

Enter and View Visit Report: 3 Welholme Road, Grimsby, N E Lincs, DN32 0DY

Held: 02/07/2014

Healthwatch Reps: April Baker, Richard Lau and Marie Fitzgerald

**What do you see?:** 3 Welholme Road is registered with CQC as a care home service without nursing. The home provides accommodation for 16 residents who either require nursing or personal care. Nursing Care and Treatment are provided by local "through the door" community health teams.

Leanne Powley, the Registered Manager greeted us at the entrance and was more than happy to answer any of our questions. In the CQC report dated September 2013 it is noted that 3 Welholme Road houses service users who have a substance misuse problem, Leanne explained that this had been removed on the latest documentation. However, one of the service users is prescribed methadone and recreational drugs are banned from the premises. It has an open door policy and the service users can leave the premises as long as they inform a member of staff that they are leaving the premises.

The staff at 3 Welholme Road were welcoming and Leanne's office was right to the entrance, in which she had all of the service user's names on a white board. Included with the names were the service user's dates of birth, an asterix to show that Leanne had gone through the 16 residents care plans (there were three left to do). A tick to confirm that the service user had filled out a survey about how they felt about their care, there was an X in which one service user did not want to participate until he felt the time was right. The office is kept locked outside of staff use so that confidentiality is maintained. There was a weight chart dated 1<sup>st</sup> July in which the service users' weights are recorded. A chart with information of significant training was on the wall in Leanne's office, she had highlighted who needed to attend to update training. It has to be noted that Leanne has only been in post since April 2014, nonetheless, her attention to her organisational skills is to be commended. Located next to the office is a locked room which contains the resident's prescription medications. Medicines are managed and administered by trained and competent care/support staff. One service user is building up his confidence to be able to be independent with taking his medication. There was a board on the wall with activities for the service users, including feeding the ducks and bingo. Leanne was asked who was in charge of the service users' cash in preparation if they wanted to go out as she had a safe in her room which is kept locked if no-one is in the office. She explained everything was recorded and evidenced, some of the service users asked her to look after their money until they needed it, although some of them dealt with their money themselves. One of the service user's finances was supported by FOCUS. The decor of the building was agreeable and very clean.

3 Welholme Road is very spacious, with two large communal rooms with lounge settees, HD television screens in each, gold fish in bowls in each room and cactus plants in the fireplace.

An American style diner is the seating area, with a Jukebox, film star pictures to add effect. There is a small kitchen and the service users can access this at all times for fluids and their meals. The meals are readily prepared and placed in the kitchen for each of the service users to collect. There were a few flies in the dining area but this was to be expected as it was a very hot day where doors and windows were open to maximise ventilation. There are two lovely gardens which are maintained by a gardener, they have benches, garden furniture and a BBQ. There are some alterations taking place at the rear of the home as the old fuel supply to the house is being modernised to gas. The home has 3 entrances including a car park at the rear.

All the services users are mobile apart from one gentleman who uses a mobility scooter during the summer. Leanne explained that during the winter months the gentleman did not use his mobility scooter and the staff ensured that he got out with his manual wheelchair, with a member of staff to assist. An extension has been built onto 3 Welholme Road to house the residents.

Leanne explained that one resident just wanted a bath three times a week on specific days, and only one resident at the moment needed help with dressing. This freed staff to do other jobs as they do cleaning as well as caring.. There were 3 staff on duty during the day with one at night and one sleeping in at night. Staff worked 8 a.m. to 8 p.m. Most of the service users smoked outside in the gardens, some liked to remain in their rooms to smoke. When Leanne was asked if there were fire extinguishers in their rooms she replied they did not, as they were placed in the corridors but fire resistant bedding was used to make it safer. There was money in the homes budget to buy fire retardant bedding and anything residents needed. All care plans of the residents were available to view and fully comprehensive with up to date information, including a 'what if funeral plan'. Leanne did not wear any identification as they were striving for a family environment and families do not need identification. 8 of the services users had come with her from a home which had closed down. Care staff wear blue work tunics.

**What did you hear?:** The home was quite quiet as some of the service users were out.

There was a lot of music coming from the JukeBox and television. From the garden some of the service users commented how happy they were living here.

**What can you smell?:** There was lots of fresh air in the building as all the doors were open allowing a breeze to flow throughout.

**Maintaining dignity?:** One service user did need comforting when we arrived as she was upset, Leanne promptly took the female service user to her room. All service user were treated with respect. Leanne knocked on one of the service users doors to ask if they would like to talk to us and they declined. All 16 rooms have service users in them and we were not able to see inside any of the rooms as they were their homes. Leanne also explained that one of the service users is paranoid and that having visitors does make him uncomfortable.

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

**Other observations?:** Family welcome and visit at any time although there were no visitors when we called but there had been that morning. One of the service users had just been out to see his children.

### **Comments of the home**

We received comments from Shona Noon, Regional Manager for Prime Life Ltd that own 3 Welholme Road, marking the following main points which led to amendments to the first draft:

- That the home does not employ nursing staff and relies on external nursing support.
- That flies in the dining area are inevitable when doors and windows are open on a hot day and that installation of an ultra-violet fly-killer in the domestic parts of the home was neither proportionate nor necessary.

### **Recommendations:**

We have no specific recommendations to make regarding improvement but we do commend:

- The actions that are taken to ensure that confidentiality of resident information in the office is maintained by keeping office secure when not in use.
- The flexible support that is offered to individual residents.
- The warmth and friendliness of the home with its focus on promoting independence.