services in the home.

All four staff respondents felt informed about changes to services at the home. The kitchen staff said they can input into menu choices.



Overall rating

We asked residents, family and friends of residents, and care home staff how they would rate the home out of 5 (with 5 being the best).

Residents: (4.1/5)



Friends and family: (4.3/5)



Care home staff: (4.25/5)



Acknowledgements

The Healthwatch North Yorkshire team would like to thank the manager, staff, friends and families of residents, and residents for letting us access the care home, and for sharing their views with us. Thanks also to our dedicated volunteers who helped support this enter and view visit.

Disclaimer

This report is not a representative portrayal of the experiences of all residents, relatives, and care home staff, but is an account of what was observed on the day of the visit and shared with us by those who completed our survey. Some of the residents we spoke with have cognitive impairment, which can impact their ability to answer the questions.



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