

Enter and View Report

Place visited: Hadleigh House, 350 Pelham Road, Immingham DN40 1PU

Registration Details

Care home service without nursing

Date of visit: 12 November 2014 10.15 am until 12.15 pm

Visited by:- April Baker, Elaine Flower and Jennie Smith

Acknowledgement

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

Disclaimer

Please note that this report relates to findings observed on the specific dates set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed during the visit.

What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals residential homes, GP practices, dental surgeries, optometrists and pharmacies. 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 service first hand.

Healthwatch Enter and View are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel

uncomfortable about they need to inform the service manager, ending the visit. In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC where they are protected by legislation if they raise a concern.

Purpose of the visit

This visit is provided in support of the Dignity Challenge programme of North East Lincolnshire Clinical Commissioning Group with a particular focus on treating residents with dignity and respect.

Strategic drivers

This visit upholds the strategic aim of Healthwatch North East Lincolnshire to

- Listen to the voice of local people
- Ensure that such views influence the improvement and quality of local health and social care provision

Methodology

Healthwatch NEL uses an observation sheet when we visit with a particular focus on treating people with dignity and respect.

Summary of findings

1. We found a happy, clean, well-managed home with excellent care taken of the residents with their dignity and respect maintained at all times. Staff were pleasant and helpful.
2. There is a varied and regular programme of activities for residents,
3. Relatives and other visitors spoke well of the care given.
4. The smell of urine in some resident's rooms needs to be effectively tackled.

Results of Visit

We were welcomed by Donna Blyth, Deputy Matron who went to fetch the manager, Marie Woodley, while we signed in. Donna was just starting a drugs round which had to be kept on time.

There was a faint smell of disinfectant in the hall area. The hall was clean and bright and tidy. We later learnt than one of the residents likes tidying this area.

The home has room for 35 residents but today only had 23. It caters for elderly residents over 65 and people with dementia aged over 55. Respite care is also provided.

5 residents are registered as being deprived of liberty for safeguarding reasons. These are triaged by the doctor should the need arise. There is a designated area for residents with challenging behaviour.

North Lindsey College have recently carried out training for all staff on safe holding which has benefited staff as they now know how to help residents if they fall or if they throw themselves down and this has reduced numbers of incidents of problems recorded. Workforce development training has been carried out and moving handling is to be done this month. Eclipse at Lincoln have helped with training. Donna is in charge of Training Matrix as deputy manager.

Staffing is calculated as per the Staffing Forum Matrix and on the day of the visit 4 Carers, 1 Senior, Manager, Secretary, Cook, Cleaner were on shift. Manager's official hours are Monday to Friday 8 to 4 but this can change due to circumstances. There are 3 staff on at night with 1 on call (Manager or Deputy Manager). Staff are flexible and only too happy to help out where needed for cleaning or laundry service if required. The staff vary in ages from 17 to 76. Added bank staff can be called in if required. The home has been open 26 years and some staff have been there all that time. Marie has been there for 12 years. 2 more staff were taken on to cover mornings after their last CQC report said they were short on staff in the mornings. There are 2 dedicated cleaners, working alternate days, who can be called on to carry out additional cleaning tasks such as spring clean or carpets.

Only 8 residents had got up to breakfast in the dining room this morning, the others preferring to have a breakfast tray in their rooms. Residents can get up when they like. Care staff always knock on resident's doors before entering. There are 3 staff on in a morning plus manager, office administrator and 2 cleaners.

There was a large stain on the dining room carpet but Marie assured us that would be removed when the carpet was cleaned as part of their two weekly carpet cleaning regime. The dining room tables had been arranged in two rows which Marie explained the residents had asked for and it did make it easier to keep the fire exit in the dining room more accessible. The residents thought it kept them closer to their friends.

They have an activity worker who works 16 hours per week. This could involve taking residents to the Fish and Chip lunch at the Methodist Church nearby on a Thursday, flower arranging, cake decorating, memory talks or anything that the residents would like to do. There is a board with activities named on it but that can be changed due to circumstances. An outside entertainer comes in once a month. There are fund raising events to help fund the activity budget which is controlled by the office administrator. Activity manager works 2 til 4 and 6 til 7 to help with dementia patients who suffer from "Sundowning".

All religions are able to be catered for but at the moment; the residents are all Church of England, Methodist or Roman Catholic.

They try to do a quarterly newsletter with items requested from the residents and one of the residents then takes it round to each room to make sure all residents received a copy.

Helen is their Dignity Champion and attends meetings of the Dignity Group.

The chef arranged meals on a 4 week rolling programme with all dietary needs taken into consideration. There was a choice of two main meals at lunch time and tea could be anything the residents wanted, from a boiled egg to cheese on toast, toasted tea cake or 3 course meal. There were drinks available at all times and cold drinks in the lounges to prevent any risk of dehydration.

The residents were all clean and well dressed and the ones we spoke to were very happy with their treatment and their rooms. They could bring their own furniture and things in to make their rooms a home from home. Residents were asked what name they wanted to be called by and this could change depending on how the resident felt.

There were several visitors present who were pleased with the treatment their loved ones received. One lady had been resident there for six years and said it was wonderful. A local preacher from the Methodist Church said she visited regularly and there was always a wonderful friendly atmosphere in the home and she was always welcomed. One lady did burst into tears but Marie explained she was a new dementia patient and had not had time to settle in. We spoke to about 10 residents and 4 visitors.

One of the shower rooms is being retiled and made ready for use again but is also used as a hairdressing salon when the hairdresser visits. All bathrooms were clean with locks on the doors and space for a carer to help in.

In some of the bedroom corridor areas there was a smell of urine and Marie said this was due to one resident, who has capacity, but who declines the room being cleaned unless he is out for the day. On these occasions a full clean is carried out. Marie sees this as maintaining his dignity and respect and right to make choices. When asked about using sensor pads on the floor for dementia patients Marie said this was seen as a risk to dementia residents in respect of falls, infection control from urine and the cost of replacement if urinated upon. There is, however, a new sensor product on the market which is triggered when a resident puts their feet out of bed which triggers the nurse call alarm and which Marie hopes to try out.

Not all members of staff were wearing name badges but Marie explained they are in the process of getting new name badges.

Additional findings

None.

Recommendations

1. Name badges to be processed and worn as soon as possible
2. "Silent Minder" sensor blocks to be installed on trial as soon as possible
3. A name plate on the street side of Hadleigh House so it can be found more easily by people coming by road.
4. Try to eliminate the smell of urine in the bedroom corridors.

Responses of Home

Marie Woodley made a number of comments on factual accuracy and clarification of remarks made which have all been accepted and incorporated into the report. With regards to the recommendations above she states:

1. Name badges with photo ID – name badges with photos have now been ordered; it has taken a long time to collate all photos from Staff, some of which work at night, early mornings etc. Order was finalised on 18.12.14 and should arrive early January 2015.
2. Home has now ordered and has in place 2 silent minder blocks; 1 in current use.
3. Larger name plate has been asked for the Home detailing services we provide.
4. Cleaners are now tasked with a daily, weekly and fortnightly walk round and address any areas necessary.