



Enter and View Report

Ladysmith Care Home
Wednesday 5th February 2020

healthwatch

North East Lincolnshire

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Report Details

Address	Ladysmith Care Home Off Ladysmith Road Grimsby North East Lincolnshire DN32 9ND
Service Provider	Knightscore Ltd
Date of Visit	5.2.2020
Type of Visit	Prior Notice (See methodology on page 5)
Representatives	Karen Meadows, Betty Godwin, Diana Etherington

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 Ladysmith Care Home in April 2015. Our report made the following recommendations:

- Frayed carpets need to be replaced.
- Fabric chairs in EMI to be refreshed as they were malodorous.
- General tidying and maintenance to one of the garden areas.

Following this visit we are able to report that the above recommendations appear to have been addressed and actioned.

Details of Visit

Ladysmith Care Home is a residential care home situated in a residential area of Grimsby. It is registered to provide accommodation and personal care to 89 older people, some of whom may be living with Dementia or have physical disabilities. Ladysmith Care Home is a purpose built accommodation set in its own grounds. Accommodation is provided over two floors and divided into four units, and is accessed by stairs and a number of large lifts. One of the lifts is extra-large to accommodate stretchers. The third floor is for staff and office use only.

Accommodation is in single occupancy rooms, all having ensuite facilities. At the time of our visit there were seventy eight 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 spacious and 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 main entrance hall was the home's purpose built hairdressing salon where we observed several residents having their hair washed and blow dried. We were told that this is very popular and well used by the residents. The Healthwatch Enter & View Team also observed a 'wishing tree' display in this area in which residents wishes are placed and then acted upon. Similarly there is a 'you said, we did' display which shows suggestions made by residents and families and friends and how they have been acted upon.

Communal areas

Ladysmith Care Home is divided into four identical, self-contained units which are categorised according to resident's care needs; i.e. one unit for residents living with Dementia, one unit for those residents who require nursing/residential care, one unit is mixed with nursing and dementia residents and one is for residents that have a higher level of independence. Each Unit is accessed by wide

interconnecting corridors. Each is staffed separately and has its own communal lounges and dining areas. Notice boards are duplicated in all four units.

The lounge areas in each unit are large and spacious with comfortable levels of noise and light. Décor is modern with oak flooring, and armchairs arranged to promote social interaction between the residents. The home has started to include pieces of the resident's own donated traditional furniture into the lounge areas to give them a more 'period appropriate' and homely feel.

Each lounge looks out onto landscaped grounds through large bay type windows and each has its own kitchenette area where residents and visitors can make drinks or be served drinks and meals from care staff. There is also a separate hydration station in these areas.

The dining areas in each unit are set out in café style and the day's choices written on a black board at the entrance to the area. In the unit for those residents living with dementia, the menu is given in pictorial form to each resident in turn, to make it easier for them to choose.

Residents Rooms

Resident's rooms are situated along the wide, accessible, corridors with each corridor having access to communal bathrooms and toilet facilities. These are clearly signed. Corridors have handrails in a contrasting colour to the walls and the walls decorated with nostalgic/reminiscence type prints and art work.

The Healthwatch Enter & View Team did not observe any hand sanitisers in the communal corridors, which would aid infection control. The majority of resident's rooms are identified by name plates, however the Healthwatch Enter & View Team feel that this could be enhanced further in the dementia unit by considering the use of coloured doors to aid navigation. 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. All radiators appeared to be covered and the majority enjoyed an outside aspect to the large grounds. Each room has its own en-suite facility with a toilet and hand basin. For bathing and showering, the residents can make use of an additional twenty bathrooms/toilets. The communal bathrooms and toilets that the Healthwatch Enter & View Team observed all appeared clean and equipped for the bathing needs of the residents.

The Healthwatch Enter & View Team did not observe any use of coloured toilet seats in the unit for those residents living with dementia, but were told that this was because they kept breaking. The Healthwatch Enter & View Team felt that it may be beneficial to opt to have coloured handrails or coloured toilet water as an alternative.

Ladysmith Care home appears to have taken a proactive approach to providing a more dementia friendly environment in the unit that accommodates those residents living with dementia. For example, some of the communal walls are wallpapered in a reminiscence print, i.e. forest and street scenes and there are more reminiscence type furnishings on display, including a life sized telephone box that acts as a display for some reminiscence objects and ornaments and as a bus stop. There is also a sensory board on display in one of the corridors on this unit that has lots of locks, knobs and moveable fixtures.

Outdoor Areas

Ladysmith Care Home is surrounded by its own private grounds. The grounds are secure and well maintained and an adjoining outside courtyard area is well furnished with appropriate seating and outdoor furniture. This is an area where residents from all four units can mix. The grounds have a large summer house, raised gardens and a chicken coup, with the chickens being able to roam freely. Residents take it in turns to feed the chickens and collect the eggs. This appears to be a popular activity with the residents and we observed one of the residents and a member of staff collecting eggs during our visit. Residents are also able to grow their own fruit and vegetables in a designated area and assist with potting plants in the summer months. The home employs two gardeners.

Other facilities

Ladysmith Care Home has its own designated laundry on site with large washers and dryers. This is clearly divided into a clean and dirty area and appeared to be highly organised and able to service the demand for the home. The laundry is situated on the top floor of the home away from any residential access and has specialised flooring to absorb vibration. The top floor also houses a large staff room, staff toilets and staff showers. There is also a locked COSH cupboard and a

training room which, at the time of our visit, was holding a staff training session. Residents do not have access to the top floor as this is reserved for staff and laundry facilities.

Ladysmith Care Home has a separate equipment store and a fully equipped treatment room situated on the ground floor. Additionally, there are locked medication rooms on each floor.

Food and Drink

The Ladysmith 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 who are all trained to provide specialised dietary requirements.

Meals are prepared in a large onsite kitchen, and then transported to the individual unit's kitchenettes where they are served up to the residents in that unit.

The residents we spoke to were all complimentary of the food with one stating that *"The food is ok but not what I would cook at home"*.

Resident's fluid intake is monitored and documented in live time, with weight being recorded monthly with resident's consent.

Refreshments are available in all communal areas, consisting of a selection of juices and snacks, e.g. biscuits, crisps and fruit.

Recreational Activities

Ladysmith Care Home employs three Activities Coordinators who work Monday to Friday. Wednesday afternoons are designated for taking the residents out. On the day of our visit, the residents were preparing for an afternoon at a local pub.

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 large photo galleries around the home showing residents engaging in the activities.

Activities range from Tai chi, sing-alongs, quizzes, film afternoons and Boccia. There were small flower arrangements placed around the communal areas that had been made by the residents. Volunteers often help out with the activities and the home also has volunteer befrienders who will sit and chat to the residents, reducing any feelings of isolation. The home also publishes its own quarterly newsletter that informs the residents and their families of what is going on in the home and the local community and advertises any planned visits that will be taking place.

Ladysmith Care Home is proactive in taking measures to ensure residents feel connected to the local community by inviting community schemes into the home and providing regular outings for the residents into the local community. Residents are able to choose where they would like to visit.

Residents

Ladysmith Care Home currently has seventy eight 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, *“The carers are lovely”*, *“I’ve only been here two days and so far it’s wonderful,”* *“I feel comfortable raising any concerns that I might have”*, and *“I enjoy doing Tai Chi in the mornings”*.

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. Comments received include: *“my mother has been here 5 years and she is very happy,”* and *“it seems more like a hotel than a care home.”* Family contact is encouraged by the home and families are encouraged to join in activities and are invited to join in meal times.

Staff

Ladysmith Care Home currently employs a full time Manager, forty nine full-time and twenty two part-time members of staff. Up to sixteen members of staff cover the day duties, with up to eight 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 or using their own bank staff. The Manager states that staff retention is very good and staff turnover is minimal. She reported that the home does not have any difficulties recruiting staff. The home promotes an 'Employee of the month scheme'.

The Healthwatch Enter & View Team spoke with members of staff during their visit and several staff questionnaires were completed and returned to Healthwatch North East Lincolnshire. Staff responses were positive, particularly about the level of training they receive and about the person centred care the residents receive. All staff that responded stated that they felt well supported by management and felt able to respond effectively to the needs of the residents. When staff were asked what the most enjoyable part of their job was; *"working with a great team and seeing residents and family happy and safe," "seeing residents happy," "seeing residents happy and enjoying a fulfilling life."* Other comments included: *"activities at Ladysmith are exceptional and wide in variety, all with service user's thoughts in mind,"* and *"Ladysmith is a home from home."*

During their visit, the Healthwatch Enter & View Team observed that staff demonstrated good 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. A sign in the reception area stated *"Our residents do not live in our workplace, we work in their home."* The staff said that they liked to follow this sentiment.

Promotion of Privacy, Dignity and Respect

Ladysmith Care Home have quarterly residents meetings in which the staff and residents can 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. The home has allocated dignity champions and details about this are displayed on their dignity board.

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 in dedicated medicine cupboards situated on each floor. 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 but sometimes referrals that now have to be made via the GP can take quite a long time. 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 the correct information and documentation.

Recommendations

- To consider placing additional hand sanitisers in communal corridors to aid infection control.
- To consider some additional navigational features in the Dementia unit e.g. coloured doors and handrails.
- To consider using a coloured dye in the toilet water as an alternative for coloured toilet seats.

What is working well?

- Ladysmith 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. This is demonstrated by their proactive approach to the design of the home and allocation of staffing resources.
- Ladysmith Care home have established close links to their local community, and has volunteer befrienders from the community. This, along with a comprehensive activities programme, ensures that their residents are engaged with the community, promotes their independence and reduces isolation.
- Ladysmith Care Home has a dynamic approach to ensuring that resident's views and wishes are listened to and are acted upon by using 'we said, we did' and 'wishing tree' projects.
- Ladysmith Care Home has developed its dementia friendly environment, this includes different coloured handrails and identifying resident's individual rooms.
- Ladysmith Care Home promotes a homely environment for residents, "residents do not live in the staff's workplace, staff work in the resident's home."

Service Provider Response

Thank you very much for your positive report which we are all very pleased with. We have already acted on your recommendations, we have identified and ordered some coloured toilet seats a different type than the ones we had before, which are solid and unbreakable. We have also ordered some more hand sanitiser units for communal corridors.

We have updated our refurbishment plan and have added your recommendation regarding coloured handrails. Our Maintenance team will repaint all the handrails on our Dementia unit.

We had planned to have door sleeves on our Dementia unit which is already identified on our refurbishment programme.

Look forward to seeing/working with you again in the future to continually improve our service for all who live, visit and work at Ladysmith Care Home!!

Distribution

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