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To: The Meadows, 88 Louth Road, Scartho, Grimsby, Lincolnshire, DN33 2HY

Date: 16/06/2014

Healthwatch Representatives: April Baker, Andrea Burdett and Marie Fitzgerald

What did you see?: The home has 33 residents with two new rooms planned. The staff at The Meadows were welcoming. Angela Kirman, the Home Manager, greeted us and explained they had a funeral and that she would have to leave with some of the service users to attend it. Photographs and information of the deceased were placed around the walls for the service users to see. The reception area to the left of the entrance is going through some structural work as an extension to the current building is in progress for two new rooms and a quiet lounge area. The decor of the building was agreeable and very clean.

There appears to be a lack of space in communal areas which the service users use during the day, e.g. everyone seemed to be sat close to each other, hence the reason for the extension to be built. Some of the wheelchairs were a struggle to get through the communal areas due to the structure of the original building that had narrow corridors; however the other corridors had been built for this purpose. There were a range of books, CDs and DVDs available in the communal area in which Greek music was playing whilst we were visiting (for a Greek service user).

There were no trip hazards visible and the cleaner's cupboard was locked to secure its chemicals. The hair dressing salon was clean, and in one of the bathrooms there was evidence that someone had had a bath that morning. There was also a faeces stain on one of the service user's chair which was seen by a member. It was wiped clean and a new cushion cover put on. All the bathrooms and toilets downstairs appear to have an 'in use' sign on them which is never placed to vacant, placing an illusion that the toilets are being used.

Angela told us that there were four staff on, plus one senior and one duty working 8am until 8pm. There were separate cleaners and laundry cleaners. The staff and service users were all clean, there were no bad smells at all. The only staff member wearing ID was Angela, some staff were in uniform and the activities co-ordinator, Lynn, wore general clothing. No activities were on when we arrived and there was evidence of advertising for a summer fayre on 21st June. Lynn highlighted how she had only been in post since September 2013. She was contracted to work 20hrs and there will be another person in post alongside her for an additional 10 hrs from

July. At the present they are accessing Dial-a-Ride to take some of the mobile residents out to the local shops, including Pennell's, which was a success as they also used the garden centres own wheel chairs. It was very difficult to organise an outing due to transport and helper shortages. Lynn, the activities co-ordinator, does a lot of one to one work with dementia patients which she finds very rewarding. An entertainment group called OOMPH was being used to get the service users mobile by doing some exercise but it needs to be much slower as it is too fast for most of the service users. The Scartho Methodist Church also attends the home once every 3-4 weeks for a short service.

What did you hear?: Some of the service users who have dementia were shouting, Angela the manager spoke to all the service users in the communal area and knew all their names. Angela said 'sweetheart' to one of the service users who reacted differently to the others and appeared to not like this name reference. We had arrived at mid-morning; the service users had coffee and tea in cups and saucers. One service user was eating porridge with the other end of a spoon which we felt was not really appropriate. There was interaction from one member of staff who was in the communal area with at least six of the service users. This member of staff did not intervene with aiding the service user to eat her porridge. When Angela was asked about the spoon feeding incident she supported that service user in their independence as they always eat their porridge however they eat it. Angela fully supports the independence of the service users to reach their full potential.

The cook was approached and he discussed how the menus were rotated every 4 weeks. Angela also discussed how some of the service users require high protein diets. One visitor whose parent was in the home for the last two years was extremely satisfied with the care her mother received and commented on how she had put on weight being in this friendly environment. There were seven seating arrangements in the dining area, equipped with cutlery and glasses, suggesting that a social group would be eating there. One service user was reading the paper in the dining hall.

What can you smell?: There were no bad aromas at all. Lovely smells of meals being prepared for dinner. Fresh flowers were on the table. Scent dispensers were in various locations.

Maintaining dignity?: All service users were treated with respect. They are individually brought drinks and biscuits on demand. Their last meal is 4-4.30pm. A snack trolley is provided for later snacks. Several dementia service users were agitated and were encouraged to use 'empathy dolls' to stop their distress. These were in a box at the end of the room suggesting that the staff would have to place the dolls to calm the service users down. This is made clear by Angela who recognises how vulnerable the service users are. Many service users remain in their rooms and are all treated with respect and dignity is maintained.

Overall, how does it make you feel?: A warm, friendly home where independence it seems is promoted.

Other observations?: Staff vigilant with feeding and drinks. Excellent care plans in place. Very comprehensive training programmes in place; these are placed on a board in Angela's office. Angela is very empathetic and knowledgeable of the service users within the home. Angela has initiated her own in-house training which

includes blind-folding staff and feeding one another so they can experience what the services users are going through. There are no facilities for other cultural requirements as they are not required at this time but would be put in place if necessary. The activities person had no prior training for her role and had not had dementia training at present, but was booked in for a September course. Minutes for residents meetings are available to read in reception. Water machines were available all over for anyone to use for a drink and heat wave information was available on the notice board. Thermometers were in place in the communal area. Safeguarding adults leaflets on tables in reception. Visitors were welcomed at any time and family could help with relations care if they wanted to.

Recommendations

1. That checks are made on the locks on the toilet /bathroom doors to ensure that the engaged sign is not displayed when they are vacant.
2. That care be taken in ensuring that the preferred mode of address for each resident is respected.