

Getting to Good

Name of Setting: Yarborough House Care Home

Name of Manager: Marion Bourne

Insert address: Yarborough Road

Date of visit: Monday 5th June 2023 14:00 Date of publication:

Healthwatch staff & volunteers involved in the visit: Helena Hancocks & Lisa Darwood

Disclaimer: This report relates only to the service viewed on the date of the visit and is representative of the views of the residents who contributed to the report on that date.

Purpose of Visit

- This was an initial visit of a six month extended “Getting to Good” Project to assist Yarborough House Care Home to identify ways of improving their CQC rating. Yarborough House Care Home requested this support from Healthwatch North East Lincolnshire.

Yarborough House Background

Yarborough House Care Home is a residential care home for 25 older people, some of whom may be living with Dementia. Accommodation is provided over two floors in three converted domestic houses, close to local amenities. The building has stair access to both floors and a lift. Accommodation is mostly in single occupancy rooms and two double occupancy room. Only a minority of rooms have en-suite facilities but there are plenty of communal toilets and bathrooms on each floor. At the time of our visit there were 23 residents currently residing in the home. Healthwatch North East

Lincolnshire had spoken with the Care Home Manager previous to the visit, and an Enter and View was requested by the Care Home Manager due to their current CQC rating. The Care Home Manager sought the support of Healthwatch North East Lincolnshire to improve the service they provide.

The Visit - On Arrival

On arrival, the home was locked and secure. The Healthwatch team were welcomed into the home by the Deputy Manager. The reception hallway included an alcohol hand gel station and visitor book which the team were encouraged to complete. The Care Home Manager and Deputy Manager gave the Healthwatch team a tour of the care home and invited the team to speak to residents, staff and look around communal areas.

Summary of the Manager's Questionnaire

Before the visit, Healthwatch sent the Manager a survey to find out some general information about Yarborough House e.g. the number of residents currently living in the residential home and the number of staff employed at the home. The Manager did not complete the questionnaire. However, HWNEL had previously had a meeting with the manager, and other information was gathered during the Enter and View Visit.

Staffing and General Information

The last CQC inspections were completed in March 2022, and a visit is expected in the near future. The overall rating given is "Requires Improvement". The service was rated "Good" for Caring, and "Requires Improvement" for Safe, Effective, Responsive and Well-Led.

Care and Responsiveness

All residents have care plans and are involved in the review of their plans. Care plans are reviewed monthly or bi-monthly, or sooner if changes need to be made. Residents get the opportunity to comment on each section of the care plan (there is an easy read section for each question), so they are included in their individual plans. Resident's individual needs are met through assessments, getting to know the residents and through partnership working with other organisations.

Yarborough House do not have an Activities Coordinator, but the Care Home Manager told HWNEL that staff hold activities daily, based on the needs of the residents.

Dietary Requirements

Yarborough House serve residents their main meal at midday, and a lighter meal in the evening. However, the manager told HWNEL that this can and has been changed for residents who prefer their main meal in the evening. The manager told HWNEL that the home cater to residents' preferences and personal choice. All meals are prepared on site and the kitchen is accessible 24/7.

The Care Home does have jugs of juice around the building where residents can help themselves, however for those residents that can find this difficult and require assistance staff are on hand to help them. This also allows staff to monitor fluid intake.

Accessing Health and Care Services

The Care Home Manager raised concerns regarding the support they receive from other health and social care services. Particular concern was discussed in regards to accessing NAViGO's Crisis Team. HWNEL have raised these concerns with the Service Providers mentioned.

Complaints Procedure

The Care Home Manager said that they have any open door policy regarding complaints where residents and relatives can raise any concerns with staff or the manager at any time. Residents meetings take place three monthly to find out what residents like and if there are any new activities or food choices they might like, however the manager / senior staff are always on hand to assist with any concerns.

What Did Residents Say?

The HWNEL spoke to approximately 10 residents during the visit. At the time of the visit, the residents had recently finished their main meal, and so were relaxing in the living room watching television and in their bedrooms.

Question 1: I like living here and I feel safe

The residents told HWNEL that they like living at Yarborough House. One resident HWNEL spoke to was in their bedroom, and told HWNEL that they enjoy living at Yarborough House. They also told HWNEL their birthday is coming up and that the staff are arranging a celebration for them. The resident told HWNEL that they have requested a cake with fruit and lots of cherries.

Question 2: I feel listened to and respected

The residents did not comment on this, as HWNEL did not want to disturb their relaxation time so kept questions to a minimum. However, HWNEL observed that staff were aware of patient's individual needs and wishes and provided a person-centred approach to care.

Question 3: *I feel supported to be independent*

One resident told HWNEL that they know staff will help if they need it.

Question 4: *Do you like the food? Do you have a choice?*

One resident told HWNEL that their "dinner was lovely".

Question 5: *Do you like your room?*

One resident told HWNEL that their room is their "haven". No other residents commented on this, however HWNEL observed all bedrooms to be personalised, clean and tidy. Some residents had photographs and names on their doors, but the manager told HWNEL this is the choice of each resident.

Question 6: *The staff are friendly and kind*

One resident told HWNEL that the staff are "lovely". HWNEL perceived staff to be aware of residents' individual characters and needs.

What did Family and Friends Say?

Healthwatch did not get the opportunity to speak to any relatives during the visit.

What Did Staff Say?

Healthwatch spoke to two senior members of staff during the visit. Staff told HWNEL that "everyone mucks in together".

Observations

Hygiene, Cleanliness and Decor

There are areas of the décor that need repairs, this includes the flooring in a bedroom where a vanity unit has been removed. Also Healthwatch Ambassadors did notice the plasterwork in the sluice needs attention.

Activities and Social Participation

Although no activities were observed at the time of the visit, staff told Healthwatch Ambassadors that activities happen every day and shared the activity schedule. Residents can choose what activities they do and most residents said they take part in some of the activities on offer. Staff said that they take the residents on regular days out; this has included day trips to Cleethorpes and Brigg Garden Centre. There are more trips in the planning. The Summer Fair is also planned for the end of August.

Marketing Materials

The Manager told HWNEL they are active on social media, in order to share updates with friends and family and keep them informed. Yarborough House Care Home have a formal consent process in place to ensure residents and staff who are posted on social media have consented to this.

Conclusion

Overall, Yarborough House had a family, friendly and homely feel to it. Staff seemed to really care about residents and Healthwatch observed that meals, activities and individual bedroom décor were all chosen by the residents. The home had a person centered approach, staff were seen interacting with residents and residents interacted with each other. Healthwatch would like to highlight good practice and make recommendations based on what we were told and observed during the Enter and View visit.

Healthwatch would like to thank the Manager, Deputy Manager, staff team and residents at Yarborough House for accommodating the Enter and View visit.

Highlighting Good Practice, Themes & Recommendations

Highlighting Good Practice

Healthwatch Ambassadors observed good practice throughout the Enter and View visit, but would like to highlight the following good practice so other similar settings can adopt these systems and processes if they'd like to.

1. **Celebrating Birthdays**- Residents birthdays are celebrated within the care home. Two residents had an upcoming birthday at the time of the visit, and staff had spoken to them about their wishes.
2. **Regular Activities**- Residents are involved in a regular meeting to decide what activities they'd like to do for the month ahead. Residents seemed to like talking to Healthwatch about what activities they took part in and that they help decide the activities as a group.

3. **Dementia Friendly**- HWNEL observed some clear attempts throughout the building to make the home more dementia friendly. The doors of residents' toilets and bathrooms are painted yellow so they stand out. Residents are given the choice to have their name and photographs on their bedroom doors. Some signage is present within the home, to direct residents to the dining room. Handrails are painted in a contrasting colour to the walls.
4. **Keeping loved ones informed**- The care home are very active on social media, and send out monthly newsletter to keep loved ones informed of any information, updates or recent activity within the home. The Care home's social media has regular videos shared which show what residents have enjoyed each week.

Themes and Recommendations

The following themes and recommendations are being made based on the feedback and observations made during the visit:

Theme: **Environment**

Recommendations:

1. Repair flooring in upstairs bedroom under the sink where the vanity unit has been removed.
2. Repair plasterwork in sluice.
3. Keep conservatory doors closed when people are smoking cigarettes in the garden.
4. Use laundry marker pens to label residents' clothing items.
5. Ensure patient information is kept confidential by blocking the window of the medication room with something temporary such as paper until a more permanent fixture (blind) is acquired.

Theme: **Dementia Friendly**

Recommendations:

6. Install a visual menu board with photographs in the dining room.
7. Ensure cords for light switches and emergency bells in bathrooms are visible.
8. Make light switches more visible with a border/cover.
9. Put the date visible at the top of the activities board.
10. Downstairs wet room to be made more dementia friendly with the use of coloured toilet seats and signage.

Yarborough House Manager Response to Recommendations:

Theme: Environment Recommendation 1	
Specific	What is the recommendation?
	Repair flooring in upstairs bedroom under the sink where the vanity unit has been removed.
Measurable	How can you measure progress and know if you've successfully met the recommendation?
	Works will be completed
Achievable	Is the recommendation achievable? Do you have the skills to achieve it?
	Yes - the flooring has been ordered
Relevant	Is the recommendation relevant?
	Yes
Time-bound	When will the recommendation be completed?
	August 2023 - this is being completed with other flooring works which are booked in.

Theme: Environment Recommendation 2	
Specific	What is the recommendation?
	Repair plasterwork in sluice.
Measurable	How can you measure progress and know if you've successfully met the recommendation?
	Works will be completed
Achievable	Is the recommendation achievable? Do you have the skills to achieve it?
	Yes - this has been added to the handyman list.
Relevant	Is the recommendation relevant?
	Yes
Time-bound	When will the recommendation be completed?
	Approx 15/08/23

Theme: Environment Recommendation 3	
Specific	What is the recommendation?
	Keep conservatory doors closed when people are smoking cigarettes in the garden.
Measurable	How can you measure progress and know if you've successfully met the recommendation?
	Door to be kept closed.
Achievable	Is the recommendation achievable? Do you have the skills to achieve it?
	Yes - staff have been advised.
Relevant	Is the recommendation relevant?
	Yes
Time-bound	When will the recommendation be completed?
	Completed - staff have been advised and a notice is in place as a reminder.

Theme: Environment Recommendation 4	
Specific	What is the recommendation?
	Use laundry marker pens to label residents' clothing items.
Measurable	How can you measure progress and know if you've successfully met the recommendation?
	Laundry pens have been ordered and are in use.
Achievable	Is the recommendation achievable? Do you have the skills to achieve it?
	Yes - this recommendation has been completed.
Relevant	Is the recommendation relevant?
	Yes
Time-bound	When will the recommendation be completed?
	Completed

Theme: Environment Recommendation 5	
Specific	What is the recommendation?
	Ensure patient information is kept confidential by blocking the window of the medication room with something temporary such as paper until a more permanent fixture (blind) is acquired.
Measurable	How can you measure progress and know if you've successfully met the recommendation?
	Window will be blocked.
Achievable	Is the recommendation achievable? Do you have the skills to achieve it?
	Yes - a window film was ordered, installed, thereby completing the recommendation.
Relevant	Is the recommendation relevant?
	Yes
Time-bound	When will the recommendation be completed?
	Completed - window film is in place.

Theme: Environment Recommendation 6	
Specific	What is the recommendation?
	Visual Menu
Measurable	How can you measure progress and know if you've successfully met the recommendation?
	A pictorial menu will be in place
Achievable	Is the recommendation achievable? Do you have the skills to achieve it?
	Yes - it can be completed. We are currently undergoing a menu review with our recently employed catering team. Once this has been completed the new picture menu will be compiled.
Time-bound	When will the recommendation be completed?
	30/08/2023

Theme: Dementia Friendly Recommendation 7	
Specific	What is the recommendation?
	Ensure cords for light switches and emergency bells in bathrooms are visible.
Measurable	How can you measure progress and know if you've successfully met the recommendation?
	The pull cords are having coloured tape installed on them to maintain the infection control measures whilst being visible.
Achievable	Is the recommendation achievable? Do you have the skills to achieve it?
	Yes - a task that is being completed by the handyman.
Relevant	Is the recommendation relevant?
	Yes
Time-bound	When will the recommendation be completed?
	30/07/23

Theme: Dementia Friendly Recommendation 8	
Specific	What is the recommendation?
	Make light switches more visible with a border/cover.
Measurable	How can you measure progress and know if you've successfully met the recommendation?
	Bedroom light switches will have a green coloured border.
Achievable	Is the recommendation achievable? Do you have the skills to achieve it?
	Yes - these have been ordered and are currently being installed.
Relevant	Is the recommendation relevant?
	Yes
Time-bound	When will the recommendation be completed?
	15/08/23 - works have commenced

Theme: Dementia Friendly Recommendation 9	
Specific	What is the recommendation?
	Put the date visible at the top of the activities board.
Measurable	How can you measure progress and know if you've successfully met the recommendation?
	The date will be on the board
Achievable	Is the recommendation achievable? Do you have the skills to achieve it?
	Yes - this has been added when completing weekly.
Relevant	Is the recommendation relevant?
	Yes
Time-bound	When will the recommendation be completed?
	Completed - the date has been added to the board.

Theme: Dementia Friendly Recommendation 10	
Specific	What is the recommendation?
	Downstairs wet room to be made more dementia friendly with the use of coloured toilet seats and signage.
Measurable	How can you measure progress and know if you've successfully met the recommendation?
	Signage will be in place and new toilet seat ordered.
Achievable	Is the recommendation achievable? Do you have the skills to achieve it?
	Yes - can be completed by the handyman.
Relevant	Is the recommendation relevant?
	Yes
Time-bound	When will the recommendation be completed?
	Door signage is in place Coloured toilet seat ordered - will be installed by 30/07/23.