

Enter and View Report for 'Dignity in Care'

The Old Library Care Home, Isaacs Hill, Cleethorpes

Unannounced visit, 26th September 2014

Healthwatch Team

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Introduction

Healthwatch is the consumer champion created to gather and represent the views of the public. It plays a role at local and national level to make sure the views of the public and people who use health and social care services are taken into account. As part of our work we have powers that allow us to use an 'Authorised' team of representatives to give an independent, transparent and honest view of services provided in local care homes across the North East Lincolnshire area.

Working together with the NEL Commissioning Group on improving 'Dignity in Care', Healthwatch is undertaking a programme of visits to Care Homes in their area.

What is Enter and View?

Part of the Healthwatch programme is to carry out Enter and View visits to assess how local health and social services are delivered and make recommendations where there are areas for improvement. Authorised representatives observe service delivery and talk to service users, relatives, visitors and staff to gain an overall view of the service. Visits may be arranged as a response to a problem with a service or as a routine planned programme.

Summary

The overall impression of the home is that it operates to a high standard of care and service provision. The staff are welcoming and appear happy in their roles. They are caring and integrate well with residents and visitors, treating them with dignity and respect. The environment is warm, clean, bright and homely and residents appeared clean, well dressed and content.

There are planned improvements to the interior decor of the building to further assist residents with dementia, and also changes to the garden which will allow residents to access the entire exterior and gardens of the home.

Our Findings

The home is situated at the head of the main shopping street in Cleethorpes and a short distance from the promenade. It is accessible by public transport and there is a car park for visitors. Access to the building is gained via an entry control system and visitors are required to sign in and out. Hand sanitizer is provided throughout the building for all, to aid the control of infection. There is a notice board in the hall which has information for visitors.

The Enter and View team were welcomed to the home by April Hughes the senior carer who introduced us to Angie Christy, the Manager. April gave us an excellent guided tour of the building, introduced us to the residents, visitors and staff and together with Angie provided us with all the information and evidence of care standards that we required. We were shown the staff training schedule which was kept updated and there was evidence of staff being booked onto future courses.

The home has been adapted from its previous role as the public library as its name suggests. It provides care for up to 30 people over 65, some of whom have dementia. The rooms are spread over 3 floors with both stairs and a lift for access.

The lounges and dining area are clean, spacious, well lit and decorated with good furnishings and flooring. The home is to purchase some more high- seat leather chairs which will be easier to wipe clean and aid infection control. There were no unpleasant odours. There were plants and flowers, a newspaper and other items that made the area homely. Corridors were kept free of obstacles and the fire doors were clearly marked.

Dementia Care

Several of the residents at the home have dementia, but all appeared happy and relaxed during our visit. One lady was clutching a soft toy dog which was keeping her calm and she obviously loved it. Another lady talked to us at great length about her life as she saw it and was very contented. Staff have been trained in dementia care and Angie explained that the corridors are to be re- painted in a lighter colour with individually coloured doors to help residents identify their own room.

Sensor mats are available in bedrooms to alert staff if the resident is out of bed during the night. There are call bells in each room.

There are activities such as reminiscence sessions arranged to help residents and in the downstairs corridor there is a 'shopping street' with various traders displaying items from days gone by.

The residents recently had a day out to Eden Camp in Yorkshire which is museum dedicated to the events of the 2nd world war. Everyone including staff and relatives really enjoyed the day and were happy to tell us all about it.

Two visitors who were present during our time at the home said they are very happy with the care their respective loved ones were receiving. One lady said she wished she could stay herself.

Although residents can access the outside garden at present they cannot reach all areas. Planned alterations to the garden perimeter will allow residents to go outside into the garden and around the exterior paths with complete security and freedom.

Maintaining Dignity

Until recently one of the resident's relatives has been the dignity "champion" for the home, but now no longer needs its services. Another person has been appointed to take up the role. Staff attend the Clinical Commissioning Group quality group meetings which cover dignity in care and they all undertake training in the subject.

All residents appeared clean, well dressed and contented. The staff spoke to them by their preferred name, and there was always a member of staff around to give assistance. Any personal care was undertaken in privacy. One lady had spilt food down her blouse and April took her to her room and changed her. She came back looking clean and happy. We saw residents enjoying their afternoon drinks and snacks. Water and juice was available at all times and residents requiring assistance with their drinks were given help.

Although the home does not have an activity co-ordinator at present one has been appointed. There are planned sessions of entertainment for residents, which are advertised on the board in the lounge and a local hairdresser who has use of a designated salon room visits each week. The ladies can also have their nails done. A chiropodist also calls on a regular basis. During our visit we observed a resident receiving physiotherapy.

We were shown photographs of the Dignity Day that the home had hosted earlier in the year – everyone appeared to be enjoying it.

All but one of the bedrooms are single occupancy and all are light and well furnished. Residents may bring in their own furniture if they wish as well as personal belongings which assist in helping them feel at home. There are bathroom and/or shower rooms on each floor with lifting aids as required. Staff were observed to knock on the residents door before entering.

One lady was receiving 'End of life' care and we were shown evidence of how her needs were being met.

We spoke to the cook and looked at the menus, which roll over on a four weekly cycle. There are choices available and there are pictures of each menu to assist residents choose their preferred option. Special dietary needs are observed. The home was awarded 5 stars from the local council for their food hygiene standards.

Maintaining Independence

Residents are encouraged to be active. Outside in the garden there are raised beds where the residents enjoy growing flowers and tomatoes. There are tables and chairs where they can enjoy watching people passing by. During the good weather they have had barbeques and enjoyed the annual carnival as it passed by.

Relatives and visitors are encouraged to take residents out to do shopping or a walk along the sea front. There is a supply of wheelchairs and walking aids available which appeared to be in good condition. Maintenance of all apparatus and utility services is undertaken on a regular basis and recorded.

One of the residents was happy to entertain us by pouring us tea and handing out biscuits and she showed us some of the greetings cards she makes and sells for funds. She is encouraged to be as independent as possible and has been at the home for 14 years.

Recommendations

There are no specific recommendations at this time other than the planned improvements to the corridors be carried out in order to raise standards for residents with dementia.

Alterations to the garden will aid independence and security.

Acknowledgements

Healthwatch North East Lincolnshire would like to thank all residents, visitors and staff for their contribution to the Enter and View Programme.