



Enter and View Report

The Old Vicarage

Tuesday 20th March 2018

healthwatch

North East Lincolnshire

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Report Details

Address	The Old Vicarage, 48 Church Lane, Stallingborough, Grimsby, Lincolnshire, DN41 8AA
Service Provider	Home from Home Care Ltd.
Date of Visit	20 th March 2018
Type of Visit	Announced / Unannounced (See methodology on page 5)
Representatives	Sue Hobbins & Freda Smith

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

A bright, airy care home with a very modern interior and strong emphasis on residents being involved with activities; overall the home had a comfortable atmosphere, with friendly, knowledgeable staff.

Details of Visit

Environment

The Old Vicarage currently houses fourteen residents and caters for people with learning disabilities or autistic spectrum disorder. The accommodation is provided over two floors in a period property, a separate facility Vicarage Lodge is set in the extensive grounds.

On our arrival our ID was checked and there were hand sanitisers in the entrance. Initially we were asked to wait whilst a member of staff could be found to show us around, we were kindly provided with coffee. Staff didn't appear to be expecting a visit and were concerned that the manager Caroline Wood was not there. We reassured them her presence wasn't necessary and spoke to the team-leader Jane Owen-Brown and were shown round by Jodie, a TRACS Partner. Our first impressions were that the environment was homely, spotlessly clean and tidy with lots of residents' framed artworks displayed. The decoration throughout was good and the rooms were large and airy. There were a number of different lounges, some with televisions, one small and cosy. In addition there was an activity room and a sensory room. All the bedrooms were en-suite. The furniture throughout was modern and easily wipeable. There were large, modern kitchens with dining areas on both floors. In the upstairs office there was a safe for residents' money/valuables and there was a lift available if needed. The floors downstairs were laminate and there was a mixture of laminate and carpet upstairs, all were very fresh. Outside there were various seating areas to encourage the residents into the outdoor space.

Food and Drink

There is a weekly menu sheet in each dining room; both are different to create variety of choices. Residents choose their own meals and the time they eat, it is all very flexible and tailored to individual needs. Pictorial menus are provided when appropriate. Residents that have the ability to help are also involved with shopping, preparing meals etc.

Safeguarding, Concerns and Complaints Procedure

There is a Complaints Procedure in place, details of which are given to residents and their relatives when they first come to stay in the home. Staff had no problems raising concerns with manager or HR if needed.

Twelve residents are subject to a DoLS order and staff are up to date with current legislation on this and receive regular safeguarding training. DoLS orders are not appropriate for the other two residents.

All high risk areas were seen to be securely locked e.g. both upstairs and downstairs laundries sluice, and equipment rooms.

Staff

There were seven members of staff on duty at the time of our visit 3 downstairs and 4 upstairs. At night there are always 3 waking night staff. There is an on call manager during the day and an on call senior at night-time, with a rota clearly visible in office. Staff meetings are held every 28 days and there is 1:1 supervision on the same time interval. Staff undertake tasks which help, if appropriate, residents in caring, cooking, cleaning, supervising activities etc. in core groups. Cleaning schedules were available. Each group has an activity co-ordinator.

Staff undertake all mandatory training either in-house or with external agencies, some details clearly visible on notice boards. Other courses mentioned were evacuation chair training, moving people training, food hygiene and First Aid. Staff do not wear uniforms or name badges, as they want The Old Vicarage to feel like a real home.

Promotion of Privacy, Dignity and Respect

Residents were treated with dignity and respect throughout our visit. They were always called by their name and have person centred care plans. There is also a dignity champion appointed.

Recreational Activities

Residents take part in a variety of activities throughout the week including swimming, cinema, and horse riding, eating out, bowling and going to Foresight. There were leisure planners displayed in the kitchen/dining room showing personalised daily and weekly programmes. There was a separate activity room and a well-equipped sensory room. Artwork done by the residents was beautifully displayed throughout the building, in the entrance there was a particularly notable "Friendship is beautiful" picture made up of residents' hand-prints. We saw the garden which had swings, inviting seating on a decking area and open views. The home shares 3 vehicles with Vicarage Lodge.

Medication and Treatment

Medicines are kept in locked cupboards, in locked rooms both upstairs and down and are administered by seniors. Hoists etc. if needed are kept in personal areas out of sight as far as possible, which helps make the bedrooms seem more homely. District nurses and doctors are called in as needed, but Visioncare opticians visit every 6 weeks and reflexology is available weekly. Residents that are willing have access to dental treatment, as per best interests.

Residents

The residents we saw all looked clean and well dressed, they appeared content and relaxed with staff. There are monthly residents' meetings and opportunities to discuss, meals activities etc. on a regular basis. Residents are encouraged to express themselves: birthdays are celebrated with parties according to their wishes and all rooms are personalised, for example, one resident has a space themed room.

Relatives and Friends

We did not see any relatives or friends, but it was good to know that links with families are encouraged with most residents having visitors at some time. Meetings for relatives are held every 28 days and visitors are welcome at any time. When a resident arrives they and their relatives are introduced to all the core-team, so they are easily recognised.

Recommendations

A staff photo board possibly to aid identification for visitors and professionals coming into the home.

Service Provider Response

Anna Taylor (Registered Manager) Said: Thank you for the lovely positive feedback in the report, I will share this with the staff team.

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