



## **Enter and View Report**

The Limes

Monday 21<sup>st</sup> March 2016

# healthwatch

## North East Lincolnshire

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## Report Details

Address	The Limes Care Home 13 Welholme Road, Grimsby, DN32 0DR
Service Provider	Linkage Community Trust Limited
Date of Visit	Monday 21 <sup>st</sup> March 2016
Type of Visit	Announced / Unannounced (See methodology on page 5)
Representatives	April Baker & Elaine Flower

### 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 volunteer Enter and View Authorised Representatives 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 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 visit is where we send a letter to the care home 6 weeks in advanced of a date we have in mind, letting them know we intend to visit soon. A letter will then be sent approximately one week before the visit date we have and then we will turn up in that week unannounced.

### Summary of Findings

- The Limes is a bright, clean and well furnished home.
- Carers promote independent living.
- Residents appear to enjoy a number of varied activities.
- There were no residents present on the visit as they were all out doing various activities.

## Details of Visit

We were greeted on arrival by Jane Ward who is the Acting Manager. Jane is supported by 2 registered managers from other care facilities. When she has achieved her 'fit persons' accreditation she can apply to the CQC to be registered as manager.

Jane was able to give us a full account of the day to day running of the home and answered all our queries fully. Unfortunately all the residents had decided to go into town so we could not have any conversation or interaction with any of them.

### Environment

The Limes is a large semi-detached period style house in a residential area of Grimsby, opposite Peoples Park. It has its own enclosed garden with a small car park to one side of the property.

It is registered to provide care and accommodation for a maximum of 9 young adults with learning disabilities and/or autism. At present there are 8 residents aged 21-32 years

It has 7 en-suite bedrooms and 2 further bedrooms that share a bathroom and toilet. There is a large conservatory which is used as a lounge, a dining room and a further lounge which is undergoing a change of use in the near future – it may become a games room. This room also houses the medicine cupboard and medicines refrigerator, both of which are locked.

There is a large kitchen, laundry and office on the ground floor.

We visited all of the communal areas which are bright, clean and well furnished. The only bedroom we visited was on the ground floor and is at present vacant as the resident has recently left the home. This room is to undergo a programme of refurbishment. We could not access any of the other residents' accommodation as none of them were at home to ask permission to view. Residents are supervised to undertake cleaning and laundry duties.

All corridors were free of obstacles and fire extinguishers were in situ. There is a lift to the first floor but it appeared to be out of use.

## Food and Drink

The residents make decisions of what they wish to eat and drink and they have a rota to help prepare their own meals under supervision. They are also accompanied to shop for their groceries and eat out if they wish.

## Safeguarding, Concerns and Complaints Procedure

Jane explained that there is a 7 stage plan for medicines assessment which residents undergo before they are able to self-medicate to ensure their safety.

Residents are assessed for the mental capacity to manage their own money. One resident cannot cope with paper notes as he treats them as rubbish and throws them away, so staff try to ensure he has coinage.

Residents that wish to attend events and venues are accompanied by their keyworker or other members of staff if necessary to maintain their safety. Support is provided from other Linkage care facilities to ensure residents are able to access places of training or recreation.

Any complaints or concerns are dealt with in accordance with company policy.

## Staff

All care staff undergo training from Linkage at the Weelsby Campus and have completed the Certificate in Care. There is a training matrix to ensure training is kept up to date. All staff has recently completed an 'E' learning course in Terrorism. There is also specialised training provided by other agencies such as Navigo to enable staff to understand the specific needs of individual residents.

At the time of our visit a maintenance person arrived to undertake some repairs. A gardener is also employed.

## Promotion of Privacy, Dignity and Respect

Most residents have access to their own private bathroom and toilet and are able to lock their bedroom door. They decorate their own rooms as they wish. They are adults and are treated as such, making their own choices and are supported to achieve them as far as capacity and safety allows.



## Recreational Activities

All residents enjoy varied activities, excursions and organised holidays. Most of them will be going home for the Easter holidays as they come from all areas of the country.

At the time of our visit Jane was arranging 2 summer holidays to Whitby and Blackpool.

Residents have participated in the recent Sports Relief, Children in Need, stock car racing, attend Drama classes, go to discos and Pantomimes etc. They enjoyed attending the Humber Royal Hotel for a Christmas dinner dance.

## Medication and Treatment

As mentioned above each resident is assessed for the capacity to self-medicate. Those without capacity have medicines dispensed by the staff as prescribed.

## Residents

There were no residents home on the day of the visit unfortunately because they were all out.

## Relatives and Friends

Most of the residents have known each other for some time as they have been students together at the Linkage Campus. They come from all areas of the country and Northern Ireland and go home for holidays. Most of their friends attend day services, recreation and training together.



## Recommendations

There are no specific recommendations at this time. It would be advantageous to visit the home at a future date to engage with the residents and see them in their home environment.

## Service Provider Response

Jean Bristo (Registered Manager) Said the report was a very positive one and had no further comments to make.

## Distribution

This report has been distributed to the following:

- Healthwatch England
- Care Quality Commission
- Caroline Barley (Contracts manager for HWNEL)
- Julia Wong (Quality Programme Officer CCG)
- Lydia Golby (Lead nurse-quality at the CCG)
- Brett Brown (Contracts manager CCG)
- Angela Tew ( CQC Inspection Manager Hull, NEL, & NL)
- [www.healthwatchnortheastlincolnshire.co.uk/enter-view](http://www.healthwatchnortheastlincolnshire.co.uk/enter-view)