

GLYN THOMAS Re-visit Report

Date of first visit: 16.5.19

Date of publication: 27.6.19

Date of re-visit: 15.10.19

HWNEL Representative: Judy Hamilton Karen Meadows

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

Main Purpose of Visit

Healthwatch North East Lincolnshire conducted an Enter & View visit at Glyn Thomas Care home within the last twelve months. From the visit, Healthwatch would make a series of recommendations to help drive improvement based on service user feedback.

COMPLETE	PROGRESS HAS BEEN MADE	NOT STARTED
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Progress made against 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.



Summary of Key Findings & Progress towards Recommendations

Please clearly highlight what progress has been made against the 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.

Glyn Thomas has begun a creative and thoughtful approach to ensuring that the home is compatible with a dementia friendly environment. The manager stated that some dementia environments can be quite 'garish' so they have attempted a more subtle approach. They are in the process of colour coding the individual 'wings' of the home to aid navigation for those residents living with dementia. They have chosen a theme and a matching colour for each wing. E.g. lavender (lilac) buttercup (yellow), ivy (green) blue bell (blue) and cherry blossom (pink). The walls, doors and related artwork all follow the colour schemes.

Some but not all of the toilet seats have been individually coloured.

The residents are all in the process of making their own door plaques with photos and memorabilia from their past, this is working well for those living with dementia and some of this are already in situ.

The home are also organising some reminiscence events and have asked friends and relatives to bring in nostalgic items to put into some old style suitcases. These cases and items will then be used at the event and can be further used for reminiscence activities.

To ensure the staff continues to maintain the correct staff ratio once the new extension to the home is built.

The planned extension is still in the planning stage as the home have had to resubmit plans due to neighbours' concerns that the new roof will cast shadows on their garden. A new conservatory is planned as part of the extension as the residents really enjoy sitting in the front porch, as this is warm and has lots of light.

To ensure that the homes CQC rating is on display in reception.

The homes CQC rating is displayed in the front reception area.

The home to maximise online GP consultations to ensure that referrals by the GP are carried out in a timely manner.

The home has encountered technical issues with the online system. They have one GP for the home and there does not currently appear to be any referral issues apart from delay in accessing OT assessments for the residents.



Impact and Additional Observations

Identify anything else that you feel was relevant to the original enter & view visit.
This could include:

- Impact recommendations have had on service users
- Observations
- Other general improvements

The changes made to the environment for those living with dementia have been well received and residents are happy with the changes already made with the colour schemes. It is hoped that this will aid navigation for those living with dementia.

The Dining area has also undergone some improvements, which have made it easier for those residents in adapted seating and wheelchairs. There has been an additional dining table added to the area adjacent to the dining area and the place settings/ crockery matched to the dementia friendly signs so that this appears more inclusive for everyone.

We observed the residents taking part in a singing activity on our visit as the home has recently invested in a karaoke machine. The residents, friends, and family are all enjoying this and most were happily taking part in the singing. Residents all appeared happy and content and staff were seen interacting with the residents in a positive and empathetic manner.

The manager raised an issue with access OT services for the residents in a timely manner, which has become an area of concern for herself and her staff. Advised that Healthwatch NEL may be able to assist in rectifying this situation.

Signed: *K J Meadows*

Date 25.10.19

