

# healthwatch

North East Lincolnshire



## Enter and View Report

Glyn Thomas House Care Home  
Thursday May 16th 2019

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## Report Details

Address	Glyn Thomas House 350 Pelham Road Immingham Grimsby DN40 1PU
Service Provider	Tracy Briggs
Date of Visit	16 <sup>th</sup> May 2019
Type of Visit	Announced / Unannounced (See methodology on page 5)
Representatives	Karen Meadows, Judy Hamilton

### 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 Volunteer 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; Environment, Food & Drink, Safeguarding, Staffing and Personal Care
- 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 unannounced Enter & View visit.**

An unannounced visit is when the care home is aware that we will be conducting an Enter & View in the near future but the establishment are not aware of the exact date the Enter & View Team will be visiting. A letter will be sent to inform the establishment of the pending visit, along with a Manager's questionnaire. Glyn Thomas House has not previously been visited by Healthwatch North East Lincolnshire and has recently undergone a change of provider.

## Details of Visit

Glyn Thomas House is a residential care home, situated in a residential area that provides support for elderly adults, predominately those living with dementia. The home also provides respite care.

The building is purpose built and provides mostly single occupancy rooms over two floors, 10 with en-suite facilities. At the time of our visit there were 28 residents currently residing in the home. The service currently employs 16 full time and 10 part time members of staff.

We received the manager's questionnaire prior to our visit; this highlighted an issue with the home having difficulty accessing GP referrals to other services. They have also expressed concern regarding hospital admissions e.g transport delays, and missing documents. Healthwatch is able to offer help and further support with these issues and concerns should the Manager request this.

### Environment

The Enter & View Team were greeted in a bright, welcoming reception area via an entry control system. There was a sign in book, hand sanitizer and notice board displayed that highlighted the Home's policies and procedures, including the complaints procedure and a request for all electrical items brought into the home to be PAT tested.

Situated off the Reception was access to the Lounge and residential corridors. These were all neutrally decorated, with hand rails, clean hardwearing carpets and clear signage indicating the communal areas. Hand sanitizers were frequently and appropriately situated along the corridors to aid infection control and framed pictures were displayed along the corridor walls. However the Healthwatch team felt that these could be perhaps be of a more 'nostalgic' nature to aid reminiscence in those residents living with Dementia.

The second floor of the home could be accessed via a lift or stairs. Stairs were secured by a high wooden electric gate at the top.

**Residents Rooms;** Resident's rooms had room numbers, Resident's names and photos were clearly displayed on their exterior doors. The home does not currently have dementia friendly colour coding on residents' exterior doors and do not use memory boxes outside the rooms of those living with dementia. This is something that the Healthwatch team feel should be considered to improve the home's dementia friendly environment.

The resident's rooms were all clean and bright and decorated with modern furnishings. The residents were able to personalise their living spaces and this was clearly observed by the Healthwatch team who were given the opportunity to access a number of rooms.

Many of the Residents rooms had a TV and lots had beautiful handmade throws on their beds that were given as Christmas gifts by staff and the management. Flooring in the rooms was dependent on resident's needs, with a variety of vinyl and carpet flooring observed. Most rooms had a clear view of the outside grounds. At the time of our visit there were approx. 7 unoccupied rooms that could be utilised for respite care or for relatives staying with those residents receiving end of life care. Relatives are well catered for in these situations and offered somewhere to stay and provided with meals.

All residents have access to a number of bathrooms, which were large, clean and bright. There has been an attempt to make these feel more homely by the addition of themed décor. Some bathrooms had Hoist facilities and coloured toilet seats.

**Communal Areas:** Residents have access to a number of communal areas at Glyn Thomas House. The Main lounge is large and bright, with a large TV screen and comfortable chairs, set out in a way that would encourage social interaction. This main area is also used for social activities and at the time of our visit, residents were being entertained with a quiz by the Activities Coordinator and a volunteer. Most of the Residents appeared to be engaging in this activity. Leading off from the main lounge was another large area that was divided into a smaller lounge and the dining area. Again this space was furnished in a very modern style with the lounge section having armchairs set around small tables. This area was ideal for visiting relatives and friends and provided a very homely environment for residents to receive their visitors. The dining area was set out in a 'restaurant style' with modern dining furniture and furnishings. This led out onto the grounds via French doors. The Grounds at Glyn Thomas House are private, secure and the lawns well maintained. There is a designated area for Residents who wish to smoke. Residents are encouraged to help out in the garden and a Father's Day event is being planned for residents to get involved in some planting. There are plenty of seating areas for Residents to enjoy the grounds and social activities are often held outdoors in the warmer weather. Set to the side of the grounds is a large porta cabin which has recently been purchased with the intention of providing a base for a newly established domiciliary care centre. We were also told that planning permission is currently being sought for an 8 room extension to the home.

**Other Facilities** - Glyn Thomas has an onsite laundry with Industrial washing machines and dryers. The laundry facilities are separated into two sites, one indoors (clean area) and one outdoors in a designated outbuilding (dirty area) with resident's laundry being undertaken by members of the housekeeping team. The home also has a small hairdressing salon situated within an upstairs space. The home has WI-Fi throughout and residents are encouraged to Skype relatives and friends who may live abroad or out of the area.

### **Food and Drink**

Whilst there is only one set dining time, residents can request snacks at any time of the day or night. All food is prepared on the premises in an onsite kitchen. The Healthwatch team were shown the kitchen, however were not allowed access for food hygiene reasons. The kitchen area was observed to be clean and modern, with kitchen staff wearing the appropriate protective clothing.

The menu plan displayed outside the kitchen area promoted a good range and choice of healthy meals. Residents can request alternatives or larger portions if needed. There is a Pictorial menu for the Residents to see that is displayed in one of the lounges; this was at the request of the residents as they stated they found it a lot easier to see there, as opposed to being displayed in the dining area.

Residents commented that the food was '*very good*', and '*very tasty*'.

Residents have access to hot drinks and snacks available from the refreshment trolley and this was observed during our visit. There are 'Juice stations' in both lounges to aid hydration. All residents have access to cold drinks in their rooms.

### **Recreational Activities**

The home has a wide range of activities for the residents and the schedule for these clearly displayed for residents and relatives to see. The home employs a part time Activity Coordinator who provides a wide range of activities for the residents on site such as quizzes, arts and crafts, music and dancing.

There are also outside activities for those residents that are able, including trips to the Auditorium, garden centres, boating lake and local cafes and shops.



Glyn Thomas House are proactive in ensuring residents feel connected to the local community and facilitate residents attending church, local events, family weddings etc. One of the Residents has lived in Immingham for most of her life and the staff are encouraging her to write and draw her memories of old Immingham. The Resident appeared very happy to do this and told us that she looked forward to the project.

### Residents

During the visit the Enter & View Team were able to speak to a number of residents and the consensus of opinion from those spoken to was all very positive. Residents stated that they were able to get up and go to bed when they pleased, and have access to drinks and snacks when they requested. Comments received from the Residents included, *“they look after you very well”*, *“I feel happy here”*, *“I am well cared for”*, *“it is like a home from home here”*, *“I like it here, everyone is very nice, I have just had my nails painted”*, and *“we have a good laugh”*. The residents that we observed on our visit were mostly engaged in the home’s activities or relaxing in their rooms. All appeared clean, well dressed and happy. Residents were very welcoming of the Healthwatch team and happy to speak to us, taking the time to sit with us, show us around and engage in conversation.

### Relatives and Friends

The Enter and View Team were able to speak to some relatives or friends visiting the home and some completed Questionnaires. Friends and Family did not express any concerns about Residents safety and all stated that they felt the home promoted dignity and independence. Comments received included; *“If I have a concern it is always acted upon”*, *“My relative is very well looked after”*, *“my mother is very happy here and I am happy that I don’t have to worry about her”*, *“Dad likes it here as he can go into the second lounge if it gets a bit noisy, if he wakes in the night wanting something to eat this is always accommodated”*. One Relative commented that they felt it would be *“helpful to have more staff”*.

## Staff

The Enter & View Team were unable to speak one to one with most members of staff during their visit as they were all busy tending to residents needs or engaging residents in activities. Several Staff questionnaires were left for other staff to complete with very few responses received to date. No concerns regarding safety or care were expressed by staff and all felt that they were adequately trained and supported in their roles.

The manager of the home was very welcoming, transparent and honest and took time to show us around. She demonstrated that she was clearly passionate about her role and appeared very knowledgeable about the resident's needs.

During their visit the Enter & View Team saw that staff were aware of resident's individual care needs and displayed patience and empathy in the care they provided. This was observed on our visit.

There was easy engagement between staff and residents and attempts observed by the staff to initiate conversation with the residents.

Staff encourage the residents to keep in touch with relatives and are extremely welcoming of visitors to the home. Relatives are given their own entry Fob to come and go at their leisure, and children are encouraged to play with toys provided within the communal lounge.

## Promotion of Privacy, Dignity and Respect

The home has quarterly residents and relatives meetings to discuss best practice and any issues which have arisen at the home.

During their visit the Enter & View Team saw that staff treated residents with respect and ensured their dignity was maintained.

The home provides a 'dignity screen' for residents use, should they wish to have any personal care outside of their private rooms.

## Safeguarding, Concerns and Complaints Procedure

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

## Medication and Treatment

The Enter & View Team found that medication is securely locked away and staff encourage residents to take their medication as required.

The home has access to a range of community health services who attend the residents within the home on a regular basis, although there have been some reported concerns regarding delays in GP referrals to these services. There have also been some reported issues with waiting times for Hospital transport and paperwork not returning to the home on discharge from hospital care. Healthwatch can support the Manager of the Home in addressing these issues.

## Recommendations

- To consider accomplishing a more 'dementia friendly' environment that would aid navigation and reminiscence in those residents living with Dementia. E.g. colour coding resident's exterior room doors, use of memory boxes, reminiscence books, all toilet seats to be a different colour from the toilet and prints.
- To ensure the staff continues to maintain the correct staff ratio once the new extension to the home is built.
- To ensure that the homes CQC rating is on display in reception.
- The home to maximise online GP consultations to ensure that referrals by the GP are carried out in a timely manner.

## What's working well?

- The home offers a comprehensive range of activities to keep residents engaged and that encourages them to feel connected to the local community.
- Staff responded well to resident's individual needs and demonstrated a caring and empathic approach.
- The home has taken a proactive approach to their laundry service by provision of separate 'clean' and 'dirty' laundry rooms. This aids infection control.
- The home provided a very homely environment, with a great deal of care taken in choice and placement of furniture, décor and modern furnishings.

## Service Provider Response

Glynn Thomas House has not responded to this report.

## Distribution

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