

# healthwatch

North East Lincolnshire



## Enter and View Report

Newgrove House Care Home  
Wednesday May 29th 2019

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## Report Details

Address	Newgrove House Station Road New Waltham Grimsby DN36 4RZ
Service Provider	Caroline Whelpton
Date of Visit	29 <sup>th</sup> May 2019
Type of Visit	Announced / Unannounced (See methodology on page 5)
Representatives	Karen Meadows, 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; 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 unannounced Enter & View visit.**

An unannounced visit 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.

## Our Previous Visit

Newgrove has not previously been visited by Healthwatch North East Lincolnshire and has recently undergone a change of provider.

## Details of Visit

Newgrove house is a residential care home, situated in a semi-rural area that provides support for elderly adults, predominately those living with dementia. The home also provides respite care.

The building is purpose built and provides mostly single occupancy rooms over two floors. At the time of our visit there were 23 residents currently residing in the home.

## Environment

The Enter & View Team were greeted in a bright, welcoming reception area via an entry control system. There was a sign in book, hand sanitizer and notice board displayed that highlighted the Home's policies and procedures, including complaints procedures. A relative's notice board displayed up to date information for relatives.

Situated off the Reception were a series of corridors that provided access to the Lounge and resident's rooms. These were all neutrally decorated, with hand rails, clean hardwearing carpets and clear signage indicating the communal areas. Hand sanitizers were frequently and appropriately situated along the corridors to aid infection control and framed pictures were displayed along the corridor walls. However the Healthwatch team felt that these could be perhaps be of a more 'nostalgic' nature to aid reminiscence in those residents living with Dementia. The second floor of the home could be accessed via a lift or stairs. Stairs were accessed via a secured wooden gate at the bottom and an entry pad at the top.

**Residents Rooms:** Resident's rooms had resident's names and photos clearly displayed on their exterior doors, which were colour coded in line with Dementia friendly guidance. The home does not use memory boxes outside the rooms of those living with dementia. This is something that the Healthwatch team feel should be considered to add to the home's dementia friendly environment.

The resident's rooms were all spacious, clean and bright and each decorated with modern furnishings. The residents were able to personalise their living spaces and this was clearly observed by the Healthwatch team who were given the opportunity to access a number of rooms. Many of the Residents rooms had a TV and a double aspect onto the beautifully maintained grounds. On the day of the visit, it was a very warm day and the temperature in the home was very warm due to the large glass windows and the heating still being on. One of the Residents rooms' temperature could be seen recorded as 29° with the windows open, which we felt was too warm and may need to be adjusted accordingly.

Flooring in the rooms was dependent on resident's needs, with a variety of vinyl and carpet flooring observed. En-suite facilities in the rooms consisted of a toilet and sink but all residents have access to a number of bathrooms and shower rooms, which were large, clean and bright. The Healthwatch team felt that, whilst these were very clean, they did appear a little clinical in nature, and would benefit from an attempt to make them feel more homely by the addition of themed décor. Most bathrooms had Hoist facilities and adapted toilet seats. No disposal gloves were on display in the bathrooms as the home had been advised, as part of a CQC directive, to remove these due to potential choking hazard.

**Communal Areas:** Residents have access to a number of communal areas at Newgrove House. The main lounge is large and bright, with vinyl flooring, a large TV screen and comfortable chairs. Resident's chairs were all facing the centre but this did not appear to deter social interaction as many residents were observed chatting to each other. Residents all had portable tables and at the time of our visit they were observed having refreshments. The main lounge led onto a conservatory area which was very bright and airy, this benefited from air conditioning to moderate the temperature. From the conservatory, Residents could access the large grounds to the rear. These were mature and well established grounds, landscaped and maintained by the maintenance staff. Residents are also encouraged to help out in the garden. There was a small wooden pavilion at the bottom of the garden with seating for the residents and plenty of spaces for the residents to sit. The home does not currently have any residents that smoke, but we were told that there is a small area set aside for this if needed. Residents stated that they liked to sit outside in the warmer weather and the home often hosts barbecues for residents and their families. Situated just off the lounge there was also a small storage area for mobility aids.

Leading off from the main lounge were the residents corridors, and access to the dining area, kitchen, laundry and an activities/quiet lounge. The dining area was set out in café style with direct access to the kitchen. Residents can sit in this space at any time and have a snack. Residents can chose to take their meals in the dining area, or their rooms or anywhere they feel comfortable.

The home also has two other separate lounge areas. One is a designated quiet lounge situated on the second floor. This is a space that can also be used for meetings and for residents to entertain their friends and family away from the main lounge area. The other lounge is mostly designed to be a space for Residents to enjoy activities. Whilst somewhat cluttered this was clearly observed to be a space that was used for various activities, such as puzzles, arts and crafts etc. The activities lounge also houses a small hairdressing salon where the residents can have their hair done by a visiting hairdresser once a week.

**Other Facilities** - Newgrove has an onsite laundry with Industrial washing machines and dryers. The laundry is undertaken by both staff and the housekeeping team. The Healthwatch Team also observed that whilst the home had a separate Sluice area, this was unlocked at the time of our visit and could pose a risk to residents should they enter this due to the chemicals present and the presence of disposable gloves. This was addressed with the team leader at the time.

### **Food and Drink**

Whilst there is only one set dining time, residents can request snacks at any time of the day. The main meal is served at midday. All food is prepared on the premises in an onsite kitchen. The Healthwatch team were shown the kitchen, however we did not ask for access for food hygiene reasons. The kitchen area was observed to be clean and modern, with kitchen staff wearing the appropriate protective clothing.

The menu plan displayed in the dining room was a four week menu that promoted a good range and choice of healthy meals. Residents can request alternatives if needed. There is a pictorial display showing foods that can be provided but this did not reflect the menu choices for that day and was a just a general display. Healthwatch would recommend the use of a pictorial menu display to clearly display the menu for that day to the residents.

Residents commented that the food was *'lovely'* and *"lots of choice"*.

Residents have access to hot drinks and snacks available from the refreshment trolley and this was observed during our visit.



There were refreshments left in the lounge at the time of our visit but there did not appear to be designated 'Juice stations' in all of the communal areas. However, we were informed that refreshments are offered hourly to avoid residents becoming dehydrated, and residents had access to refreshments in their rooms, with water jugs provided.

### Recreational Activities

The home has a wide range of activities for the residents to participate in and there was a visual display of the kinds of activities provided. The Healthwatch team did not observe a weekly or monthly schedule displayed for residents and relatives to see, although there was a poster advertising an upcoming 'cupcake day' event to raise money for Alzheimer's charities. The home employs an Activity Coordinator, who also has her own office. Although she was not on duty during our visit, we were informed that she provides a wide range of activities for the residents. Photographs of the types of activities was displayed in the reception area, these included chair based exercise, pet therapy, crafts and baking. The home is currently undertaking a particular life story project for the residents, with them being encouraged to write life stories and read them out to the other residents. There are plans to turn these into memory scrap books. The home is also visited by local entertainers and outdoor activities are also offered. One resident commented "*there is lots for us to do and we have people come in to sing to us*".

The Home uses wheelchair taxis to transport resident on outside activities for those residents that are able, including trips to the Auditorium, garden centres and local cafes and shops. However we were informed that take up for these activities is very low and many have to be cancelled due to residents changing their minds at the last minute. The Healthwatch team would recommend that the Activity Coordinator and staff perhaps be more proactive in encouraging the residents to take part as this would ensure they feel connected to the local community.

## Residents

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. Residents stated that they were able to get up and go to bed when they pleased, and have access to drinks and snacks when they requested. Comments received from the Residents included, *“I am very satisfied with my care”*, *“the girls are lovely”*, *“I can’t fault the care I receive”*, *“I am looked after well, no complaints”*, and *“the home is in good condition and couldn’t be better”*. The residents that we observed on our visit were mostly engaged in watching TV or listening to background music in the main lounge area. All appeared clean, well dressed and contented. Residents were very welcoming of the Healthwatch team and happy to speak to us about their experience of living in the home.

## Relatives and Friends

The Enter and View Team were unable to speak to relatives or friends visiting the home but Questionnaires were left prior to the visit and during the visit. We have not received any to date.

## Staff

Newgrove currently employs 28 staff, 20 full time and 8 part time. We were informed that the home is adequately staffed and staff absences were managed by staff and not agency staff. Staff ratios are adjusted according to caring hours.

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. The staff members we did engage with all stated they were happy in the roles, with one member of the housekeeping team having now served 27 years and another member 14 years. They were clearly very passionate about their work and did not raise any concerns regarding safety or care. All felt that they were adequately trained and supported in their roles.

Several Staff questionnaires were completed and returned by staff. Again, these responses were positive and did not raise any concerns. One member of staff commented on how she was particularly aware of the importance Newgrove places

on Person Centred care and how all staff strive to put this at the forefront of their attitude towards caring for residents. Another commented that, ideally, they would like to have access to their own mini bus.

The manager of the home was not present for our visit and we were shown around by the Team leader, Jasvinder. She was very welcoming, transparent and honest and took time to show us around.

She demonstrated that she was clearly passionate about her role and appeared very knowledgeable about the resident's needs.

During their visit the Enter & View Team saw that staff were upbeat and cheerful and demonstrated an awareness of resident's individual care needs. They were observed to display patience and empathy in the care they provided. There was easy engagement between staff and residents and attempts observed to initiate conversation with the residents by the care home staff. Residents spoke highly of the staff with one member of staff in particular singled out as *'always goes above and beyond her duties'*.

### Promotion of Privacy, Dignity and Respect

The home has quarterly 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. Staff were observed speaking to residents at their physical level and observed knocking on resident's doors before entering. The home clearly displays a dignity board that highlights values to be promoted within the home. The home provides a 'dignity screen' for residents use, should they wish to have any personal care outside of their private rooms.

### 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.

## Medication and Treatment

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

The home has access to a range of community health services who attend the residents within the home on a regular basis, and we 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 bag will also contain a resident's personal belongings. Newgrove has used this on several occasions with no reported issues.

## Recommendations

- To consider accomplishing a more 'dementia friendly' environment that would aid navigation and reminiscence in those residents living with Dementia. e.g. Use of memory boxes, reminiscence books and prints.
- To ensure that the door to the Sluice remains locked at all times.
- To consider the use of visual/Pictorial menus to aid those residents living with dementia.
- To have an activity schedule in place so that residents and family/friends are aware of activities that are planned. Family/friends can then encourage resident's participation.
- To consider the use of 'Hydration Stations' in the communal areas if appropriate.
- To take a more proactive approach in encouraging residents to stay connected to the community by participating in more frequent outside activities.
- To ensure that internal temperatures within the home are adjusted to current weather conditions.

## What's working well?

- The home offers a comprehensive range of activities to keep residents engaged, including projects that aid those living with dementia to reminiscence and to record their life stories.
- Staff responded well to resident's individual needs and demonstrated a caring and empathic approach.
- The home provided a very homely environment, with care taken in choice and placement of furniture, décor and modern furnishings.

## Service Provider Response

- With Regards to the consideration of 'Memory boxes', I would have to consider GDPR regulations regarding information that could be kept in these boxes being accessed by other service users/family members. Would you be able to provide us with an example of what other establishments use?
- I agree that the temperature in one service user's room was too hot. This service user feels the cold and has requested to keep the heating on. We have offered the use of a portable oil heater in the room so as not to compromise the overall heat of the rest of the building. We have also offered the service user the use of another room but they like this south facing room and do not want to move.
- We do have activity schedules in place throughout the home and at the time of your visit we did display posters advertng an upcoming 'Alzheimer's awareness cupcake day'.
- There are Hydration stations in the main communal lounge throughout the day and night which were there at the time of the visit. During mealtimes there is an additional hydration station in the dining room, however, after meals we use the main lounge 'station'.

## Distribution

**Brett Brown, CCG contracts officer Lead**

**Caroline Barley, prevention and wellbeing manager, public health, NELC**

**Jan Haxby (Director of Quality and Nursing at NELCCG)**

**Marie Oxley, Inspector CQC North East and Coast Hub2**

**Lydia Golby, Nursing lead for Quality, NHS NELCCCG)**

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