

# healthwatch

North East Lincolnshire



**Enter and View Report**

Lindsey Hall  
Tuesday 12<sup>th</sup> February 2019

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## North East Lincolnshire

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## Report Details

Address	Lindsey Hall Clee Road, Cleethorpes, DN35 8AF
Service Provider	Yorkare Homes Ltd
Date of Visit	12 <sup>th</sup> February 2019
Type of Visit	Announced / Unannounced (See methodology on page 5)
Representatives	Karen Meadows, Carol Watkinson, Freda Smith

### 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 Officer 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 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 unannounced Enter & View visit.**

An unannounced is when the care home is aware that we will be conducting an Enter & View in the near future but the establishment are not aware of the exact date the Enter & View Team will be visiting. A letter will be sent to inform the establishment of the pending visit, along with a Manager's questionnaire.

### **Summary of Findings**

- Staff actively promoted and safeguarded resident's dignity and privacy and demonstrated a caring and empathetic approach in the care given.
- Residents spoke highly of the staff and were happy with the quality of care and support they received.
- Residents had access to a wide assortment of communal areas that catered to a number of tastes and that promoted independence and engagement.
- The home had established an inclusive, 'resident centred' and 'family orientated' atmosphere that enhanced the residents health and well-being.
- The home demonstrated the use of research and good practice in its approach to nutrition and in creating a dementia friendly environment.

## Our Previous Visit

Lindsey Hall was last visited by Healthwatch North East Lincolnshire in February 2017. Following our previous visit we made the following recommendations:

- To look into providing a loop system in some rooms for residents who found it hard to hear the TV

Following this visit we are able to report the following:

- We were informed that there was currently no residents that were having difficulties with hearing but if this was requested they would be happy to provide this.

## Details of Visit

Lindsey Hall is a residential care home, situated in a residential area, which can provide accommodation and personal care for up to 79 residents who may be living with dementia and/or physical health needs. All accommodation is provided on one floor and split into 3 units; Clee (for those residents that remain fairly independent), Thorpe (a mix of residents with physical health needs and those in the early stages of Dementia) and Haven (for those residents living with Dementia).

### Environment

The Enter & View Team were greeted in the reception area via an entry control system. The Reception area was spacious and inviting, with the Managers office situated just off this. Immediately as you leave the reception area you come out into a spacious indoor reminiscence street scene and shopping arcade, in the centre of which is a large indoor bowling green surrounded by park benches. Situated around the green were a number of reminiscence shop fronts that provided a feeling of being outside, with the displays allowing memory recognition and nostalgic talking points. Whilst some of the shops were simply facades some of the shops were fully working facilities, such as the Tea Rooms, Hair Salon, Cinema, Post Office, charity shop and Pub. These allow the residents to feel part of a community and to undertake familiar activities in a secure environment.

Residents are able to buy items at the shop, and the Pub also caters for family events such as birthday parties, baby showers and wakes.

The cinema shows films twice a week, and as well as being able to have their hair done in the salon, a lady comes in to carry out manicures on the residents on a regular basis.

The home has a very bright and airy feel, was warm and clean and no malodour present. Accommodation consists mostly of single occupancy rooms of varying sizes and price ranges, but there are some rooms with double occupancy for married couples. All rooms are en-suite but 3 rooms do not have showers - one of these rooms is currently being utilised as a respite room. Some rooms have direct garden access and most have a pleasant garden aspect. The three accommodation units all lead off from the central courtyard. The adjoining corridors were all wide, tastefully decorated and carpeted, and had handrails throughout. All corridor lights were activated by a sensor to ensure safety at night.

It was noted on our visit that there were some fairly large pieces of equipment left in the corridors which should be encouraged to be stored away immediately following use, for resident's safety. Furnishings and decorations were all along a nostalgic theme and gave a homely atmosphere. Similarly, residents were able to personalise their rooms with their own possessions and all rooms had ariel points and Wifi access.

Thorpe and Haven units were designed in line with the latest research by Stirling University around Dementia care, including colour coordinated doors, large faced clocks, pictorial signage (including menus), laminate flooring (with no physical barrier) and secure outside access. There was also a photograph of the resident's Key worker in each room to aid recognition.

Each unit has its own separate lounge and dining area. The lounges were comfortably furnished and tastefully decorated and had a very homely feel, with bookcases and large fireplaces and some having direct garden access. One lounge had a resident canary and another a fish tank. The dining areas in Clee and Thorpe Units were large and bright and set out in a restaurant style with white linen tablecloths, silverware and an impressive chandelier as a focal point. There was a menu on each table and each unit has a designated Kitchen assistant that is responsible for dining room duties, including serving drinks.

The dining room in Haven unit was smaller and set as the 'Sail Boat Café' and displayed a large pictorial menu.

### Food and Drink

The home employs two cooks that prepare the food daily from a kitchen on the second floor, which is then conveyed downstairs to the individual dining areas.

There is a wide range of choice on the daily menus (including dietary information) that the residents can choose from. The Main meal is served in the evening at 5pm and a lighter lunch at 12.30pm. Supper is also provided at 8pm for those that require this and snacks are available (eg fruit and cakes) which are brought around mid-morning and mid-afternoon, however residents can ask for a snack in-between these times. Residents also have 2 fresh jugs of juice/water brought to their rooms daily and these are also available in communal areas. Hydration and weight management is promoted as a top priority from the management team.

Residents were asked their views on the food provided, and this varied from *"definitely happy with the food"* and *"satisfactory"* to *"lacks variation"*, *"food not good"* and *"food was getting better"*. There was also differences of opinion on the vegetables (too soft, too hard) and on having a main meal at teatime,.

### Recreational Activities

Residents at Lindsey Hall are clearly encouraged to maintain a healthy and active lifestyle and numerous activities are provided, which are promoted via a weekly activities board. The home also employs four Activity Coordinators who encourage residents to take part in the organised activities. These include a Knit and Natter group (*all knitted items displayed and sold to raise funds*), indoor bowling, crafts, gardening club, a poetry group and keep fit classes. The keep fit classes have been run by one of the homes' residents alongside an outside instructor and the home also has 'inter home' bowling competitions and quiz teams. There are also books and board games for the residents in the lounges and the home has its own daily newssheet 'The Daily Sparkle' which is circulated to residents and contains reminiscence material as well as news and quizzes.



Residents commented positively on this saying that it was “*really useful*”. It also aided staff in prompting conversation with the residents. The home also has strong community links and likes wherever possible, to encourage the community into the home. This includes local choirs, school children visits, PAT dogs, and local entertainers.

Currently the Home is undertaking a ‘Challenge 19’ activity in which staff and residents are encouraged to undertake 19 challenges throughout 2019. The challenges are both resident and staff led, and to date have included a charity skydive by a staff member, a poetry competition, and one resident learning to waltz. The Home also has two ‘wish trees’ in which residents can write a wish or a suggested activity on a leaf and hang on the tree. These include such suggestions as trips to the garden centre and seaside. The Manager states that the home does not have a designated mini bus but are able to use ‘Dial a Ride’ for outside trips. The residents are consulted about outside activities and trips, however, these have to be fairly coordinated due to the amount of residents and their individual choices of activity. One resident when recently asked to sit in on a staff interview said she was ‘*too busy*’ to do this and most of the residents spoke positively about the range of activities on offer, including the organised activities and the permanent facilities such as the bowling green and cinema. Residents are able to go out with family members and those that are more independent and able can take themselves out to the local shops and community venues. One resident did state that she hadn’t been out recently as she didn’t have any family to take her. The Enter & View team felt that this was a little concerning and that the home should maybe take this into consideration for the residents that do not have any relatives to take them out.

Residents also have access to a private Physiotherapist and it has been reported that this has reduced the amount of respiratory infections and colds in the resident population.

## Residents

Residents all appeared happy and well dressed and could be observed taking part in the activities offered. Residents stated that they could go to bed and get up when they pleased and the home welcomed their friends and relatives warmly. During the visit the Enter & View Team were able to speak to a number of residents and the consensus of opinion from those spoken to was all very positive. One residents stated that she was *“well looked after”*, another said that she *“didn’t have any complaints”* and felt *“safe”*. Other comments included; *“its lovely here and I’m well cared for”* ; *“I can’t fault it, I get everything I need and there is always someone around”* and *“ it was hard decision but I find that I am happy here”*. One resident was a little unhappy because she was a long way away from her family but was waiting to find a place nearer them.

The home has an innovative *‘resident of the day’* programme in which two residents are named daily as resident of the day. This involves the residents getting a full check-up, including a ‘deep clean’ of their rooms, any maintenance issues fixed, care plans double checked and most importantly, the resident are asked for their views and feedback. It is reported that with so many staff involved in caring for that resident on that day, the resident feels valued and ‘special’.

## Relatives and Friends

There was not an opportunity to talk to any relatives or friends during our visit but questionnaires were left with the manager for any relative or friends to complete if they wished. The majority of the Questionnaires received back were all positive about the care their relatives received and commented that they would *“highly recommend”* the home and that the care was *“exceptional”*. One Relative stated that they would like to see the home provide *“more outings for residents to participate in”*

## Staff

The home employs a number of care and nursing staff alongside the appropriate ratio of care staff to residents. These include a residential manager, a Dementia Manager, maintenance man, gardener, admin staff, 2 cooks, kitchen assistants, laundry staff and 3 cleaners. The home also encourages volunteers from the local community. All staff and volunteers are DBS checked and the home follows safe recruiting guidelines. Residents are asked to participate in staff interviews.

The manager stated that she doesn't have a high turnover of staff and currently has the correct staff to resident ratio. The home does not use agency staff as the manager states that she is always fully staffed and staff are happy to help out when needed. The home have staff champions in place for mental health, dementia, safeguarding, health and safety, dignity and infection control.

The Enter & View Team were unable to speak one to one with most members of staff during their visit as they were all busy tending to resident's needs. Several staff questionnaires were left for them to complete but we have had no responses to date. One staff member stated that she was "*unsure*" if she was supported by management and another member of staff said she was "*happy and loved her job*". The manager of the home, Joanne, was very welcoming, transparent and honest and took time to show us around. She stated that the provider was "*very supportive*" and that she feels able to approach them and ask for anything that she needs. She states that she feels the provider "*trusts her judgement*" and things get done "*very quickly*" when asked for. She clearly took pride in the home and was very passionate about her role.

During their visit the Enter & View Team saw that staff were all aware of resident's needs and displayed patience and empathy in the care they provided. Interactions witnessed were good, with two staff witnessed talking reassuringly to a resident whilst hoisting her to go the Hairdresser. Carers all knocked before entering Residents rooms. Residents commented that the staff were "*lovely*" and "*caring*".

One area raised by our representatives was that they felt staff interaction, especially in the Dementia unit, was centred mostly on practical tasks with little evidence of staff engaging with residents to encourage interaction.

The Enter & View team also noted that not all staff members were wearing name badges and felt that this may help relatives and visitors to identify staff and become familiar with their names.

### Promotion of Privacy, Dignity and Respect

The home has regular residents and relatives meetings to discuss best practice and any issues which have arisen at the home.

During their visit the Enter & View Team saw that staff treated residents with respect and ensured their dignity was maintained. The care staff all have handheld devices that can accept and answer call bells without the need for bells ringing externally. This promotes an atmosphere of dignity, calm and quiet in the home. Eventually the home will be moved to a 'paperless' environment with staff having easy access to residents records/plans electronically.

There are CCTV cameras in place in the communal areas, with residents consenting to this on preadmission or via a Lasting Power of Attorney (LPA) for those on DOLS (deprivation of liberty safeguards). The CCTV can be used to review any incidents that occur and to aid safeguarding of the residents.

### Safeguarding, Concerns and Complaints Procedure

Safeguarding and complaints procedures are in place. Staff spoken to advised they were aware of the procedures and had attended the necessary training.

Managers and senior staff do 'walk arounds' several times a day so that, whilst robust safeguarding procedures are in place, they can swiftly correct anything they should need to.

The staff and residents that the Enter & View Team spoke with advised they would feel comfortable making a complaint or raising a concern.

## Medication and Treatment

The Enter & View Team found that medication is securely locked away and staff encourage residents to take their medication as required. Care records are also kept securely.

## Recommendations

- To encourage all staff to wear name badges to promote easier identification for relatives and visitors to the home.
- To consider the needs of those residents who do not have family or friends to take them out into the local community, perhaps enabling them to use the dial a ride service on a more frequent basis.
- To ensure that all large pieces of equipment stored appropriately and not left in corridors when not in use.

## What's working well?

- The home actively promotes an environment conducive to Residents living with Dementia.
- The home encourages an environment that actively promotes Residents health and wellbeing.
- The home is very much 'resident centred' with residents taking an active role in the day to day running of the home and being encouraged to take part in innovative activities such as the 'challenge 19' activity.
- The home has established an innovative and effective 'resident of the day' programme that encourages staff teamwork and promotes residents self-esteem.
- The home promotes a dining experience based on nutritional best practice in order to promote the health and wellbeing of the residents.
- The home has a handheld call bell system that promotes a calm and dignified living environment.

## Service Provider Response

The Service Provider has stated that they are happy with the details of this report

## Distribution

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