

KENSINGTON Re-visit Report

Date of first visit: 7.8.19

Date of publication:

Date of re-visit: 9.12.19

HWNEL Representative: Karen Meadows, Betty Godwin.

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 The Kensington 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
To ensure that CQC ratings and Dignity Champion information is displayed prominently within the home.		
To continue with the replacement of carpet flooring to vinyl flooring and ensure the raised 'lump' on one corridor is immediately rectified as this is a tripping hazard.		
To consider the use of more 'reminiscence' style artwork/ decorative prints in the corridors and communal areas.		
To consider replacing the seating in the 'Sixties lounge' and perhaps consider having more '60's' style nostalgia on display on the walls to encourage residents to utilise this space more often.		
To continue progress with the planned Hydro and vegetable gardens to enrich the outside space for the residents.		
To carry out repair and maintenance to the summer house in order to make this a safe and accessible and utilised space for residents use.		
To clear overgrown vegetation from walkways and clean and repair concrete walkways to prevent trip hazards in the outside areas.		
To consider accomplishing a less 'utilitarian' dining environment that would create a more intimate and homely dining experience.		
To ensure that the menu board and menu information is available for residents to make their choices from, and to consider the use of more pictorial menu's.		



To consider the use of a weekly structured Activity schedule, preferably in pictorial format, so that residents and relatives are aware of the activities on offer.

Summary of Key Findings & Progress towards Recommendations

To ensure that CQC ratings and Dignity Champion information is displayed prominently within the home.

The CQC report is displayed prominently within the entrance area and a Dignity display is also now prominent within the home's entrance area.

To continue with the replacement of carpet flooring to vinyl flooring and ensure the raised 'lump' on one corridor is immediately rectified as this is a tripping hazard.

The 'lump' was rectified immediately following our visit. The home is still in the process of replacing the carpeted areas with vinyl flooring but progress has been made. Additionally, some of the carpets are now also being renewed on a rolling programme.

To consider the use of more 'reminiscence' style artwork/ decorative prints in the corridors and communal areas.

We did not observe any additional prints or artworks in the corridors or communal areas, but there had been some redecoration and the home appeared to have a more fresh and homely appearance than on our last visit.

To consider replacing the seating in the 'Sixties lounge' and perhaps consider having more '60's' style nostalgia on display on the walls to encourage residents to utilise this space more often.

The 'sixties lounge' now displayed nostalgic memorabilia on the walls, however, the unsuitable white chairs were still in use, although we were told that new ones were on order.

To continue progress with the planned Hydro and vegetable gardens to enrich the outside space for the residents.

The outdoor pond has now been netted off in preparation for renovation in Spring 2020. The plan is to lower the perimeter wall, add wooden bench seating around it and use the large space in the centre to grow vegetables and plants.

To carry out repair and maintenance to the summer house in order to make this a safe and accessible and utilised space for residents use.

The summer house has now been enclosed at the front and large doors added to close this off completely. This is now being utilised as extra storage.



To clear overgrown vegetation from walkways and clean and repair concrete walkways to prevent trip hazards in the outside areas.

The Gardner/handyman has now cleared all the overgrown vegetation from the walkways and the walkways are now clear from any trip hazards. Due to the cold weather, all further maintenance will be undertaken in spring 2020. We were told that Residents are not encouraged to use the outside space in the wet and cold weather.

To consider accomplishing a less 'utilitarian' dining environment that would create a more intimate and homely dining experience.

We observed the dining area to be bright, fresh and less utilitarian on this visit, with tablecloths being set out and music playing in the background. Menus were set out on the tables and the refreshment station in place.

To ensure that the menu board and menu information is available for residents to make their choices from, and to consider the use of more pictorial menu's.

Menus are now placed on the tables and the chalkboard in the dining area clearly showed the days menu choices. However, we would recommend that a more Pictorial menu be utilised for those residents living with Dementia.

To consider the use of a weekly structured Activity schedule, preferably in pictorial format, so that residents and relatives are aware of the activities on offer.

We did observe a display of activities on offer for the week in the dining area, with basic photographs of the activities. However we would suggest that this be displayed more prominently for residents and relatives to see.

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 Kensington was subject to a CQC inspection on 15th August 2019 and they have received a rating of Overall GOOD.

The home has clearly taken on board the majority of our recommendations and it was a pleasure to see improvements in the Dining area and the outside space. The home clearly has plans for 2020 with regards to updating the outside space to make this a more pleasant and utilised space for the residents come the warmer months. This includes plans for a Pergola. Additionally, the home have installed a metal cigarette disposal unit on the exterior wall in the smoking area.

At the time of our visit The Kensington was preparing for Christmas with a residents and staff Christmas party being planned for the following week. The residents had been invited to join the staff at their celebration which we thought was a really nice gesture.



The home has also widened the range of activities on offer and plans are in place for a 'zoo' themed day in the near future which the residents are really excited about.

We were told that all the Bedrooms are being upgraded on a rolling programme basis, and there was evidence of new furniture being purchased and waiting to be installed (in storage in the vacant bedrooms).

The older furniture was observed to be placed outside awaiting removal, and we would recommend that this be removed asap to avoid any hazards.

Additional recommendations would be to:

- Place Activity Board in a more prominent position so that Residents and relatives can see this.
- Remove old furniture from the outside space as a priority
- To consider an additional pictorial type menu display for those residents living with dementia.

Signed: *K J Meadows*

Date 12.12.19

