



**Enter and View Report**

Yarborough House  
Monday 13<sup>th</sup> January 2020

# healthwatch

## North East Lincolnshire

### Contents

Report Details .....	3
What is Enter and View .....	4
Methodology .....	5
Details of Visit.....	6
Recommendations ... ..	11
What is working well & Service Provider Response .....	12
Distribution .....	12

## Report Details

Address	Yarborough House 30-34 Yarborough Road Grimsby North East Lincolnshire DN34 4DG
Service Provider	J Care UK Ltd
Date of Visit	13.1.2020
Type of Visit	Announced / Unannounced / Prior Notice (See methodology on page 5)
Representatives	Karen Meadows, 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 the Volunteer Coordinator 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 may be carried out as “announced visits,” where we advise in advance of the time and date of the visit; “with Prior Notice”, whereby the service is advised of a period window of when the visit will take place; or if certain circumstances dictate as “unannounced visits” whereby the service does not know that a visit will be taking place.

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 Enter & View visit given with Prior Notice.**

A visit with Prior Notice is when the setting is aware that we will be conducting an Enter & View visit, but an exact date and time is not given. A letter is sent to inform the establishment of the pending visit 'week commencing', along with a Manager's questionnaire.

## Our Previous Visit

Healthwatch North East Lincolnshire last visited Yarborough House in May 2016. Our report made the following recommendations:

- Armchair positioned directly under the TV to be permanently relocated to avoid residents hitting their head when standing.
- Storage issues to be addressed regarding equipment left under the stairs, wheelchairs stored in the dining room, bags of potatoes stored in the hallway and an unattended mop and bucket left downstairs.
- To place warning signs outside bathroom area when floor is wet and toiletries left out in the bathroom to be removed and stored securely.

- To ensure that the boiler room key is removed when the room is unattended.
- To offer staff refresher training around Deprivation of Liberty Safeguards (DoLS) and the Mental Capacity Act (MCA).

Following this visit we are able to report that the above recommendations appear to have been addressed and actioned.

## Details of Visit

Yarborough House care home is a residential care home for 25 older people, some of whom may be living with Dementia. Accommodation is provided over two floors in three converted domestic houses, close to local amenities.

The building has stair access to both floors, with a lift being recently installed. Accommodation is mostly in single occupancy rooms and one double occupancy room. Only a minority of rooms have ensuite facilities but there are plenty of communal toilets and bathrooms on each floor. At the time of our visit there were nineteen residents currently residing in the home. We received the manager's questionnaire prior to our visit; this did not highlight any issues that they would require support with.

### Environment

The Enter & View Team were greeted in a welcoming reception area via an entry control system. There was an electronic sign in facility, which the Enter & View Team were asked to sign in, and a clearly identifiable 'suggestion box' for compliments and suggestions. Hand Sanitizer was on the wall and had both written and visual instructions. The homes CQC rating and Dignity board were prominently displayed.

## Communal areas

Leading off from the Reception, the Healthwatch Enter & View Team entered the main body of the home, where a series of fairly narrow corridors provided access to the communal areas and downstairs resident's rooms. These areas were all decorated to a good standard, however some of the paintwork appeared a little tired. Hand sanitizers were frequently and appropriately situated along the corridors to aid infection control. Handrails in corridors were painted in a contrasting colour to the walls to prevent falls and aid those residents living with dementia.

Yarborough House has one communal lounge, which is a good size with modern décor and high back seating arranged around the perimeter. There was a wall mounted TV that was playing at a reasonable volume with some residents watching this and others engaged in conversation. Some residents however, preferred to sit in the bright and airy dining room. This area was clean and bright, with laminate flooring and plastic table coverings, set out in a café style. There was a wall mounted white board displaying today's menu choices. We would have liked to see this in more of a pictorial format to aid those residents living with Dementia. We did observe some breakfast pots still waiting to be cleared away, but this could have been due to a resident having a late breakfast.

Leading off from the dining room was a large conservatory that housed another television and armchairs, but this was not in use by any of the residents during our visit. The conservatory space had laminate flooring and blinds to regulate temperature. This area also provided access to the outside courtyard area via glass doors, which were clearly marked. The outdoor area appeared to be a nice space for residents to enjoy the outdoors, with flower beds and plenty of seating. There was also a screened off smoking area situated away from the resident areas.

Yarborough house also has a small upstairs lounge area which is currently undergoing refurbishment. Similarly the carpets in the corridors are gradually being replaced with vinyl flooring.

## Residents Rooms

Resident's rooms are situated over the two floors, with plenty of access to bathrooms and toilet facilities. Residents rooms are identified by coloured doors with some having photographs/ names on the doors. The rooms that didn't have these had chosen not to. Resident's rooms were all of a good size, were clean, with modern décor and decorated with lots of personal prints, furnishings and personal items. All radiators appeared to be covered.

The communal bathrooms and toilets all appeared clean and equipped for the bathing needs of the residents. Resident's toilet doors were painted yellow for easy identification and were well signed. We did notice one door without a sign, but we told that a resident had torn this off. We noted that an attempt had been made to ensure these areas were suitable for those residents living with dementia, i.e. some having blue toilet seats, but this was not consistent and many of these facilities were all white, with little contrast between floor and walls, as is recommended for dementia friendly environments.

## Other facilities

Yarborough House has its own designated laundry on site which is staffed three days a week. We observed that all medication and cleaning cupboards were appropriately secured.

## Food and Drink

Yarborough House serves its main meal at lunch, with a lighter meal at tea time. However, residents can request their main meal in the evening. There are two choices of main meal but residents can request lighter options, such as jacket potato or sandwiches as an alternative. All food is prepared on the premises in an onsite kitchen by a cook and a kitchen assistant. The residents we spoke to were all complimentary of the food with one stating that *"Saturday and Sunday dinners are out of this world"*.



During our visit we did not observe any refreshments being offered to residents but we were told that the tea trolley had gone round whilst we were upstairs. One resident told us that she was “*very thirsty*” and we requested a drink for her. This was actioned quickly and another one also brought out for another resident who said she hadn’t had her coffee. We did not observe any dedicated hydration stations in the communal area and whilst we were told that drinks were left out, we did not observe any.

### Recreational Activities

Yarborough House employs a part time Activities Coordinator, however she was not present on our visit. We were told that on her days off, the care staff provide some activities for the residents such as board games. However, we did not observe residents engaged in any meaningful activity during our visit. We observed a white board in the lobby area showing a list of activities, but this was very basic and not in a pictorial format. It had not been updated as it was still showing last week’s activities. We were able to note that activities included pamper days, reminiscence work, bingo and crafts. We were told that the home hires a mini bus for days out and that residents are often taken to a local pub and leisure centre. Kindergarten children are also invited into the home to visit the residents, and they also received visits from Therapy dogs. Residents were said to look forward to such visits and engaged well.

### Residents

Yarborough House currently has nineteen residents living at the home, with most clean and dressed and making use of the communal areas. They all appeared to be content and happy in each other’s company with one of the residents with a good deal of capacity and mobility observed to be helping other residents less able than herself by fetching cushions and clearing away tea cups. We spoke to several residents on our visit. Comments received included, “*I feel safe and happy here*”, “*I like it here*”, “*I enjoy going out*”, “*it’s very clean,*” and “*I’ve never heard anyone complain*”.

### Relatives and Friends

The Healthwatch Enter & View team did not have the opportunity to speak to any visiting relative or friends but have received a completed questionnaire from a family member. Whilst this family member did not raise any concerns over care, stating *“my husband is well cared for, this was our first choice,”* they did suggest that the home would *“benefit greatly from a dedicated handy man and admin person”*. No reasons for this were given.

### Staff

Yarborough House currently employs a full time manager and both full time and part time members of staff. We were informed that the home is adequately staffed and staff absences were managed mainly by the current staff team and not agency staff. The Manager told us that staff turnover was low.

The Healthwatch Enter & View Team spoke with members of staff during their visit and one Staff questionnaire was completed and returned to the Healthwatch office. Staff responses were positive and did not raise any concerns, all stating that they felt supported.

A member of staff stated that the most enjoyable part of their job was; *“looking after the residents, giving them all my attention when needed”*. During their visit, the Healthwatch Enter & View Team observed that staff demonstrated good awareness of resident’s individual care needs and, in the few interactions we observed, were seen to display patience and empathy in the care they provided. Residents spoke highly of the staff, commenting that *“they take good care of me,”* *“the carers can’t do enough for you,”* and the manager *“is lovely”*.

### Promotion of Privacy, Dignity and Respect

Yarborough house have quarterly residents meetings in which the staff and residents can discuss any issues and changes which have arisen at the home.

During their visit, the Healthwatch Enter & View Team saw that staff treated residents with respect and ensured their dignity was maintained. Staff were

observed addressing residents by their names and asking permission for us to view their accommodation, always knocking before entering the room.

### 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. Complaints procedures were clearly displayed and the residents we spoke to told us that they knew how to raise a complaint and would be confident that this would be acted upon.

### Medication and Treatment

The Enter & View Team found that medication is securely locked away. The home has access to a range of community health services. The Enter & View Team were told that there had not been any concerns regarding these services but sometimes referrals take quite a long time and that often GP's can be reluctant to make some referrals. 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. They report that the Red Bag scheme appears to be working well at this time.

## Recommendations

- To consider the use of more pictorial type menu and activity boards and to keep these updated.
- To take a more dynamic approach in creating a more Dementia friendly environment. E.g. To consider some additional decorative/ reminiscence type touches to communal corridors and additional colour coding to bathroom facilities to provide clear contrasts.
- To consider using a rotating, nominated person, to be responsible for activities on the days the Activity Coordinator is not there, including weekends.
- To ensure that all residents have access to refreshments throughout the day and in all communal areas by providing a hydration station.

## What is working well?

- Yarborough House offers opportunities for residents to stay connected to their local community by offering trips to local public houses and leisure facilities and also by inviting members of the community into the home to engage with the residents.
- Staff turnover is low, promoting consistency and familiarity for the long-term residents and the home.

## Service Provider Response

The Service Provider did not respond to this report.

## Distribution

**Brett Brown, CCG contracts officer Lead**  
**Caroline Barley, Prevention and Wellbeing Manager, Public Health, NELC**

**John Berry, Quality Assurance Lead**

**Jan Haxby, Director of Quality and Nursing at NELCCG**

**Marie Oxley, Inspector CQC North East and Coast Hub2**

**<http://www.healthwatchnortheastlincolnshire.co.uk>**