

THE MEADOWS Re-visit Report

Date of first visit: 4.7.19

Date of publication: 1/11/19

Date of re-visit: 30.10.19

HWNEL Representative: Diane Tasker Karen Meadows

Disclaimer: This report relates only to the service viewed on the date of the visit and is representative of the views of the service users who contributed to the report on that date.

Main Purpose of Visit

Healthwatch North East Lincolnshire conducted an Enter & View visit at Eastwood House Care home within the last twelve months. From the visit, Healthwatch would make a series of recommendations to help drive improvement based on service user feedback.

COMPLETE

PROGRESS HAS BEEN MADE

NOT STARTED

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

Summary of Key Findings & Progress towards 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.

This has been achieved with a scheme of decoration to provide a light and pleasant dining room, having table decorations and some wall art. Plans are in hand to add further reminiscent material to the walls.

To ensure that the door to the Sluice remains locked at all times.

Inspection of the sluice door showed that it was locked. The manager was at a loss to understand why this had been left open on our previous inspection and was adamant that this is always routinely locked.

To consider some additional decorative touches to the en-suite and bathroom facilities to create a less clinical appearance.

Bathroom facilities remain unchanged. The Manager and Service Director of the holding company stressed that this was due to the implementation of infection control measures. The Healthwatch team stated that all white colour schemes can prove confusing for residents living with dementia. In response, the Manager assured us that The Meadows was a mostly 'residential' home with only one or two residents living with dementia. These residents were always assisted when moving around the home and with toileting by staff.

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.

The manager reported she had sourced some local dementia support services but had received opposition to some of the Residents at The Meadows attending a local dementia Café at St Giles Church. She was told that those residents attending from The Meadows, who were living with dementia, were 'too far advanced' for them to be able to support adequately and they were told that the group was not suitable for them. The home has no further issues with the Red Bag scheme but assured us that, should this prove to be an issue in future, they knew to seek our support if necessary.



Impact and Additional Observations

Identify anything else that you feel was relevant to the original enter & view visit.
This could include:

- Impact recommendations have had on service users
- Observations
- Other general improvements

We were told that the residents were very happy with the decoration to the dining room as this can be said to have enriched their dining experience.

We had opportunity to discuss the activities programme in respect of enrichment for residents including those with dementia; and learned that there is currently a vacancy at the home for an Activities Co-ordinator. Given that enrichment is viewed as a key need in residential living (and in particular for residents living with dementia), the role of Activities Coordinator is rapidly developing and evolving. Healthwatch feel that greater attention should be paid across the sector to the training and/or qualification necessary in this role in order to create a relevant rolling activities calendar. This would ensure all categories of residents participate in creative and appropriate activities/therapies which have, as far as possible, demonstrable outcomes.

The Healthwatch Team recommended that, should the balance of 'residential' to Dementia residents change, that some further consideration should be given to reviewing the bathroom and toilet décor.

Signed: *K J Meadows*

Date 1.11.19

