



Enter and View Report

The Meadows Care Home
Wednesday July 4th 2019

healthwatch

North East Lincolnshire

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Report Details

Address	The Meadows 88 Louth Road Scartho Grimsby North East Lincolnshire DN33 2HY
Service Provider	Shire Care
Date of Visit	4.7.19
Type of Visit	Announced / Unannounced (See methodology on page 5)
Representatives	Karen Meadows, Andrew Savage, Diane Tasker

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 Volunteer 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; Environment, Food & Drink, Safeguarding, Staffing and Personal Care
- 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 unannounced Enter & View visit.

An unannounced visit 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.

Our Previous Visit

The Meadows was last visited by Healthwatch North East Lincolnshire in June 2014. Following our previous visit we made the following recommendations:

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

Following this visit we are able to report that these issues have now been resolved satisfactorily.

Details of Visit

The Meadows is a residential care home, situated in a residential area that provides care for adults over 50 years, including those living with dementia. The building is purpose built with lift and stair access to the first floor. Accommodation consists of 34 single occupancy rooms and one double occupancy room, situated over 2 floors, 15 of these rooms having en-suite facilities. At the time of our visit there were 30 residents currently residing in the home. The service currently employs 22 full time and 5 part time members of staff. We received the manager's questionnaire prior to our visit; this did not highlight any issues that we needed to be aware of prior to our visit. The home identified that they would benefit from more information about local support groups e.g. dementia groups for dementia patients and not just their carers.

Environment

The Enter & View Team were greeted in a bright, welcoming reception area via an entry control system. There was hand sanitizer, a permanent snack trolley and a sign in book which the Enter & View Team were asked to sign in,. The homes CQC rating was prominently displayed.

Situated off the Reception was a designated quiet lounge/hallway space with comfortable seating and a piano for residents/guest's use. This area also housed a 'Dignity board' and an innovative 'red and green' card system to encourage residents, relatives and staff to anonymously feedback to the home any worries (written on the red cards) and compliments/praise (written on the green cards). At the end of the month the cards are collected and any changes, concerns or suggested ideas are reviewed and acted upon and highlighted on the board.

Communal areas

Leading off from the Hallway were a series of corridors that provided access to the Communal areas and downstairs resident's rooms. These were all neutrally decorated, with hand rails, clean hardwearing carpets and colourful, clear signage indicating the communal areas. Hand sanitizers were frequently and appropriately situated along the corridors to aid infection control. There had been a significant

effort to decorate the corridors in a reminiscence style with a variety of photographic displays, nostalgia prints and themed displays adorning the corridor walls.

The Meadows has one main communal lounge which is large, bright, and airy with modern décor and high back seating, arranged in three distinct seating areas. Each resident has access to a trolley and there is large TV screen for residents use. There is a hydration station and water cooler in the lounge along with a permanent snack trolley offering a range of chocolate bars, drinks and fruit. Access to the outdoor area was accessed through alarmed French doors leading off from the lounge.

The outside area at the Meadows is set within a courtyard incorporating a large grassed area surrounded with raised flower beds and shrubs and plenty of seating space. This is said to be a very popular area for residents and their relatives to enjoy the warmer weather and can also be used for outdoor activities. Another smaller outside area, houses the Homes laundry and smoking shelter.

The Large L shaped dining area at The Meadows is also situated on the ground floor and is set out in a canteen style with large tables and PVC table coverings. Whilst this area was clean and tidy, the Healthwatch Enter & View Team felt that, in comparison with imaginative décor throughout the rest of the home, this area felt a little utilitarian. It was felt that this may benefit from adopting more of a 'café' style layout, with smaller more intimate dining and maybe a change of décor and tableware. There were menus set out on the tables with the days choices displayed clearly, but it was noted that these were not available in a Pictorial format. The manager of the home stated that they had tried this format previously but this didn't prove successful and so the staff are now happy to show the meals to the residents that struggle to make their choices, at all meal times.

Residents Rooms

Residents rooms were situated off the main corridors, with the majority situated on the ground floor. For those Residents living with dementia, the external room doors displayed a photograph and some personal history information about the

resident to help them identify their room and act as a reminiscence conversation topic. The residents had all consented for this information to be displayed in line with GDPR guidance. We were informed that because only some residents in the home were living with dementia, the doors had not been colour coded in line with dementia friendly guidelines.

Residents rooms were all of a good size and in very good decorative order (which are refurbished on a rolling programme). Residents are encouraged to personalise their own living space and many have colour schemes and themes e.g Poppy room, yellow room, pink room. Floors are mostly carpet or vinyl according to individual needs and many have an outside aspect onto the garden area. There are 15 rooms with ensuite facilities, some only having toilet and sink and others with a shower unit. Communal bathrooms were available for those residents without ensuite. All these facilities were clean and well maintained, with appropriate safety and lifting equipment. Rubber gloves were found on display in one bathroom but we were informed that residents do not use this bathroom unsupervised. The Enter & View team felt that the bathing and ensuite facilities could benefit from some additional décor so that they do not appear quite as 'clinical'.

Resident's beds all have static pressure relieving mattresses and bed guards and sensor pads where appropriate and needed. All rooms have two sets of bedding, one on the bed and one identical set kept in the wardrobe so that the residents always have consistency.

Each room has a mobile call bell system which goes direct to staff hand held devices. These devices also enabled staff to communicate with each other. This was observed on our visit, with staff responding quickly to calls to attend to resident's needs.

Other facilities

The Meadows has its own designated laundry set in a purpose built brick outbuilding and is operated by designated laundry staff. Resident's linen is kept in a locked cupboard.

The Meadows has a small room designated as a Hair salon for resident's use, with a hairdresser coming to the home once a week. However residents own preferred hairdressers can also use this space.

There is a designated Sluice area which at the time of our visit did not appear to be locked. Healthwatch would highly recommend that this be locked at all times.

Food and Drink

The Meadows serves its main meal at midday, tea at 4pm and breakfast from 8am onwards, however, residents can request snacks at any time of the day. All food is prepared on the premises in an onsite kitchen. The Healthwatch team were shown the kitchen, however we did not ask for access for food hygiene reasons. The kitchen area was observed to be clean and modern, with kitchen staff wearing the appropriate protective clothing.

The menu plan submitted to Healthwatch is a four week menu that promotes a good range and choice of healthy meals. Residents can request alternatives if needed. Food is sourced, where possible from local providers, with an Asda delivery twice weekly. Residents can request items to be included on the delivery. Residents commented that the food was 'lovely' and "lots of choice". Only one resident suggested that the menu could be 'more varied'.

Residents have access to hot drinks and snacks available from the refreshment trolley and this was observed during our visit.

Recreational Activities

The Meadows employs a full time Activities Coordinator. Unfortunately she was not available on the day of our visit but the Manager stated that she was creative and innovative. The home promotes a wide and varied range of activities, and are tailored for the type of residents and their needs. There are photo displays of some of these activities distributed throughout the home, e.g baking days. The home has a large weekly activity board that clearly shows the activities on offer for that week in pictorial form. There is also a separate display board advertising upcoming activities such as 'The G I Girls', 'Nukeleles' and local entertainers.

Residents are said to engage well in these activities. The Activity Coordinator also organises 'enablement' days in which the residents can cook themselves simple meals. This helps the residents retain skill sets and promotes independence. For those residents who are more restricted in their ability to engage in activities, the coordinator organises one to one 'pampering' sessions that take place in resident's rooms.

The Residents are also offered activities within the community such as visits to garden and shopping centres, local cafes and local pub. This is accessed by using wheelchair taxi services.

Residents

During the visit the Enter & View Team were able to speak to a number of residents and the consensus of opinion from those spoken to was all very positive. Residents stated that they were able to get up and go to bed when they pleased, and have access to drinks and snacks when they requested. Comments received from the Residents included, *"I haven't got any grumbles"*, *"the staff are great"*, *"I am looked after well"*, *"and I'm very happy here and enjoy all the entertainment"*. The residents that we observed on our visit were mostly engaged in watching TV in the main lounge area or in their own rooms. All appeared clean, well dressed and contented. Residents were very welcoming of the Healthwatch Enter & View Team and happy to speak to us about their experience of living in the home.

Relatives and Friends

The Enter and View Team were unable to speak to relatives or friends visiting the home but Questionnaires were left prior to the visit and during the visit. The responses received via these questionnaires have been positive and all compliment the home on its cleanliness, homeliness and caring staff. *"The staff are fantastic, very friendly and helpful"*, *"our relative has settled in really well and this is down to the care from all the staff"*, *"my relative is made to feel at home and feels safe"*, *"as a family we couldn't be happier with the care my relative receives"*, *"the home is clean, modern and bright"*, *"rooms are always kept clean and fresh"*, and *"good meals, friendly and approachable staff and management"*.

Staff

The Meadows currently employs 22 full time, 5 part time and 12 other members of staff. We were informed that the home is adequately staffed and staff absences were managed by staff and not agency staff, and that staff ratios are adjusted according to caring hours.

The Enter & View Team were unable to speak one to one with most members of staff during their visit as they were all busy tending to resident's needs. Several Staff questionnaires were completed and returned by staff. Again, these responses were positive and did not raise any concerns. All staff that responded felt that they were adequately trained and supported in their roles, however, despite many saying that the most enjoyable part of their role was caring for and interacting with the residents, the majority of those responding felt that they did not get enough time to spend with the residents, particularly on a 'one to one' basis. One staff member felt that the residents did not '*get out on activities*' very frequently and one staff member commented that she did not feel that staff absences were well managed and not having enough staff could be '*stressful*' and impact on the care of the residents.

During their visit the Enter & View Team saw that staff were upbeat and cheerful and demonstrated an awareness of resident's individual care needs. They were observed to display patience and empathy in the care they provided. There was easy engagement between staff and residents and attempts observed to initiate conversation with the residents by the care home staff.

The Manager of the Home was extremely approachable and as the visit proceeded, she interacted with both residents and staff in a very natural and accessible manner. We observed that she was highly motivated to ensure that resident's needs were met and demonstrated that she was aware of day to day operations, keeping on top of any current issues.

Promotion of Privacy, Dignity and Respect

The home has bi- monthly residents and relatives meetings to discuss best practice and any issues which have arisen at the home. The home also operates innovative 'dignity in care surveys' in an easy read and pictorial format (see appendix) that seeks residents, staff and relatives views on a range of matters from menu, environment, dignity and respect. These are all kept and actioned with results of the surveys displayed within the home.

During their visit the Enter & View Team saw that staff treated residents with respect and ensured their dignity was maintained. Staff were observed speaking to residents at their physical level and observed knocking on resident's doors before entering. The home clearly displays a dignity board that highlights values to be promoted within the home.

Safeguarding, Concerns and Complaints Procedure

Safeguarding and complaints procedures are in place. Staff advised they were aware of the procedures and had attended the necessary training.

Medication and Treatment

The Enter & View Team found that medication is securely locked away and staff encourage residents to take their medication as required.

The home has access to a range of community health services who attend the residents within the home on a regular basis, and we were told that there had not been any concerns regarding these services, apart perhaps for the length of time taken between referral and assessment.

The home has adopted the 'Red Bag' scheme. This scheme ensures that residents who have to have care at the hospital have all the information with them that is required. This information is kept in individually pre prepared files (compliant with GDPR) and these go into the Red bags along with any personal belongings. The home reports that whilst the Red Bag scheme appears to be working well at this stage, it is not always working so well when paperwork is not returned or is incomplete.

Recommendations

- To consider accomplishing a less 'utilitarian' dining environment that would create a more intimate and homely dining experience and would bring the home's dining room in line with the dementia environment it has in other areas.
- To ensure that the door to the Sluice remains locked at all times.
- To consider some additional decorative touches to the en-suite and bathroom facilities to create a less clinical appearance.
- To work with Healthwatch NEL to ensure that the home has access to a range of dementia services and support groups within the community and to address any further issues relating to the Red bag Scheme
- To encourage staff to more actively feedback their suggestions via card system.

What's working well?

- The home offers a comprehensive range of activities to keep residents engaged, including projects that aid independence and skills retention through an enablement programme.
- Staff and management responded well to resident's individual needs and demonstrated a caring and empathic approach, promoting dignity at all times.
- The home utilises innovative schemes to promote feedback from residents, staff and relatives, including 'dignity in care surveys' and a 'red and green' card system. The home is also proactive on acting on this feedback and prominently displaying the results of this within the home.
- The home promoted a very homely and welcoming environment, with praise and compliments from residents and their relatives on the quality of the care provided.

Service Provider Response

The Service Provider did not respond to this report

Distribution

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