

## **Enter and View Report**

Place visited: THE GROVE, WALTHAM

### Registration Details:

The Grove is registered with the CQC to provide care and accommodation for a maximum of 49 older people who may have dementia.

Date: November 25<sup>th</sup> 2014

Visited by: Andrea Burdett (lead), Marie Fitzgerald & Richard Lau

### Acknowledgement:

Healthwatch North East Lincolnshire would like to thank the service providers, service users, visitors and staff for their contribution to the Enter and View programme.

### Disclaimer:

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed during the visits.

### What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. 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 service first hand.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised

representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit. In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC where they are protected by legislation if they raise a concern.

### Purpose of the visit

This visit is provided in support of the Dignity Challenge programme of North East Lincolnshire Clinical Commissioning Group with a particular focus on treating residents with dignity and respect.

### Strategic drivers

This visit upholds the strategic aim of Healthwatch North East Lincolnshire to:

- listen to the voice of local people.
- ensure that such views influence the improvement and quality of local health and social care provision.

### Methodology

Healthwatch NEL uses an observation sheet when we visit with a particular focus on treating people with dignity and respect. Our strategic drivers aim to listen to the voice of local people and ensure that views influence the improvement and quality of local health and social care provision.

### Summary of findings

- At all times residents were treated with respect and dignity. Every resident we saw, spoke to, and observed seemed to have a good relationship with staff.
- The overall feel of the home was that of peace, contentment and happiness. I would not hesitate for a minute to recommend The Grove to any of my relatives.

### Results of Visit

We were greeted by the receptionist who made us all feel very welcome and offered us tea until the residents had finished lunch, as the visit was over the lunchtime period. The same lady advised which residents we were able to chat too as we do not have the expertise to know which residents have the mental capacity to have their views formally recorded.

All staff seen presented well and were very cheerful. They all wore name badges. All service users we saw appeared clean, well-dressed and content. We heard no shouting by staff or residents. Residents were addressed by their name and asked what they wanted to do.

There was a weekly activity board up in the foyer with everything that was happening for the week. We were shown photograph albums of past events with residents dressed up singing and dancing looking very happy.

Just outside the lounge area we were shown a dignity tree. All residents were encouraged to stick post it notes on with how they felt they should be treated with regard to dignity and respect. There were also 2 members of staff that were dignity champions.

If residents were not well they were able to stay in their own room or if they just didn't want to be in company they could stay there also.

We were taken into one resident's room, she had her daughter present. We asked questions about her care and if she was happy in the home. She told me she had been there a number of years and she was quite happy there. I asked her if she joined in with any activities but her reply was that she preferred to be quiet in her own room. Her daughter also commented that Mum was happy in the home and the family were very happy with her care there.

Respect was shown in every aspect of daily routine in the home. Little special touches like a birthday cake for every resident's birthday were nice to see.

Towards the end of our visit we were invited into a private office where we were able to look at randomly chosen care plans. No stone was unturned. Each individual resident's plan had all the clinical information there, as well as, likes and dislikes and more personal information. These plans were updated every couple of weeks and all the plans we looked at were up to date.

### Additional findings

The reception area was very inviting. The décor was very modern clean and pleasing on the eye. There was a non-trip welcome mat and a tuck shop trolley in the area.

As we progressed around the building we realised the fixtures and furnishings were really top quality and all staff were very proud of the home and all the furnishings as were the residents.

There were no bad smells anywhere in the home, either in resident's flats or communal areas. They were all bright, beautifully decorated and smelt very pleasant and had both fresh flowers and silk flowers on display.

### Recommendations

1. Keep on doing what you are doing very well.
2. Keep sending your staff on regular training; it is certainly paying off for you.

### Service Provider response

Thank you for your very positive comments about The Grove. It is very much appreciated to receive constructive feedback and to be able to share with all the people that use our service. We strive at all times to achieve a high standard of care for all our residents and also involve their families and friends in the person centred care that we deliver.

At The Grove we welcome feedback as we feel there is always room for improvement.

I am sorry I was not there to meet you on the day but the staff that met you said how comfortable they felt with your team.

Again thank you for the marvellous feedback

Regards

Suzanne Near

The Grove