



Enter and View Report

Topaz House

Friday 29th September 2018

healthwatch

North East Lincolnshire

Contents

Enter and View Report	1
Report Details	3
What is Enter and View	4
Methodology	5
Details of Visit.....	6
Recommendations	8
Service Provider Response	9
Distribution	9

Report Details

Address	Topaz House 226 Grimsby Road Cleethorpes South Humberside DN35 7EY
Service Provider	Carmand Ltd
Date of Visit	29 th September 2018
Type of Visit	Announced / Unannounced (See methodology on page 5)
Representatives	Tracy Slattery and Helen Grimwood

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 Healthwatch North East Lincolnshire Research and Reporting officer 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 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 and promptly returned our managers questionnaire prior to our visit.

- Residents were supported by staff to live independently and maintain their independence
- Staff engaged residents in making their own decisions each day
- Residents spoke highly of staff and were happy with the care and support they received
- Systems and procedures were in place to ensure the safety of residents and staff.

Details of Visit

The Enter and View Team were met by John Terry, the Manager, the assistant manager and one care worker was also present. The home has a maximum occupancy of four people but at present there were only two residents.

Environment

Topaz House is a detached property on Grimsby Road, Cleethorpes with space for two vehicles on the drive. The Enter and View team noted that the door bell was still not working; this was also noted in our March 2018 report.

Upstairs there is a shared bathroom with shower, bath, toilet and hand basin along with 2 En-suite rooms (one of which is being used). We noted that residents have the freedom to paint and decorate their own rooms as they wish, one resident was in the process of doing this.

Communal areas are tended to by staff and were all seen to be clean and tidy. General repairs were completed by maintenance staff. We found no issues with the maintenance of the property.

As residents rooms are their responsibility to keep, and as residents have the capacity to make their own choices on their living spaces we will not comment on their private living areas.

Food and Drink

We were shown the kitchen where residents can cook their own meals or the staff will cook as required. The kitchen was noted to be clean and hygienic.

Residents make drinks as and when they like and have access to fruit on a daily basis. Residents choose their own meals and shopping is delivered to the service once a week, residents are consulted and decide what they would like delivered as a part of their meal plan.

Residents also eat out at local Cafés and Restaurants of their own choosing.

Safeguarding, Concerns and Complaints Procedure

Safeguarding and complaints procedures are in place. We could not ascertain if staff were aware of these procedures as the care worker who was present was busy assisting one of a residents, we only managed to talk to them briefly.

On our previous visit in March we were told,

“There is usually one member of staff on duty and we did query the safety aspect of this. If a resident did display any dangerous or disruptive traits, John said that they were told to make themselves safe and to ring for help. We were not sure where the help would come from and what about any other residents who may be there at the time.”

We are aware that while one member of staff is still the norm, 2 members of staff will be present if the need arises or if there are more residents at the service. As this is a supported living service this is the residents own home and staff are there to assist them to live there. This can make for challenging situations for staff and residents.

Staff

We found that the member of staff present on the day was very enthusiastic about working in supported living and was positive towards residents. We found they were engaging and gave examples of how they support residents to live independently, including updating a communal whiteboard with appointments and activities.

Promotion of Privacy, Dignity and Respect

All residents were treated with Dignity & Respect. Staff do not enter residents bedrooms without being asked to do so and promote privacy of residents personal spaces.

Recreational Activities

On our previous visit we reported that;

“The back garden is very small and quite unkempt but the manager said that a resident had shown interest in doing some gardening in the future. There was also a covered area to allow a resident to smoke.”

On this visit we have found that the resident has indeed taken up maintaining the garden and it is now well maintained, making for a much more pleasant space. Residents access community services and activities through foresight and plan their days with support from staff.

Residents are happy with their activity choices and are well supported in accessing local amenities.

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, we found the office door was locked and residents did not have access to them.

Residents

Residents spoke highly of staff and the support they provide. One resident said he will be “sad to leave” if he moves in to self-contained accommodation.

Relatives and Friends

On this visit we did not meet with any friends or relatives of service users.

Recommendations

The Manager was very open and answered all our questions and although we felt that the home itself looked a little tired, if the vocal resident is anything to go by, then there is no reason to believe that they are anything but well looked after.

We would just like to recommend the following.

- That the doorbell is repaired, this was not working in March and was not working at the time of our visit.
- Service to ensure appropriate staffing levels to ensure no safeguarding issues for staff or service users at any time.

Service Provider Response

John Terry (Manager) said:

“I am happy to say that the doorbell has now been replaced and the maintenance team have initiated some redecoration where needed.

The lone working risks are reduced by staff having regular contact with the Registered Manager and/or Care Supervisor or by accessing the 24/7 on-call system. Potential risk indicative behaviours are discussed and actions taken, which could include an immediate support visit, advice or, if needed, increased staffing levels for the duration of the concerns.

We ensure that our staff know the clients needs and problems well and can recognise early indicators of risk and act, or seek advice, when needed. These actions are rarely needed due to the effectiveness of planned interventions.

I hope this response is helpful and I am pleased with the remaining content. I must also add that the two visitors showed an exceptional warmth and patience towards our clients”.

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 (Contracts manager NELCCG)

<http://www.healthwatchnortheastlincolnshire.co.uk>

Facebook [@healthwatchNEL](#)

Twitter [@HealthwatchNEL](#)