



**Enter and View Report**

St Margaret's Care Home  
Wednesday 19<sup>th</sup> December 2018

# healthwatch

## North East Lincolnshire

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## Report Details

Address	St Margaret's Care Home, Little Coates Road, Grimsby, DN34 4NQ
Service Provider	Sun Healthcare
Date of Visit	19 <sup>th</sup> December 2018
Type of Visit	Announced / Unannounced (See methodology on page 5)
Representatives	Karen Meadows, & Andrew Savage

### 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 Research and Reporting 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 announced/unannounced Enter & View visit.**

An announced/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**

The Manager (Debbie) was open to our visit and completed and returned the Managers Questionnaire prior to our visit. Debbie was welcoming and assisted the Enter & View team as much as possible. Overall St Margarets was found to be a friendly and caring environment which focused on residents and their preferences.

Previous recommendations had been followed up by Debbie and her team and we are able to report the following:

- The residents spoken with were happy with the quality of the care they receive.
- Activities are varied and allow all residents to participate in some way.
- Staff are happy at the home and this certainly shows in the empathy and companionship they show to residents.

- The service would benefit from some extra decoration to become more personal rather than clinical.
- Residents were at the centre of care, staff were aware of resident's preferences and acted upon those to ensure residents were happy and felt comfortable.

## Our Previous Visit

St Margaret's was last visited by Healthwatch North East Lincolnshire in August 2017. Following our previous visit we made the following recommendations:

- Ensure that the Laundry Room door is kept closed.
- Fix/Replace the faulty dining room clock.
- Look at safety regarding access and egress.

Following this visit we are able to report the following:

- The Laundry Room door was closed at all times.
- The faulty dining room clock is now working correctly.
- There were no issues noted regarding access and egress.

## Details of Visit

St Margaret's Care Home consists of a main single storey building with 3 separate bungalows. Currently the service has 50 residents with a maximum occupancy of 56. The service has 10 rooms which are en-suite with 9 additional bathrooms throughout the service. The main building is made up of 3 wings, two are multi-purpose and include residents receiving palliative and respite care. The remaining wing is designated for residents living with dementia. The Bungalows on site are used by residents who are more independent.

Prior to our visit the Manager (Debbie) returned our managers questionnaire. She advised that there are currently (as of December 2018) 29 full-time and 13 part-time members of staff employed at St Margaret's. Working rotas mean there are 13 staff working in the morning, 12 in the afternoon and 5 members of staff working through the night.

Healthwatch North East Lincolnshire were informed that food is both prepared and cooked on the premises, that residents have a choice of meals and that specialist dietary requirements are passed along to the cook.

The Manager also informed us that the service regularly holds both resident and relatives meetings to ensure that any concerns from service users and their families were heard and feedback is provided.

The Enter and View Team were greeted in the large reception area. The room included a Christmas Raffle table with prizes set out on it. The room had seating available and one resident was seen to be relaxing in one of the chairs enjoying the December sunshine.

### Environment

Passing from the Reception to the main body of the building the service had prominently displayed an upcoming activities notice as well as a pictorial calendar of regular activities.

Communal areas such as lounges and hallways were clean and tidy, hallways were decorated in neutral colours though this did become somewhat repetitive and felt dreary. This was particularly notable in the dementia wing, where we would have liked to have seen the use of memory-aiding decoration. Whilst the general decoration was not dementia friendly, the Enter & View Team found that the service used a variety of tools to allow residents with dementia to be more independent. Memory Boxes outside of rooms and colour coded door frames all aided residents to readily identify their own spaces. Similarly the service presented each bedroom door not as an internal door but an external one. This meant residents could have their own front door.

Resident's rooms were all clean and tidy and most included a television. Residents are able to decorate their rooms and bring in items from their own homes; this was well promoted and rooms appeared homely. During the visit residents said that they had brought items from home and made their rooms their own.

Rooms were not large and could be a little tight for residents using larger/electric wheelchairs. The Enter & View team noted that appropriate safety equipment, such as bed guards, were used when required.

There are two communal lounges at St Margaret's. One is located in the dementia wing and included a large TV. The furniture in here was clean and comfortable whilst the room also let in a lot of sunlight which kept the room bright and welcoming.

At the time of our visit the second lounge was being used 'cinema style' with armchairs set out in rows. Most chairs were filled as residents watched a Christmas film on the large TV. The team were made aware that this lounge was reorganised depending on any activities which were going on.

The dining room was also utilised for activities and would be cleared and reorganised for different activities.

It was noted that the bathrooms seen by the Enter & View team were mostly white tiled. This made the bathrooms feel a little clinical, and the team felt as though they would benefit from decoration.



The Enter & View team saw that the dining room was well organised at the time of their visit and accommodated wheelchair users by having tables spread out. The dining area included a 'dignity display' which included life history books for different residents. These were chosen to be displayed by residents and included some information about their lives as well as photos and keepsakes.

The service had a well-kept garden which included decking. This was tended to by local trades people and residents who wished to aid in maintaining the plant beds.

### Food and Drink

Residents are provided with written menus which were set out every four weeks. Pictorial menus are also provided every week. A typical day may have the following options.

#### Breakfast

Choice of Cereals, Porridge, Toast and Preserves and Tea/Coffee (Tea and Biscuits are also served mid-morning)

#### Lunch

Sausage Casserole OR Lamb hotpot both served with cauliflower, peas and mashed potato.

Apple Pie and Custard.

#### Tea

Scrambled Egg & Tomatoes OR Sandwiches.

Cheesecake (variety)

The service now operates two sittings for meal times as they found that offering one meant that some residents were rushed due to stretched staff, and those who needed assistance at meal times were not receiving a quality level of care.

Since offering two sittings staff advised that they feel resident's meals are more dignified and that both residents and staff look forward to them.

Drinks were available throughout the day and residents had soft drinks in their rooms. The Enter & View Team were told that snacks were also available, though no evidence of this was seen.

### 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.

The Enter & View Team also spoke with residents and relatives, all of whom advised they would feel comfortable making a complaint or raising a concern.

### Staff

The Enter & View Team were able to speak to several members of staff and several more returned the staff questionnaires after our visit.

Staff interaction with residents was very caring and empathetic. Staff had excellent relationships with residents as some staff had been at the service for over 20 years which was great to see.

Some staff advised they would like to see more care staff at the service, though this was not a critical issue for them and was only mentioned when asked if they would change anything about the service.

The Enter & View Team saw that staff were quick to respond to residents who needed their assistance and took the time to speak to residents and provide that caring touch.

As part of our staff questionnaire we asked staff what is the most enjoyable thing about working at the service. These are some of the responses we received:

*“Sitting and talking to residents, really getting to know them properly”*

*“Getting to know them [residents] as an individual, gaining their recognition of me and their trust by providing one to one care”*

*“Working with such a brilliant, hardworking team”*

*“Making the residents feel they are loved and well cared for”.*

The Enter & View Team also wished to note that the service makes use of a Staff Awards Scheme which is held as a ceremony and includes prizes such as vouchers, meals and ‘duvet days’. Staff were very complimentary about the scheme and said it showed that management clearly recognised their value and service.

### Promotion of Privacy, Dignity and Respect

The home has a residents ‘Dignity Group’ which meets Quarterly with other homes which are run by the service provider. The group consists of service users who meet to discuss best practice and any issues which have arisen at their services.

During their visit the Enter & View Team saw that staff treated residents with respect and ensured their dignity was maintained. For those residents who were unable to take part in certain activities, staff offered one to one sessions which allowed them to be involved in some way. This included hand massage, singing and talking.

The Service also held regular one to one meetings with residents and their families. However one relative advised that they were not aware of these meetings, despite their family member having been at the service for around 10 months. These meetings are held one to one as most residents are receiving palliative care.

### Recreational Activities

The service has two activities coordinators in place as well as a volunteer assistant. All activities are displayed prominently in the entrance to the service and residents are provided with an activities rota which includes a wide variety of options for residents to choose from, including regular clubs such as knitting.

One staff member commented that she knew of residents preferences and would communicate to the activities team if residents expressed a desire for a certain activity. This allowed each resident to take part in those activities which they preferred.

The Manager confirmed that external trips were arranged regularly throughout the year. Residents also had monthly church services as well as regular visits from local priests and vicars.

Some residents had been taking part in the preparations for the Christmas party which included wrapping prizes for the raffle and decorating.

### 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.

The service has had some difficulty with recruiting Nurses.

### Residents

During the visit the Enter & View Team were able to speak to two residents briefly. As the visit coincided with both bingo and a movie showing, there were not many opportunities to speak with residents. Healthwatch North East Lincolnshire's view was that this was a positive thing due to the amount of residents taking part and enjoying themselves. Fortunately the team were able to have good conversations with two residents.

The first resident advised she had been a resident for two years and was very happy; "I feel on top of the world". The team were told of her fondness for the knitting club which she was champion of, and that she enjoyed knitting for other residents.

The Enter & View team also briefly spoke with a gentleman who advised that as the film buff of the service he was happy at St Margaret's.

### Relatives and Friends

Unfortunately during our visit the team were unable to speak to any friends or relatives though following our visit we received two relatives questionnaires through the post.

Both stated that the relatives were happy with the care provided to their relatives. One relative noted that there were a few gaps in their relative's care regarding an End of Life plan, though it is not clear whether one is necessary.

One relative noted that the service came highly recommended which is why they chose the service stating, *"I cannot find any faults. Everyone is extremely kind and good to my spouse"*.

## Recommendations

- To look into decorating corridors so that they are not so plain. We would particularly recommend the use of vintage memorabilia such as posters or vinyl sleeves. Healthwatch North East Lincolnshire would always recommend asking residents what they would like to see their home look like.
- Bathrooms would also benefit from a makeover. The white tiles and walls make them more clinical than homely.
- Use the below recommendations to increase residents independence.
  - Offer residents the choice as to whether they have their larger meal for lunch or for tea.
  - Residents with dementia to be offered a finger food menu, which is being adopted by Grimsby Hospital and other care establishments. This has been shown to increase nutritional intake for those residents who struggle with their diet.

## Service Provider Response

We have not received a formal response from the service provider.

## Distribution

This report has been distributed to:

**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)**  
**<http://www.healthwatchnortheastlincolnshire.co.uk>**  
**Healthwatch England**