



Enter and View Report

Stallingborough Lodge Care Home
Monday 9th March 2020

healthwatch

North East Lincolnshire

Contents

Report Details	3
What is Enter and View	4
Methodology	5
Details of Visit.....	6
Recommendations	12
What is Working Well	13
Service Provider response and Distribution	14

Report Details

Address	Stallingborough Lodge Care Home Station Road Stallingborough North East Lincolnshire DN41 8AF
Service Provider	Shirecare Ltd
Date of Visit	9.3.2020
Type of Visit	Prior Notice (See methodology on page 5)
Representatives	Karen Meadows, Betty Godwin, Edward Harris

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 Coordinator 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 may be carried out as “announced visits,” where we advise in advance of the time and date of the visit; “with Prior Notice”, whereby the service is advised of a period window of when the visit will take place; or if certain circumstances dictate as “unannounced visits” whereby the service does not know that a visit will be taking place.

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 Enter & View visit given with Prior Notice.

A visit with Prior notice is when the setting is aware that we will be conducting an Enter & View visit, but an exact date and time is not given. A letter is sent to inform the establishment of the pending visit 'week commencing', along with a Manager's questionnaire.

Our Previous Visit

Healthwatch North East Lincolnshire last visited Stallingborough Lodge Care Home in July 2015. Our report in 2015 made a recommendation to consider moving the designated smoking area away from the resident's rooms. Following this visit we are able to report this recommendation has now been actioned.

Details of Visit

Stallingborough Lodge Care Home is a residential care home situated in the village of Stallingborough. It is registered to provide nursing and personal care for up to forty seven older people, some of whom may be living with Dementia. Accommodation is provided over two floors, accessed by stairs and a lift.

Accommodation is in single occupancy rooms, seventeen of which have ensuite facilities. At the time of our visit there were forty four residents currently residing in the home. We received the Manager's questionnaire prior to our visit.

Environment

The Healthwatch Enter & View Team were greeted into a small but welcoming reception area via an entry control system. There was a signing in book, which the Enter & View Team were asked to sign in. Hand Sanitiser and the homes CQC rating were prominently displayed. Leading off from the reception, the Healthwatch Enter & View Team entered into the main body of the home, with the main corridors forming a square, off which were the communal areas and the resident's accommodation. Corridors are neutrally decorated with no apparent contrast between the walls and the handrails, which may prove to be difficult for those residents living with dementia. Similarly, whilst the corridor walls displayed some pictures and prints, the Healthwatch Enter & View Team noted that these were mostly small and not in a reminiscence style. The Healthwatch Enter & View Team felt that larger, more reminiscence style prints would break up the 'blandness' of the corridor walls, acting as navigational points and conversation prompts for those residents living with dementia. However, Stallingborough Lodge Care home have made progress in this area, as they have constructed 'taxi rank' and 'bus stop' signs in one of the downstairs corridors. The Healthwatch Enter & View Team were told that the 'bus stop' was placed strategically outside the communal lounge as they had a few residents who asked to go home and were encouraged to stand at the 'bus stop'. They then naturally wandered into the lounge, where they were happy to sit. The request to go home then passed as they integrated themselves into the communal lounge. These signs also worked as useful navigational prompts and we were told that these were very effective.

Communal areas

Stallingborough Lodge Care Home has a number of lounge areas available for residents use. The main lounge is large and bright, with large windows to the rear in a 'semi conservatory' style. This provided a comfortable level of natural light.

Décor is modern with carpeted flooring, a large TV and clock and high backed armchairs arranged in small clusters to promote social interaction between the residents. The Healthwatch Enter & View Team observed the residents in this area sitting quietly or chatting to each other. There is a resident parrot in a large cage in the lounge area which has been with them for some time and we were told that the residents enjoy interacting with him. A small refreshment station was observed, although the Healthwatch Enter & View Team noticed that the jugs were empty and there were only two glasses. However, at the time of our visit, the drinks trolley was taken around the communal areas to provide the residents with refreshments.

The Healthwatch Enter & View Team were also able to view two additional 'quiet lounges,' both having modern décor and easy chairs. One of the lounges was more of a conservatory style with blinds that could be drawn to moderate temperature. This lounge had a TV and refreshment station available, whilst the other was slightly smaller and did not have a TV. Both lounges provided access to the garden area.

The Healthwatch Enter & View Team observed that all the communal lounges had comfortable levels of noise and light and there was no malodour. Hand sanitizers were placed in both the corridor areas and communal areas and all were sufficiently replenished. All radiators were observed to be covered with access to the thermostat situation behind the cover. Management informed us that the home was currently in the process of replacing all the carpeted areas with vinyl flooring.

The dining area in Stallingborough Lodge care home was set out in café style, with modern décor, vinyl flooring and square wooden tables with chairs that provided extra support by having an additional bar across the rear legs. There was a water cooler for resident use and a menu board indicating the menu for the day. However, this was not in a pictorial format which the Healthwatch Enter & View Team would recommend to aid those residents living with dementia.

Residents Rooms

Resident's rooms are situated off the downstairs and upstairs corridors with each corridor having access to communal bathrooms and toilet facilities. These are clearly signed with pictures and words. The newer extension of the building has been designed with wider corridors and doors, however the majority of walls in this area were observed to be fairly sparse of prints.

The resident's rooms that we observed were all of a good size, were clean, with modern décor and decorated with lots of personal prints, furnishings and personal items. Some rooms had names and pictures on the external room doors and all had access to water jugs. Some of the residents, who had the capacity to do so, had requested to have the option to lock their room door. Spare keys were kept on top of the door frame, in a separate room and in reception, for staff to have easy access and to comply with fire regulations.

Seventeen rooms had an en-suite facility with a toilet and hand basin. For bathing and showering, the residents can make use of an additional nine bathrooms/wet rooms, most of which were tiled and had coloured hand rails.

The communal bathrooms and toilets that the Healthwatch Enter & View Team observed all appeared clean and equipped for the bathing needs of the residents. I.e. rise and fall baths, raised toilet seats. All residents are supervised whilst bathing.

Outdoor Areas

Stallingborough Lodge Care Home is circled by its own grounds. Although located next to the main road, it is set back a good distance and has its own designated parking area. The front aspect has planted containers set back from the pathway and there is a good amount of external lighting. There are several external areas, some grassed with bird tables and some in a courtyard style with outdoor furniture and planters. However, due to the weather the planters are still bare but are ready to be planted shortly.

Other facilities

Stallingborough Lodge Care Home has its own designated laundry on site with dedicated laundry staff. The Laundry has industrial sized washers and dryers and there is a dedicated ironing room next to the laundry, which also doubles as a linen/dry store and houses spare toiletries for those residents who do not have any family or visitors. There is also a dedicated storage area for wheelchairs that has steel panelling to protect paint work from the moving in and out of the wheelchairs.

Stallingborough Lodge has its own dedicated hair dressing salon with a lay back sink and vintage style posters on the walls. Hairdresser comes in once a week. The Healthwatch Enter & View team observed that doors to medication cupboards and the Sluice were locked.

Food and Drink

Stallingborough Lodge Care Home serves its main meal at lunch, with a lighter meal at tea time. Residents can request their main meal in the evening if they wish. There are two choices at each sitting but residents can request lighter options or alternatives. Menu choices appeared to be varied and healthy. Different dietary requirements are obtained on admission and communicated to kitchen staff. Meals are prepared in an onsite kitchen, accessed via an entry code. PPE is available for kitchen staff.

The residents we spoke to were all complimentary of the food with one stating that *“The food is wonderful”*.

Resident’s fluid intake and weight is recorded monthly with resident’s consent. The Healthwatch Enter & View Team observed refreshments being served during their visit and were told that healthy snacks are available throughout the day.

Recreational Activities

Stallingborough Lodge Care Home employ an Activities Coordinator and additionally, have a dedicated activity room. The room has a large table where the residents can sit together and do crafts. Currently the residents are engaged in

mother's day preparations and the Activity Coordinator appeared very enthusiastic about her role and showed us lots of ideas that she had planned for residents. Activities in the home are displayed in a pictorial format for the residents and visitors to see what is planned for the week ahead and there are information posters advertising upcoming events. The home has a number of external activities provided for them such as pet therapists, the Zoo Lab, entertainers, school concerts and reminiscence groups. The residents are currently looking forward to a visit from 'Nunny Farm' (a local community farm that takes a selection of smaller farm animals on visits). The Healthwatch Enter & View team were told that the home does not often undertake external trips outside of the home due to the majority of the residents having mobility problems.

Stallingborough Lodge Care Home is proactive in taking measures to ensure residents feel connected to the local community by inviting local schools into the home and by utilising a local 'over 50's' group in the village. Many of the residents in the home are from the village and surrounding areas so it is particularly important to them to retain this contact. One resident said that *"I have lived in the village almost all my life so it is important to me to still be here"*.

Residents

Stallingborough Lodge Care Home currently has forty four residents living at the home, each having an allocated key worker. The residents that the Healthwatch Enter & View Team observed all appeared clean and dressed, with many making use of the communal areas. We spoke to several residents on our visit, and all were positive and complimentary about the care they received. Comments received included, *"It's lovely here"*, *"I couldn't have anything better"*, *"I'm glad to be living here."*

Relatives and Friends

The Healthwatch Enter & View Team had opportunity to speak to some visiting relatives or friends but to date have not received any completed questionnaires

from family members. One family member told us; *“Mum is very happy here, I have no complaints and communication from the home is excellent.”*

Staff

Stallingborough Lodge Care Home currently employs a full time Manager, fourteen full-time and eighteen part-time members of staff. Some of these staff are registered nurses. Up to nine members of staff cover the day duties, with up to four staff covering night shifts. We were informed that the home is currently adequately staffed and staff absences are managed mainly by regular staff picking up extra shifts. Staff retention appeared to be good with some staff having being employed for a number of years.

The Healthwatch Enter & View Team spoke with members of staff during their visit and, although staff questionnaires were sent, none were completed and returned to Healthwatch North East Lincolnshire. Staff that we spoke to were positive about the home and the care provided and said that they enjoyed working at the home. Residents commented that staff *“were caring”* and *“the girls are wonderful”*.

During their visit, the Healthwatch Enter & View Team observed that staff demonstrated awareness of resident’s individual care needs and, in the interactions we observed, were seen to display patience and empathy in the care they provided.

Promotion of Privacy, Dignity and Respect

Stallingborough Lodge Care Home have residents and relatives meetings every three to six months. These meetings encourage relatives and residents to discuss any issues, changes which have arisen at the home.

During their visit, the Healthwatch Enter & View Team saw that staff treated residents with respect and ensured their dignity was maintained. Staff were observed addressing residents by their names and asking permission for us to view their accommodation, always knocking before entering the room.

Safeguarding, Concerns and Complaints Procedure

Safeguarding and complaints procedures are in place. Staff advised they were aware of the procedures and had attended the necessary training. Complaints procedures were clearly displayed and the residents we spoke to told us that they knew how to raise a complaint and would be confident that this would be acted upon.

Medication and Treatment

The Healthwatch Enter & View Team found that medication is securely locked away. The home has access to a range of community health services. The Enter & View Team were told that there had not been any concerns regarding these services. The home has adopted the 'Red Bag' scheme. This scheme ensures that residents who have to have care at the hospital have all the information with them that is required. The Manager has reported to Healthwatch that the home sometimes has issues with this scheme, especially with regard to receiving paperwork back from the hospital. She also has queried whether or not the paperwork is actually looked at as she is constantly getting asked to send documents over that already have been sent.

Recommendations

- To place additional navigational aids, nostalgic prints along those corridor walls that are bare, in line with the work undertaken so far in the downstairs corridor.
- To ensure that refreshment stations in communal areas are replenished regularly and sufficient drinking glasses available for residents use.
- To consider painting handrails in the corridors in a contrasting colour to the neutrally coloured walls in order to reduce falls in those residents living with dementia.
- To consider the use of more pictorial type menus.

“Since 2016 all organisations that provide publicly funded care are legally required to follow the Accessible Information Standard (AIS). The standard applies to all people with a disability, cognitive and sensory impairment. Therefore IAS states that Menus and Activity boards need to contain pictures to help people understand the choices available.”

What is working well?

- Stallingborough Lodge Care Home appears to have a positive and caring culture, that is person centred, and promotes an environment that has the resident's dignity, well-being and respect at its heart.
- Stallingborough Lodge Care home have established close links to their local village community and have a comprehensive activities programme that ensures the residents are engaged within the community, promoting their independence and reducing isolation.

Service Provider Response

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