



Enter and View Report

The Grove

Tuesday 13th November 2018

healthwatch

North East Lincolnshire

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Report Details

Address	The Grove Care Home, Ings Lane, Waltham, North East Lincolnshire, DN37 0HB
Service Provider	Country Court Care
Date of Visit	13 th November 2018
Type of Visit	Announced / Unannounced (See methodology on page 5)
Representatives	Karen Meadows and Freda Smith

Acknowledgements

Healthwatch North East Lincolnshire would like to thank the service provider, residents, visitors and staff for their contribution to the Enter & View Programme.

Disclaimer

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

This report is written by the Research and Reporting Officer for Healthwatch North East Lincolnshire using the information gathered by the Enter and View Authorised Representatives named above who carried out the visit on behalf of Healthwatch North East Lincolnshire.

What is Enter and View?

Part of the local Healthwatch Programme is to carry out Enter and View visits.

Enter and View visits are conducted by a small team of staff and trained volunteers, who are prepared as “Authorised Representatives” to conduct visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement.

Enter and View is an opportunity for Healthwatch North East Lincolnshire to:

- Enter publicly funded health and social care premises to see and hear consumer experiences about the service
- Observe how the service is delivered, often by using a themed approach
- Collect the views of service users (patients and residents) at the point of service delivery
- Collect the views of carers and relatives
- Observe the nature and quality of services
- Collect evidence-based feedback
- Report to providers, the Care Quality Commission (CQC), Local Authorities, Commissioners, Healthwatch England and other relevant partners

Enter and View visits are carried out as “announced visits,” where arrangements are made between the Healthwatch team and the service provider, or if certain circumstances dictate as “unannounced visits.”

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 services first-hand.

Purpose of the Visit

- To engage with service users of the named service and understand how dignity is being respected in the care home environment
- To observe the care provided at this home, looking at a number of key themes; Food & Drink, Safeguarding, Staffing, Personal Care and Medication
- To observe residents and relatives engaging with the staff and their surroundings
- Capture the experience of residents and relatives and any ideas they may have for change

Methodology

This visit was an announced/unannounced Enter & View visit.

An announced/unannounced visit is where we send a letter to the care home in advance of a date we have in mind, letting them know we intend to visit soon. A letter will then be sent approximately one week before the visit date we have and then we will turn up in that week unannounced.

Summary of Findings

The Manager was open to our visit though we did not receive the Managers Questionnaire prior to it.

- Residents were well attended to - call bells were answered promptly
- Staff engaged residents in friendly conversation and were approachable
- Residents spoke highly of staff and were happy with the care and support they received
- The service was in need of refurbishment, which had already commenced
- Residents had access to communal areas which catered to a number of tastes.

Our Previous Visit

The Grove Care Home was last visited by Healthwatch North East Lincolnshire in November 2014. The recommendations made on that visit were to keep up the good work at the service. Accordingly we could not measure the success those recommendations, considering this and the length of time since our last Enter & View, the decision was made for Enter & View representatives to take a fresh approach to the service on this visit.

Following this visit we are happy to report the following:

- Residents appear pleased with the quality of care they receive and are happy with the services provided.
- The relatives we spoke with were also pleased with the care and support that was given to them and their family members.
- Staff were respectful of residents privacy and dignity
- The service manager was aware that the service was lacking in being dementia friendly. The service is currently awaiting a decision from the operator as to any possible refurbishment or redecoration.

Details of Visit

The Enter and View Team were greeted in the large and bright reception area. As the manager was busy at the time of our visit the team were shown around by the Peripatetic Manager.

The Enter & View team were able to view communal areas including the lounge and dining area, as well as Residents rooms, bathrooms and the Salon which was on site.

The team were able to speak with multiple residents and also gathered the views of their relatives and some staff members at the service.

Environment

The Service is set over two floors and has capacity for 52 residents. Currently there are 49 residents living at the service, though some residents at the service were receiving respite care.

Upon arrival the Enter & View team were welcomed into the reception area which was comfortably decorated and had a “trolley shop” selling sweets and drinks to relatives. The reception also had an upcoming events board which gave the details of the upcoming Christmas Fayre. In addition to this, the team were shown a relatives maintenance log, this allowed friends and relatives to log any maintenance issues they saw on their visits. We found this to be a very handy tool in identifying issues, particularly as management took comments and issues on board and worked to fix the problems logged.

All entrances into the service were secured by keypads including entrances to stairwells. We found that the garden was also securely fenced off and safe without impeding residents views of the adjoining woods and park.

Communal areas were seen to be bright and spacious with carpets, walls and floors were all clean and in a good state of repair.

The communal lounge was split into three spaces including a quiet area and a TV space, we also saw that the lounge contained a fish tank and piano which residents

could play. The lounge spaces were seen to be clean and comfortable, furniture was well kept and lent itself to a cosy space.

The Enter & View team did note that a portion of the lounge was crammed with wheelchairs and walking frames, this did detract from the cosiness of the lounge and took away from the view available outside. It was felt that appropriate storage, away from communal areas, should be in place for these types of items, especially if they are not currently being used by residents.

The space outside of the lounge was clean and tidy, fencing heights were appropriate to allow wheelchair users to see over them and enjoy views of the adjoining park. Unfortunately due to the lack of space available around the building there was no garden/grassed area for residents to use. We recognise that this is not something that can be altered at the rear of the property.

We were able to view two bathrooms at the service, one of which had recently undergone refurbishment. The newly refurbished bathroom had a nautical themed walls and decorations, lending to a much more homely and less clinical feel. Both bathrooms were seen to be clean and spacious. We were told that all bathrooms had showers (which are currently being converted to wet rooms) though large communal baths with appropriate lifting equipment and bath chairs were available to residents. We were told that residents normally preferred to take showers but, depending on staff availability, could take a bath if they wanted.

The dining room was large and open planned with tables set out in the style of restaurant. Round tables encouraged residents to interact and made meal times a much more social event. Again, dining room furniture was well kept and appeared clean and comfortable. We were also informed that a *Maître De* was on duty during meal times which added to the positive experience of meal times.

Whilst communal hallways were clean and tidy, The Enter & View team felt as they may be difficult to navigate for dementia residents. The Manager advised that the operator was still making a decision on whether or not to return to a more dementia friendly décor. Similarly we also noticed that the service did not use personalised pictures and memory boxes to aid residents in identifying their rooms.

We were told that residents had dementia as a secondary diagnosis. Regardless of that we believe that the service could certainly be improved by the use of dementia friendly decoration and colour schemes. Particularly as the operator advertise a ‘your precious moments’ care initiative on their website and have registered with the dementia friends initiative.

Food and Drink

Residents were provided with pictorial or written meal menus depending on their needs or preference.

The Enter & View team were told that there was a single sitting for each meal but that residents had access to snacks and drinks throughout the day. A grazing station was available to residents and contained fruit, cakes and drinks, though no glasses were available at the time of our visit, we were later told this was not normally the case. We also saw that a drinks trolley was attending resident’s room whilst conducting the Enter & View.

Some resident’s rooms also contained a small “kitchenette” which allowed them to prepare some hot snacks and drinks in their own rooms as they pleased. The hobs in resident’s rooms had been disconnected for health and safety reasons, though some residents did still have toasters and kettles etc.

The residents we spoke to told us they enjoyed the food, one resident said “*The food is Lovely*” and another told us “*I cannot complain about the food.*”

Safeguarding, Concerns and Complaints Procedure

Safeguarding and complaints procedures are in place. Staff that we spoke to advised they were aware of the procedures and had attended the necessary training.

The service also had a complaints procedure in place, this was displayed within the service.

Staff

We were able to briefly speak with some staff and some have completed our staff questionnaires. We also left some questionnaires for night staff to complete and return to us.

We found that staff were very enthusiastic about their jobs, they clearly cared for residents, knew their preferences and treated residents with dignity and respect.

“My favourite part of the job is seeing the residents happy after giving them your time.”

Staff also told us that they were understaffed and unable to spend enough quality time with residents

“Staffing levels are so low, it’s hard to meet the [residents] needs... It can be frustrating... It sometimes takes too long to answer call bells and residents are upset at having to wait.”

“All the staff are exceptionally caring despite being overworked”

“if I could change one thing I would have more staff”

Promotion of Privacy, Dignity and Respect

All residents were treated with dignity & respect. We saw no staff entering resident’s rooms without an invite or alarm call, staff were friendly and jovial with residents and knew their needs and preferences.

Residents again stated they had no issue with staff interactions and that they felt comfortable at the service;

“I’m here for respite, I must like it because I keep coming back.”

Recreational Activities

The service does currently have an activities coordinator in place, however they are currently off work sick and their role has not been re-assigned whilst they are away.

“We do have an events coordinator but they are currently off sick. Staff are filling in where possible”

We saw displays showing upcoming events and activities which residents told us they were happy with *“There is always something going on”*. The service has access to a mini-bus once a week and residents enjoyed being taken out to different locations *“I like the outings.”* During our visit some residents were out at a local garden centre and others had been taken to a museum.

Residents at the service were taking part in singing, dancing and playing instruments during our visit and even got the Enter & View team involved with their merriment. It was clear those taking part were very happy to be up and moving and felt comfortable at the service.

Residents were able to watch TV, play piano, take part in activities or just sit and relax in the quiet area. We were also advised that the service has regular visits from pre-school children.

The Enter & View team were also shown the salon which operates at the service, during our visit we saw residents using the salon. Again residents appeared at ease and looked to enjoy getting their hair cut.

Medication and Treatment

We found that medication is securely locked away and staff encourage residents to take their medication as required. Care records are also locked away securely. There are daily visits from district nurses and regular visits from other healthcare professionals, treatments and appointments are carried out in residents rooms.

Residents

It was difficult for the Enter & View team to speak to those residents taking part in the singing and dancing session, but those who did speak with us advised they were happy at the service and felt safe and secure *“I can’t grumble at all”* one resident had been at the service for 17 years.

Residents told us they were able to decorate their rooms and bring in furniture from their own homes, this was evident by the differences in residents rooms.

Relatives and Friends

On this visit we were able to speak to two relatives, both were positive about the service. One relative stated that the service had been very supportive during their relative’s transition.

After our visit we received a Relatives Questionnaire to our freepost address. The completed questionnaire stated that the respondent was happy with the care their two relatives received and provided positive responses to all of our questionnaires. They stated that *“Mum has been a regular visitor to another service user for a while and has wanted to come into the grove for some time”*. They also stated that the manager *“was fantastic helping us in a crisis and getting mum settled”*.

Recommendations

- Redecorate communal hallways to assist residents with dementia, focusing on colour schemes and pictorial signage along with identifying features such as memory boxes and coloured door frames for different rooms.
- Provide the option of having more than one meal sitting if residents would prefer their meals at different times.
- Move wheelchairs/walking frames from the lounge to a more appropriate location. Alternatively the area could be covered with a curtain or similar to ensure that it does not detract from the homely feel of the lounge.

- Ensure staffing levels are sufficient to answer call bells promptly and also to relieve the pressure on existing staff.
- If the proposed extension goes ahead - ensure that staff and residents are made fully aware of the changes to the service. In addition provide a robust approach to increasing staff numbers, paying attention to how the change in building will affect staff presence in all areas.

Service Provider Response

The Manager declined to provide a comment on this report.

Distribution

This report has been distributed to the following:

Healthwatch England

Care Quality Commission

Caroline Barley (Contracts manager for HWNEL)

Jan Haxby (Director of Quality and Nursing at NELCCG)

Marie Oxley (CQC Inspector - Adult Social Care)

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