

The Old Library Re-visit Report

Date of first visit: 14.8.19

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Date of re-visit: 21.1.20

HWNEL Representative: Karen Meadows & Diane Tasker

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 Old Library 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
Deep clean of the hard flooring and carpet in downstairs corridor and dining area.		
To consider the use of more reminiscence style décor in the upstairs corridors in line with the downstairs décor.		
To consider adopting identification aids (e.g coloured doors, photographs, memory boxes) to aid navigation for those residents living with dementia.		
To consider some additional decorative touches to the en suite and bathroom facilities to create a less clinical appearance.		
To consider placing some recreational activities in the communal areas for ease of accessibility, and so residents can make more of an individual choice.		
To consider the use of a weekly activity schedule, preferably in pictorial format, so that residents and relatives are aware of what activities are on offer each day and to stimulate interest in, and participation in, those activities.		

Summary of Key Findings & Progress towards Recommendations

Deep clean of the hard flooring and carpet in downstairs corridor and dining area.

The sections of the hard flooring and carpet in question were found to be free of stickiness.

To consider the use of more reminiscence style décor in the upstairs corridors in line with the downstairs décor.

The Manager said she had addressed this and showed us some canvases of local areas that had been placed on the wall. Whilst we felt that this was in a reminiscence style, the corridors would benefit from some additional prints as these can stimulate memory and aid navigation (reference points) for those residents living with dementia.

To consider adopting identification aids (e.g coloured doors, photographs, memory boxes) to aid navigation for those residents living with dementia.

We discussed this at some length with the Manager, who told us that these 'dementia friendly' recommendations were unwanted by residents and/or families, particularly on the grounds of privacy, and that they did not 'work'. Whilst we can understand that resident's/families need to give consent, the main objection to implementing a scheme of coloured doors, was on aesthetic grounds. We discussed how some other care homes had used more subtle colours in painting their doors and that this was very useful for those residents living with Dementia. The Manager felt that this would not work.

To consider some additional decorative touches to the en suite and bathroom facilities to create a less clinical appearance.

The Manager stated that this could not be actioned because of infection control regulations. However, we have seen vinyl decors placed flush to bathroom walls in other residential homes that did not appear to cause any issues with infection control.

To consider placing some recreational activities in the communal areas for ease of accessibility, and so residents can make more of an individual choice.

At the time of our visit we were informed that resident's would need to ask for recreational activities to be brought to them from the store cupboard upstairs. However, we now understand that games and puzzles etc. are kept in the sideboard in the lounge where they are easily accessible and their use can be supervised. This appears to have been miscommunicated originally and we accept that this practice was in place at the time of our first visit.



To consider the use of a weekly activity schedule, preferably in pictorial format, so that residents and relatives are aware of what activities are on offer each day and to stimulate interest in, and participation in, those activities.

There is now an activities board fixed to the wall of the dining area with a pictorial weekly activity schedule.

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 recommendations that have been carried out appear to have improved the resident's environment. However, as discussed with the Manger, we feel that maybe a more dynamic approach to promote a more dementia friendly environment could be beneficial to the resident's health and well-being. E.g. contrasting colours in bathrooms, navigational prompts in corridors etc. In support of this, the manager was given a 'guide to dementia friendly environments' booklet and was informed that Healthwatch would be happy to support her if she needed any further guidance.

Signed: *Healthwatch North East Lincolnshire*

Date 29.1.20

