



## **Enter and View Report**

Lindsey Hall Nursing Home

20<sup>th</sup> February 2017

# healthwatch

## North East Lincolnshire

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## Report Details

Address	Clee Road Cleethorpes DN35 8AF
Service Provider	Yorkare Homes Ltd
Date of Visit	Monday 21 <sup>st</sup> February 2017
Type of Visit	Announced / Unannounced (See methodology on page 5)
Representatives	Richard Lau, John Revill & Carol Watkinson

### 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 volunteer Enter and View Authorised Representatives 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 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 are carried out as “announced visits,” where arrangements are made between the Healthwatch team and the service provider, or if certain circumstances dictate as “unannounced visits.”

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; Food & Drink, Safeguarding, Staffing, Personal Care and Medication
- 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 announced/unannounced Enter & View visit.**

An announced/unannounced visit is where we send a letter to the care home 6 weeks in advanced of a date we have in mind, letting them know we intend to visit soon. A letter will then be sent approximately one week before the visit date we have and then we will turn up in that week unannounced.

### Summary of Findings

- The home was warm and welcoming.
- We observed staff treating residents with privacy, dignity and respect.
- Residents and relatives had a number of positive comments about the home.
- Staff were approachable and all were smiling and courteous.

## Details of Visit

Lindsey Hall is a purpose built home opened in late 2016. The home is easily reached by public transport with a large onsite car park.

Access was reached via a secure entrance. We were met by Claire (Dementia Care Manager) who informed the team the Home was in a period of transition of a new Manager being put in place. Sue Rollinson is the Clinical lead for the company. Sue is giving managerial support until the new manager commences post at the end of March 2017. The care provider is Yorkare Homes Limited.

### Environment

The entrance was warm and welcoming with a signing in book and sanitizer which all were easily accessible. Clare was willing to show the team around the building, which she did so enthusiastically. The home has 76 bedrooms but are registered for 79 people because they have 5 premium suites. The 76 bedrooms are all en-suite with 35 residents currently occupying these. 3 of the rooms do not have showers. The building is designed with one area (Haven) being a designated dementia area. All rooms were warm and welcoming, each one being well decorated and all had clear identification on all doors. Residents provide their own television except the residents on short term occupancy where one is provided. Telephone points are in all rooms with personal telephone numbers. Wi Fi is available in all rooms and Sky television is connected also to accommodate those who wish to buy it. The other facilities were well thought out which included a Shop where residents can purchase a good selection of personal items, a well-stocked library which is used by all residents, a public bar where relatives can also use this for private parties with residents for celebrations etc. There is a cinema where selections of films are available as requested and a spacious communal area which is used primarily for large functions. The outside areas are well laid out providing enclosed seating areas accessed independently by residents who have capacity. The laundry and kitchen are all on the second floor not accessible to residents.

### Food and Drink

Breakfast times were staggered according to when residents got up. Lunch was 12 midday and consisted of a soup, sandwiches and desert. Evening meals were at 5pm and consisted of a traditional cooked meal with a choice of 2 meals chosen the previous day. Evening staff came around with hot drinks and biscuits, cake etc. Residents have a monthly takeaway. All residents in their own room had jugs of water. Hot drinks were being served whilst we were there. Relatives and friends are encouraged to have meals with residents for a nominal charge.

## Safeguarding, Concerns and Complaints Procedure

Staff spoken to said they were aware of the safeguarding policy and how to report it. Staff spoken to also said they were aware of the whistle blowing policy and would feel confident to use it if required.

### Staff

The staff on duty today were 2 seniors, 1 nurse, 7 carers as well as Clare. Night staff (4) who worked 10pm-7am with 2 extra 7pm-10pm. All staff wore clearly identified name badges and uniforms. Staff were approachable and willing to speak, all were smiling and courteous. The staff we spoke to said all mandatory training was provided prior to taking up the position. Clare informed us the Matrix log was kept up to date by the manager. Staff training was undertaken in house with outside agencies coming in to provide extra training.

## Promotion of Privacy, Dignity and Respect

Staff we observed treated all residents with respect observing their privacy, assisting them to accomplish tasks and allowing time for the resident to express preferences.

We noticed dignity posters were also displayed.

### Recreational Activities

Recreational activities are provided 7 days a week by 2 staff. A weekly plan is given to residents. They do not have access to transport of their own but do use outside facilities when required. This does sometimes limit the time to get out and about.

## Medication and Treatment

One resident said she was pleased to keep her GP even though he was in Lacey, staff had been willing to call on him when needed.

### Residents

We were able to speak with residents who all reported positive comments such as being able to get up when they chose to, there were 2 assisted baths in each area and residents said they were also able to request a bath and it was always given. One resident said she was not happy there, but did say she is never happy where she goes as she does not like leaving home and was returning home the next day. All other residents spoken to said it was lovely and the food and everything was really good.



## Relatives and Friends

We were able to speak with a relative who said if he ever did have a concern he was always listened to and it was resolved.

Another visitor on the Haven wing along with his Granddaughter were having lunch with one resident. His comments were positive saying it was a lovely place to be and he was always welcome.



## Recommendations

- There was only one recommendation which was to look at the loop system in rooms as some residents said there was a lot of outside noise ( there were workmen on corridors) but they find it difficult to hear the television if there were other sounds.

The team would like to express their thanks to Clare and all the staff, residents and families who were most welcoming. Their time was very much appreciated . We would like to congratulate the providers on providing a high standard of care.

## Service Provider Response

Many thanks for the report you sent to us last week following the visit from your Enter and View team on the 20<sup>th</sup> February.

Your report was a pleasure to read and I thank you for your positive comments which have been fed back to the staff and our Directors.

## Distribution

This report has been distributed to the following:

- Healthwatch England
- Care Quality Commission
- Caroline Barley (Contracts manager for HWNEL)
- Julia Wong (Quality Programme Officer CCG)
- Lydia Golby (Lead nurse-quality at the CCG)
- Brett Brown (Contracts manager CCG)
- Angela Tew ( CQC Inspection Manager Hull, NEL, & NL)
- [www.healthwatchnortheastlincolnshire.co.uk/enter-view](http://www.healthwatchnortheastlincolnshire.co.uk/enter-view)