Enter and View Report

Name of Setting: Yarborough House

Name of Manager: Marion Bourn

Insert address: Yarborough House 30-34 Yarborough Road Grimsby DN34 4DG

Date of visit: 02.09.2025 Date of publication:

HWNEL staff involved in the visit: Lucy Wilkinson and Helen Blow

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.

What is Enter and View?

Enter and View is the statutory power granted to every local Healthwatch which allows authorised representatives to observe how publicly funded health and social care services are being delivered. Healthwatch North East Lincolnshire use powers of entry to find out about the quality of services within North East Lincolnshire.

Enter and View is not an inspection; it is a genuine opportunity to build positive relationships with local Health and Social Care providers and gives service users an opportunity to share their views in order to improve service delivery. Enter & View allows Healthwatch to-;

- Observe the nature and quality of services.
- Collect the views of service users (patients and residents) at the point of service delivery.
- Collect the views of carers and relatives of service users.
- Collate evidence-based feedback.

- Enter and View can be announced or unannounced.

Main Purpose of Visit

The purpose of Enter and View can be part of the Healthwatch prioritised work plan or in response to local intelligence. Broadly, the purpose will fit into three areas of activity:

1. To contribute to a wider local Healthwatch programme of work
2. To look at a single issue across a number of premises
3. To respond to local intelligence at a single premises

This visit forms part of the Healthwatch North East Lincolnshire program of work and was carried out in response to feedback Healthwatch received about the care home.

Yarborough House Background

Yarborough House started life as a G.P Practice and was converted into a residential home in 1983. Yarborough Care Home has several communal areas and a garden.

At the time of the visit the home had 15 residents and can provide care for up to 25 people. The building is currently undergoing a schedule of refurbishments which is nearing end.

Specialist care categories registered with the Care Quality Commission (CQC) include,

- Accommodation for persons who require nursing or personal care
- Caring for adults over 65 yrs
- Caring for adults under 65 yrs
- Dementia
- Mental health conditions

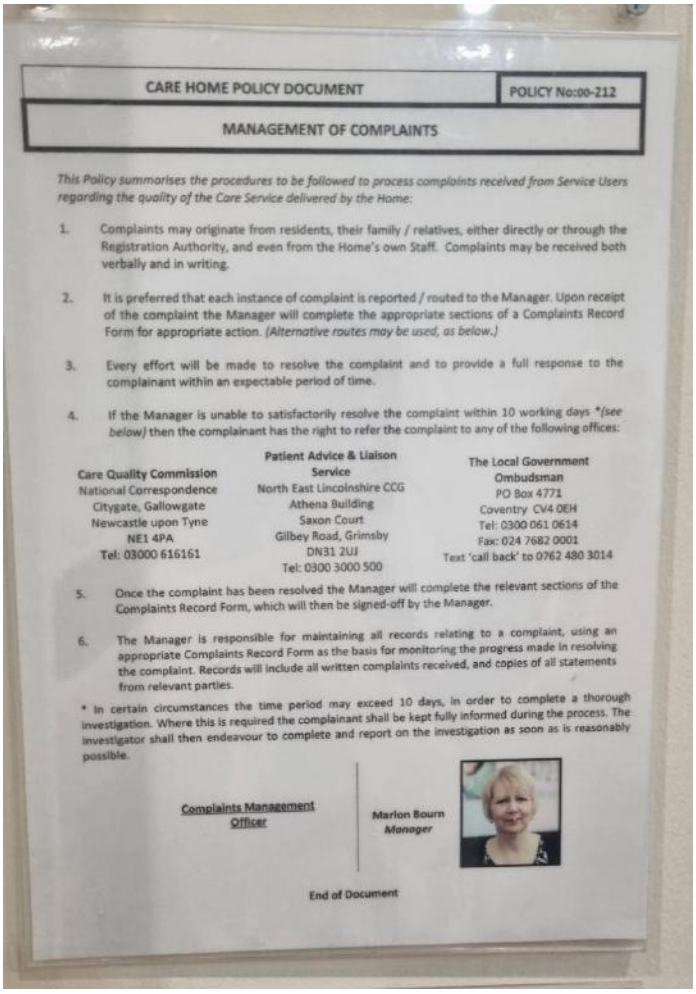
- Physical disabilities
- Sensory impairments

The home employs a variety of staff including deputy manager, senior care workers, care workers, domestic and kitchen staff.

The visit – on arrival

The Enter and View visit (E&V) was semi announced. The manager was advised that Healthwatch would visit the week commencing the 1st September 2025, we arrived on the 2nd September at 1pm.

On arrival, the Healthwatch team were welcomed into the care home by the deputy manager Antony Brandon, at the time Navigo were just leaving and the home was particularly busy. We were not asked to sign in. After introductions the Healthwatch team were given a tour of the care home including all communal areas and facilities. We were introduced to staff and residents as we met them around the building.



CARE HOME POLICY DOCUMENT | POLICY No:00-212

MANAGEMENT OF COMPLAINTS

This Policy summarises the procedures to be followed to process complaints received from Service Users regarding the quality of the Care Service delivered by the Home:

1. Complaints may originate from residents, their family / relatives, either directly or through the Registration Authority, and even from the Home's own Staff. Complaints may be received both verbally and in writing.
2. It is preferred that each instance of complaint is reported / routed to the Manager. Upon receipt of the complaint the Manager will complete the appropriate sections of a Complaints Record Form for appropriate action. *(Alternative routes may be used, as below.)*
3. Every effort will be made to resolve the complaint and to provide a full response to the complainant within an expectable period of time.
4. If the Manager is unable to satisfactorily resolve the complaint within 10 working days **(see below)* then the complainant has the right to refer the complaint to any of the following offices:

Care Quality Commission
National Correspondence
Citygate, Gallowgate
Newcastle upon Tyne
NE1 4PA
Tel: 03000 616161

Patient Advice & Liaison Service
North East Lincolnshire CCG
Athena Building
Saxon Court
Gilbey Road, Grimsby
DN31 2UJ
Tel: 0300 3000 500

The Local Government Ombudsman
PO Box 4771
Coventry CV4 0EH
Tel: 0300 061 0614
Fax: 024 7682 0001
Text 'call back' to 0762 480 3014

5. Once the complaint has been resolved the Manager will complete the relevant sections of the Complaints Record Form, which will then be signed-off by the Manager.
6. The Manager is responsible for maintaining all records relating to a complaint, using an appropriate Complaints Record Form as the basis for monitoring the progress made in resolving the complaint. Records will include all written complaints received, and copies of all statements from relevant parties.

* In certain circumstances the time period may exceed 10 days, in order to complete a thorough investigation. Where this is required the complainant shall be kept fully informed during the process. The investigator shall then endeavour to complete and report on the investigation as soon as is reasonably possible.

Complaints Management Officer | **Marion Bourn** *Manager*

End of Document

As we walked around the building there were several notice boards displaying important information such as the complaints policy, staff uniform guides, newsletters, CQC ratings and insurance certificates.

Summary of the Registered Manager's Questionnaire

Healthwatch spent time with the Deputy Manager, the manager's questionnaire had been previously completed by the registered manager Marion Bourn who unfortunately wasn't available on the day of the visit.

The Registered Manager had previously confirmed she has worked for the company since 2006 and the Deputy Manager advised he had been in post for just over a year.

Yarborough House is currently not at full capacity; work is ongoing on a building improvement plan. To date the building has received a full new fire alarm system to L1 standard, enhanced detection and response capabilities across the home. They have also made considerable investment in the premises and environment including renovation of the kitchen and the

purchase of large pieces of catering equipment. Installation of a new nurse call system and a new sensor-based falls detection system. On the day of the visit decorators were finishing off the final corridor and downstairs bedrooms with a neutral paint scheme to provide a fresh clean finish.

Most areas have already been refurbished and have been decorated in a clean modern style.

The Deputy Manager confirmed that the staffing team is reasonably stable, and that staff absences are covered internally with staff from the current workforce.

Staff work morning shift 7-2pm in the afternoon 2-9pm and nights 9pm- 7am. The home employs 5 full-time staff members and 12 part-time. There are three care staff per shift. There are also kitchen and housekeeping staff on shift daily.

There currently isn't an allocated activities coordinator however care staff as part of their role are allocated the task of providing in-house activities for the residents.

Latest Care Quality Commission (CQC) Report

The last recorded CQC visit to Yarborough House was on the 15th of March 2022 and was rated as requiring improvement in the areas of safe, effective, well-led and responsive and receiving good in caring.

The manager and staff feel that due to the passage of time following the inspection, the published CQC report no longer reflects the current position of the home. Healthwatch were advised that significant investment has been made into the service focusing on improving both the provision of care and the environment for the residents. During the visit it was plain to see that new flooring and painting works were in the process of being completed.

Safety

The Deputy Manager advised the home use PCS care management software system to ensure all policies and processes are up to date and in line with CQC and government guidance.

When asked about how the home manages risks such as falls, the Registered Manager advised all residents to be subject to ongoing care and risk assessments which are regularly reviewed and updated in response to any changes. Identified risks are documented within each individual care plan, with clear guidance on the measures in place to mitigate them. Healthwatch were informed that staff receive this information via written documents, daily handovers (handovers were witnessed by Healthwatch during the visit) and shift briefings to ensure all staff are aware and provide safe consistent care.

The manager advised that any incidents, including falls, are recorded detailing the circumstances, actions taken and the follow-up. These are audited monthly to look for themes and trends. This approach allows the team to adapt care plans, implement preventative measures and provide the staff with additional training if required.

All staff are trained in infection control and follow reporting and recording procedures. We were advised there was a current infection prevention and control policy in place which is updated annually or when guidance changes.

Training statistics are checked regularly, and the management team happily shared their training matrix with Healthwatch. Noted areas requiring refresher training were Fire Safety and Pressure area care.

Training is offered via Careskills which is an online e- learning platform. There has been opportunity to attend face to face, and the staff group have received Diabetes training from a district nurse via Care Plus Group.

There is a newly installed nurse call bell system in place that residents and staff could use to alert others if they required support or in an emergency.

Residents' weight is monitored via monthly weigh-ins. If there are any concerns the nutrition team and SALT team will be contacted.

Residents' nutritional and dietary needs are met through regular assessments and care planning. Each resident's dietary needs, allergies and personal preferences are documented and maintained in the kitchen to ensure catering staff have up to date and accurate information. Special diets of soft foods or advice following SALT assessments are catered for as part of the care planning process.

Resident Health and Wellbeing

Healthwatch were advised that family members often pop in for an update and chat when they are visiting. On the day of the Healthwatch visit several family members were seen coming and going visiting their family and friends.

The Deputy Manager confirmed that there are no restrictions on visiting, however they do prefer to protect mealtimes where possible. Families are involved with the admission process where appropriate and are asked if they would like to support hospital or health appointments and are provided with updates on a regular basis. Once lady advised her daughter had taken her to a hospital appointment the previous day. Friends and family can meet with their loved ones in their bedrooms, communal areas or use the enclosed outside garden area. Staff support residents to use iPads to facetime friends

and family. The home has a Facebook page which posts updates on regular activities allowing families to share in the residents' daily experiences.

The residents have regular input and reviews from social work teams. On the day of the visit Navigo had been visiting a resident and were just on their way out.

The Deputy Manager confirmed that residents are included in any changes or developments within the care home through residents' and relatives' meetings and discussions. Surveys are distributed to families from time to time via a link to capture feedback.

The home does not have a specific activities coordinator, but it allocates a worker each morning to encourage and support social activities.

External Health Services

Healthwatch were advised that the residents have access to a full range of external healthcare services, either through routine in-house visits or referral and outpatient appointments. Recent health professional visits include

G.P.

District Nursing Team

Specialist Nurses including diabetes, continence and clinical monitoring teams

Physio and occupational therapy

Speech and Language therapy (SALT)

Chiropody/Podiatry

Dental and Opticians

Mental health nurses and services were required.

When asked if there have been any issues accessing healthcare in the last twelve months, the Deputy Manager confirmed that they didn't have any significant issues. He did advise they had struggled to receive support last year when there was a suspected outbreak within the home and they couldn't get a health professional to attend the home to confirm. The home was given

the all clear, however at the time until they were given this information the situation had been difficult.

What did residents say?

During the Enter and View visit, Healthwatch spoke to five residents. The residents had been at the home from a few days to over 3 years.

When asked, "How do you feel about living here, tell us what a normal day looks like?' residents responded with the following:

Male aged 92 *"I'm beginning to climatise, I'm here for two weeks and then I will be going home. It was hard to start with Its okay now I'm getting used to it. I've been to the chiropodist and the solicitors since I've been here".*

Female aged 73 *"I'm here temporarily, I'm awaiting a further operation. It's good, I've got no complaints. They help me to get washed and dressed and take me down for my breakfast. I take myself off to bed when I'm ready, my room is nice".*

Male Resident *"I have been here for two months, I like it, they're nice people. They help me shower and get my breakfast."*

Female aged 91 *"It's somewhere to live. They're nice people and I'm taken care of. I wanted to stay at home with my cats, but I'm glad the place is here".*

Male aged 92 *"I wake up at 4.30am. I have a body wash and have breakfast in my room. I go to bed at 8pm".*

When asked if they felt safe, residents responded

"Yes, I feel safe, I only have to ask".

"Yes, I feel safe and looked after".

"Yes, I feel safe. The staff make me feel safe".

"Plenty of staff and the doors are locked".

When asked, "How do you find the staff?", residents told Healthwatch:

Staff are kind, no problems with at all. I feel comfortable, I'm not stressed".

"Good".

"Nice, helpful and kind. Look after me".

"They do what they can".

"Really good. Have a laugh and light-hearted chats".

If you want to raise concerns, who would you tell?

"One of the staff although I have no concerns".

"One of the staff or my daughter".

"The manager and staff".

"Member of staff".

How do you keep in touch with family and friends?

"My daughter visits me 2/3 times a week and she takes me out; she took me to a hospital appointment yesterday. The staff will take you through if family can't".

"My mum, brother and sister on the iPad".

"I see my friends and Jehovah's Witnesses".

"Granddaughter and daughter visits. Lots of Grandchildren".

Do you feel lonely?

Not now I feel I'm part of the home now, I feel brighter in myself.

Have you been able to take part in any activities in the care home

"Oh yes, I played skittles yesterday".

"No, nothing much goes on, but I do go our regularly with my family".

"Yes, snakes and ladders and skittles".

"Skittles, it took me back to my childhood. Study the Bible and scriptures, God of comfort".

How is the food? do you get a choice of meals?

"Foods alright, lovely veg and meat. I can't have sweet puddings as I'm type 2 diabetic".

"Yes, I like it, its nice. We get all sorts".

"Its alright. My appetite isn't good".

"Different meals. All good".

Is there anything else you like to tell us about Yarborough House.

"I'm feeling my way around. I've only been here since Friday. It's all new to me".

What did family and friends say?

During the Enter and View visit, Healthwatch spoke to two family and friends

"Grandad is much brighter in himself since he's been here, if I had any concerns I would speak to the staff about them. It's all been good so far, no complaints. We visit regularly".

"The care is good. He is well looked after, and staff are very friendly. I visit three times a week. They occasionally have a group of singers that visit. I would speak to the manager if I had any concerns".

What did the staff say?

During the Enter and View visit, Healthwatch spoke to two members of staff. Staff were extremely busy and when approached to gather information some advised they were too busy to chat. Healthwatch left Q.R code leaflets for staff to leave feedback after they had finished work for the day.

"There are three members of care staff on shift, we could do with more somedays".

"I've completed safeguarding training and had the chance to put training into practice. I reported something and it was dealt with; I was happy with the outcome".

"I would feel confident raising any concerns with the deputy manager, I don't feel I can raise concerns with others as I can't trust they won't be repeated".

"Training is brought up in supervision and I have the opportunity to develop, I've asked for moving and handling training".

"I would like more hours; I only work one day a week at the moment".

What is the most enjoyable part of your job?

"The residents, I love my job".

"I like chatting with the residents".

If there was one thing you could change, what would it be

"I work on my own so another member of staff would be helpful".

"More hours".

Information received via Q.R code

"When entering Yarborough house the first thing I see is the residents sitting room which is very bare and uninviting. Bare walls and the chair's places around the walls,it is not a warm and inviting place as a sitting room should be. This is the residents home and should feel comfortable and inviting. There is a board in the hall way with weekly activities but I have only known this to happen for about two months in the time they had entertainment staff. They don't have anyone now to do this now. The dining room is also very bare and the food menu board does not have visuals for the clients to understand. The staff work very hard with the resources they have and are all very caring to the residents. Most of the residents just seem to sit alone most of the day. The food seems to be good all seem to say they enjoy it. Sometimes the back room leading to the outside area is left open and cigarette smoke can be smelled in side. More staff needed to make life easy for both the staff and residents. The caring staff are really good but do have a really hard time trying to do everything".

Observations

Healthwatch spent time observing interactions in the care home during the visit.

Control over daily Life

Healthwatch observed staff supporting residents to meet their needs. A resident was observed to be supported to move to a different area safely. Another resident was observed being reassured by a staff member when she became upset.

Residents' rooms were individualised and residents had their own personal belongings.

Residents were able to go out with friends and family, and many looked forward to this. Family and friends could visit freely, and this was noted on the day of the visit as many people were observed coming and going.

There was a choice of two meals at dinnertime.

Residents advised they were able to go to bed and get up when they wanted too.

Personal cleanliness and comfort

Healthwatch observed that the residents appeared clean, tidy and comfortable. One resident advised that she had chosen her clothes that morning. Most staff wore uniforms and were cheerfully going about their business. PPE was worn by staff when completing the drinks round. PPE stations were set up and available in each area.

Safety

During the visit, no safeguarding or health and safety concerns were observed or raised with the Healthwatch team.

Doors to certain areas and cupboards were key padded for resident safety purposes.

Accommodation and cleanliness

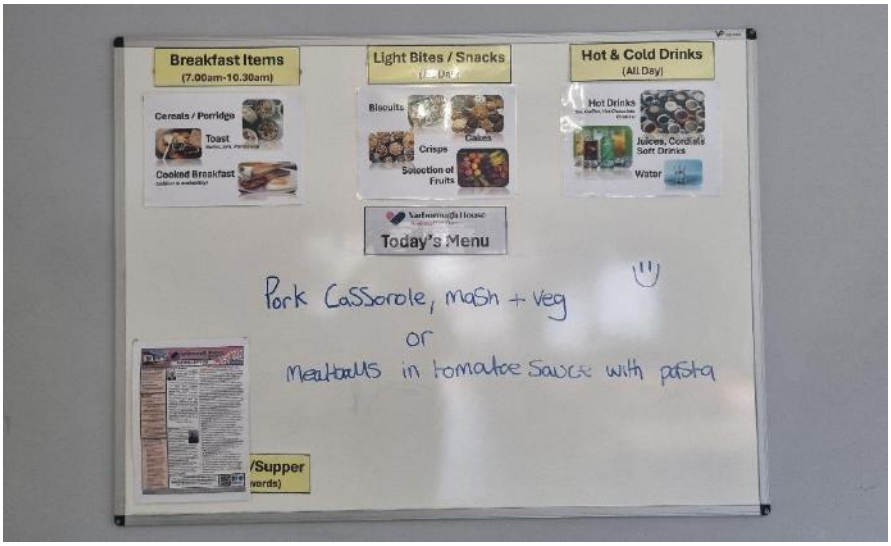
Overall, the cleanliness and décor of the care home was of a good standard. The home would benefit from personalised touches such as pictures and familiar items to make it feel more homely. All the furniture was well kept. Signs were appropriately placed and the handrails in the communal areas were a contrasting colour to the walls. However, the contrast was not noted within the bathrooms. The home would benefit from using different colour toilet seats to make it easier to navigate for those residents living with Dementia.

The home smelt fresh, and no unpleasant odours were witnessed.

Food and nutrition

Healthwatch saw a food menu written on the noticeboard.

Healthwatch observed the drinks round take place during our visit. However, due to the visit time we did not have the opportunity to witness a mealtime taking place.



The menu was written on a whiteboard with two choices of dinner.

General

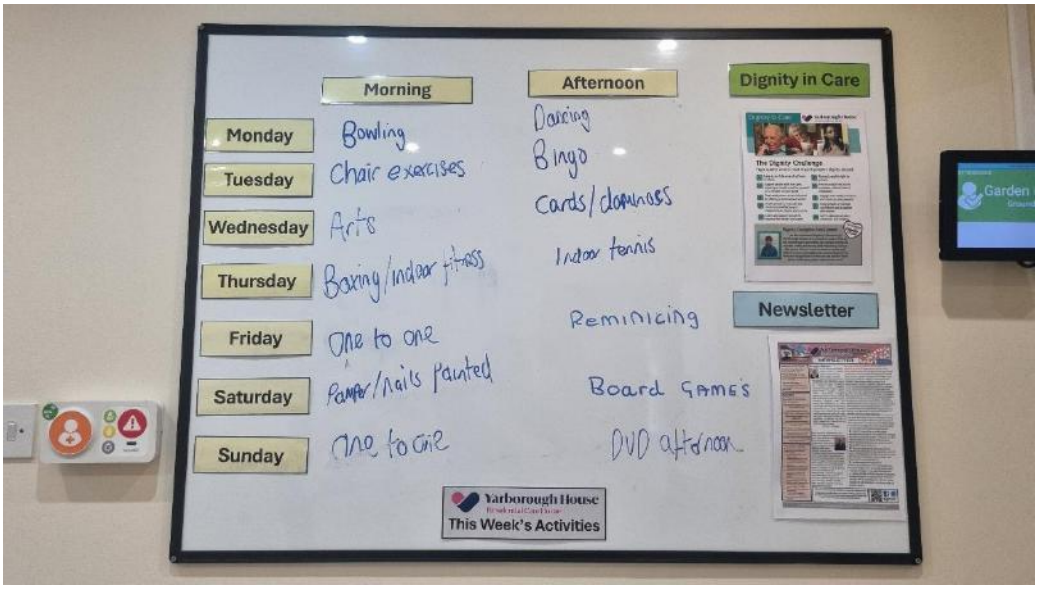
On the day of the visit the T.V in the main lounge was on loud, the call bell system was constantly ringing, the doorbell was busy, the phone was ringing and domestic staff were cleaning. All of this created a very noisy and unrestful experience for those sitting in the communal areas.

Activities, social participation and involvement

Healthwatch did not observe any activities during the visit. There was a written activity planner to advise what would happen during the week.

Healthwatch were advised that residents are encouraged to join in activities such as chair exercise, boards games and art. One resident advised they had been playing skittles and that he had enjoyed taking part in this activity. At the time of the visit no activities were observed taking place.

Activity board captured on the day of the visit.



Conclusion

Overall, Healthwatch found Yarborough House to provide a comfortable environment, staff and residents appeared happy and relaxed.

The environment was at times very noisy due to several bells, and alarms constantly going off.

The home was clean and tidy and was currently undergoing a longer-term refurbishment plan.

Highlighting good practice

Healthwatch would like to highlight the following good practice observed

during the visit:

- Staff that were supporting residents were observed being kind, caring and respectful.

Themes and recommendations

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

Theme: **Social stimulation**
Recommendations:

1. The Director should consider employing an activities co-ordinator to introduce regular meaningful and stimulating social activities for the residents.
2. The Manager should update the activities board with pictures to reflect the day's planned activities.
3. The Manager should consider introducing pet therapy, Interactive boards and musicians/entertainers into the home to support resident wellbeing.

Theme: **Environment**

Recommendations:

1. The Manager should investigate managing the response to the doorbell, Call bell system and telephone to reduce the noise disruption of the residents.
2. The Manager should ensure that staff do not smoke in the vicinity of the building to ensure smoke does not drift into the building.

Theme: **Dementia friendly toilet seats/ Pictorial menus and activity planner**

Recommendations:

1. The Director should look to introduce dementia friendly toilet seats for those residents living with dementia.
2. The Manager should look to implement a pictorial menu and activity planner to aide choice and understanding during meal and activity times.

Signed on behalf of Healthwatch North East Lincolnshire: L.Wilkinson	Date:

Provider response to recommendations:

Providers have 20 working days to respond to recommendations. This can include why they may or may not take on board the recommendations.

We fully accept the recommendations made and have already begun incorporating them into our ongoing improvement work. An internal action plan has been established to monitor progress, with accountability assigned to relevant leads and progress reviewed through our governance processes.

In relation to specific themes raised:

- **Activities and social engagement:** We agree that meaningful activity is essential to wellbeing. We currently operate a staff-led daily engagement programme, which is being strengthened while we review options for a dedicated Activities Coordinator role.
- **Noise levels:** We acknowledge the feedback regarding noise in communal spaces. We have raised this with our team and our nurse call system provider, and we are exploring silent alert options to minimise disruption while maintaining safety.
- **Smoking area:** We recognise this feedback, although it is not reflective of regular practice. Staff have been reminded to ensure the rear garden door is kept closed during smoke breaks and residents remain fully protected from smoke exposure.
- **Dementia-friendly environment:** We are committed to continuous improvement in dementia-friendly design. We have already begun installing contrasting toilet seats and are introducing pictorial menu boards and visual activity planners.
- **Visitor signing-in:** The Healthwatch team were escorted into the home by staff, which may explain the exception on the day of the visit. However, we agree the process must be consistent and this has been reinforced with the team.

Once again, thank you for your visit and for recognising the dedication of our staff and the positive atmosphere within the home. We remain committed to providing high-quality, person-centred care and we welcome future partnership with Healthwatch to support ongoing.

Kind regards,

Marion Bourn