



Enter & View

Linford Grange Care Home
April 2023

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2 Introduction

2.1 Details of visit

Service provider	Cinnabar Support and Living Ltd
Date and time	13/04/2023 9.45am to 3.30pm
Authorised representative	John Southall

2.2 Acknowledgements

Healthwatch Milton Keynes would like to thank the service provider, staff, service users and their families for their contribution to this Enter and View visit, notably for their helpfulness, hospitality, and courtesy.

2.3 Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

3 What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. 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 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 service first-hand.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer, they will be directed to the CQC where they are protected by legislation if they raise a concern.

3.1 Purpose of visit

The purpose of this Enter and View programme was to engage with residents, their relatives, or carers, to explore their overall experience of living in Linford Grange Care Home. As well as building a picture of their general experience, we asked about experiences in relation to social isolation and physical activity.

3.2 Strategic drivers

As social isolation or loneliness has been recognised as having an impact on people's physical health and emotional wellbeing, Healthwatch Milton Keynes determined this theme as the stated purpose of our planned programme of Enter and View visits to Care Homes across the Borough and explore with residents their experiences of social life in such settings.

We know that, just because people were living in homes with other residents, did not mean that they were somehow immune to loneliness or social isolation. It's important to understand the distinction between loneliness and isolation. Age UK defines 'isolation' as separation from social or familial contact, community involvement, or access to services, while 'loneliness' can be understood as an individual's personal, subjective sense of lacking these things. It is therefore possible to be isolated without being lonely, and to be lonely without being isolated.¹

There is a link between poor physical health and increased isolation as loss of mobility, hearing or sight can make it more difficult to engage in activities. It is, therefore, important to explore how residents of care homes in Milton Keynes are able to access physical activity alongside social activity.

Healthwatch Milton Keynes understand the pressures of the COVID 19 pandemic on services and have had a significant amount of feedback with regards to the necessary changes to service delivery and accessibility to promote safety for all. It is our intention to be able to formally report the impacts these changes have had on both services and those who use the services and their loved ones.

For the coming year Healthwatch Milton Keynes will be working in partnership with Milton Keynes Council and the CCG, undertaking joint visits so that a well-rounded view of the operation of the care home or service can be understood. Healthwatch Milton Keynes will be specifically focusing on the experiences of the services users and their family members opinions.

¹ <https://publichealthmatters.blog.gov.uk/2015/12/08/loneliness-and-isolation-social-relationships-are-key-to-good-health/>

3.3 Methodology

The visit was prearranged in respect of timing and an overview explanation of purpose was also provided.

The Authorised Representative (AR) arrived at 9.45am and actively engaged with residents between 10:00am and 3:30pm

On arrival the AR introduced themselves to the Manager and the details of the visit were discussed and agreed. The AR checked with the provider whether any individuals should not be approached or were unable to give informed consent. The Manager provided the AR with a thorough tour of the Home and introduced them to staff and residents along the way. The AR was subsequently afforded access to all parts of the Home for the duration of the visit.

The AR used a semi-structured conversation approach (see Appendix A) in meeting residents on a one-to-one basis, mainly in the communal areas. The checklist of conversation topics was based on the pre-agreed themes for the Care Home visits. Additionally, the AR spent time observing routine activity and the provision of lunch. The AR recorded the conversations and observations via hand-written notes.

Residents were approached and asked if they would be willing to discuss their experiences. It was made clear to residents that they could withdraw from the conversation at any time. A total of 4 residents took part in these conversations.

In respect of demographics: -

Residents were two male and two Female

Resident ranged from 39 to 88 years in age and their length of stay was very different from just over a month for one resident to over six years for another.

There has been a recent change of manager, which often unsettles residents however in this case, residents have welcomed the new manager and the changes that he has made, the new structured approach has given a feeling of security and structure.

At the end of the visit, the Manager was verbally briefed on the overall outcome.

4 Summary of findings

4.1 Overview

Linford Grange is a small and intimate care home, registered to provide residential and personal care for up to 20 residents. At the time of this visit there were 10 people in residence, with many and varied complex needs.

The home is situated in an older 'heritage' building that has recently been sympathetically yet practically modernised to accommodate the needs of the residents. The home works on a model of continuous improvement and is constantly updating and refreshing to ensure that the accommodation is suitable, modern, and comfortable for residents and allows all of their specialist care needs to be met.

4.2 Premises

The premises are made up of a combination of the main house and a series of bungalows which allows differing levels of independence for residents, dependent on their needs and abilities.

The grounds are well maintained, offering a peaceful outlook from many areas of the home, and providing good meeting places for family and friends (weather permitting) alongside some of the farm visits and activities that are a regular part of the home's activity schedule.

Communal spaces are bright and well thought out, artwork is also sound absorbing so has a dual purpose. The kitchenette dining area is an informal area which encourages socialising throughout the day.



The main living area is inviting, comfortable and sociable. The large windows keep it light and bright, and the couches give a homely feeling to the space.



The newly refurbished bedrooms are modern, simple, calm, and relaxing. New residents are invited to choose a colour scheme before they move in. Residents also personalise their rooms with their own belongings and technology, so they fully reflect the personality and interests of the resident.



4.3 Staff interaction and quality of care

Residents were very complimentary about the staff. One of the Team Leaders and the new Manager in particular were singled out, but all the staff were praised.

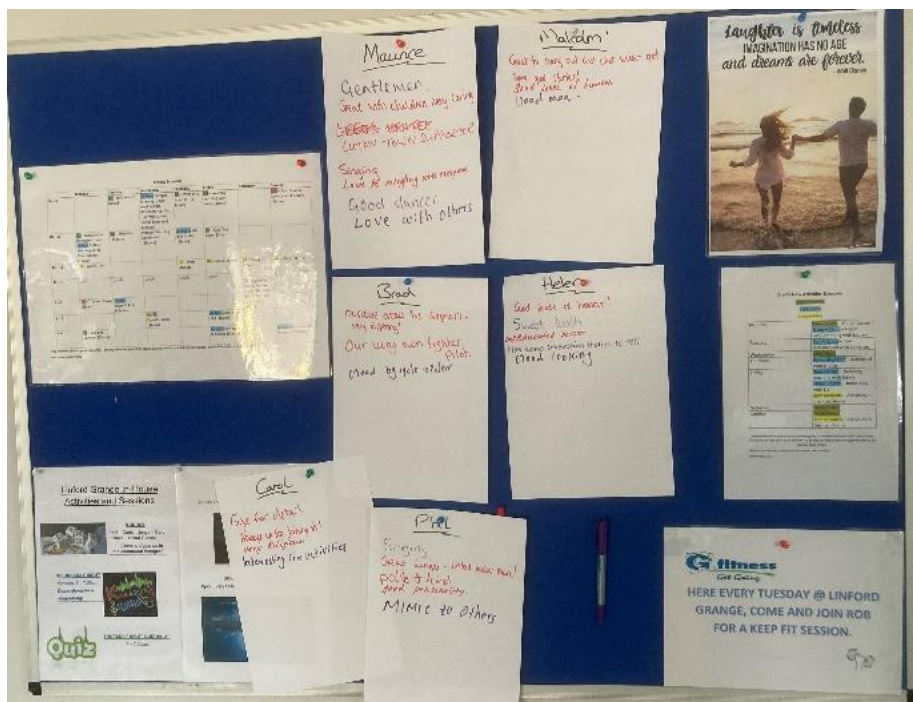
Some of the comments we received about the staff were:

- 'Friendly and helpful'*
- 'they are all lovely and caring.'*
- 'The Captain runs a great ship'*

Everyone we spoke to knew about their care plan and said that they had been asked what should be in it.

We were told how safe people felt with the new more structured format that the new manager had introduced and how they were enjoying the new activities. Most residents were very happy to socialise with each other.

There is now a photo board of the staff that are on duty each day so residents know who will be around each day. There is also information on residents' likes and dislikes for all staff to see on notice boards, this information also highlights the things that residents are good at, such as bicycle riding or dancing.



4.4 Social engagement and activities



We were pleased to see display boards with upcoming activities for residents so they can see what's on in the main home, and when it will be happening. We were particularly impressed to see, alongside the main activity programme, individual activity plans for each resident. Not only do these ensure that their specific needs are met, it also gives structure to the day and allows residents to make plans and to prepare for activities.

Residents are encouraged to take part in the activities that are offered. Most are tailored to individual needs, but many are group activities to ensure that there is a community feel to the home and nobody feels isolated or alone.

It was also nice to hear that the staff ensure that the people they look after are able to maintain their lives outside the home:

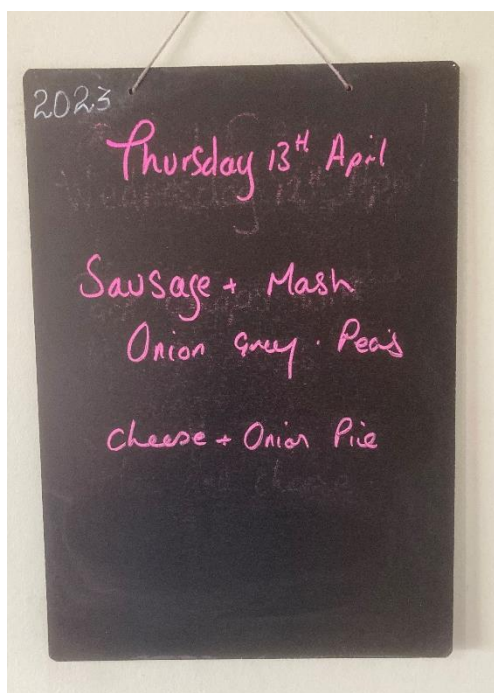
'They help me stay in touch with my friends'

Individual Activities	
1-1 Activities	
Group Activities	
Monday	9am - 10am - Guitar Lesson 10am - 11am - Flight Sim/Shopping with Lauren
Tuesday	9am - 11am - Bike Ride/Project with Cameron
Wednesday	Mum Visits
Thursday	9am - 10/11am - Activity of your choice
Friday	9am - 10am - Washing morning with Jackie 10am - 11am - Room tidy with Liz 4pm onwards - Activities in the main home
Saturday	Mum Visits
Sunday	Mum Visits 4pm onwards - Activities in the main home

Remember there may be extra activities going on in the main home such as Lucia's Tiny Farm and Zoo fab. I will try to keep you up to date in advance, but if I forgot feel free to ask Lauren, Chris or Sam.

This may be subject to change; any issues please talk to Lauren.

Updated 8/3/2023



The lunch menu is always posted on the board. The kitchen displays each resident's specific dietary needs for staff. If residents are not happy with the choices of the day the chef makes something that meets with their likes as well as their dietary needs.

This was noticed by residents with one person telling us:

'They make sure I eat at the right time for my medication and don't eat the wrong things'.

5 Recommendations

On the basis of this visit no significant issues were identified through the interviews and observations.

Healthwatch Milton Keynes would like to congratulate Linford Grange on the continued transformation of the culture within the Home.

6 Service provider response

Thank you very much for the report, we really enjoyed **** visit on the day, he was fantastic in his interaction with our staff and individuals.

Linford Grange has a vision for continuous improvement to better the quality of life of the people we support and positive reviews like this help us to know we are heading the right way and also that we are a good service, to give us the opportunity to support more people.

Thanks again for the report. **** gave us some hints and tips around our logs and support on the day that we have taken and made part of our support that we give and are very grateful for this.

Thanks again, if you need anything else, please let me know.

Registered Manager Linford Grange & The Stratfords

Appendix 1

About You (Optional questions)				
Your Name				
How long have you been living here?				
Your provider and your care	Yes	No	Don't Know	Comments
Do your carers treat you with respect and dignity?				
Have you read and signed your support plan?				
If you were unhappy about your care, could you tell someone? Who would you tell?				
Do you think the people who look after you would fix any complaints you had?				
How have your carers helped you stay active/engaged?				
How have your carers helped you stay in contact with friends/family?				
Your Choices	Yes	No	Don't Know	Comments
Do you get to choose your food?				
Do your carers ask your permission before helping you?				
Do you have enough interesting things to do?				
Do your carers give you the information you need to help you make choices?				

Are there always snacks and drinks available when you want them?				
Safeguarding, dignity, and privacy	Yes	No	Don't Know	Comments
Do you feel safe?				
Do you think there are enough staff?				
Have your carers told you what to do if you feel unsafe or at risk?				
Concerns				
Is there anything you don't like about your carers?				
And Finally				
What is your favourite thing about your carers/living here?				
If you could change one thing about your care, what would it be?				



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Milton Keynes

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