



**Enter and View Report**

**Carisbrooke**

**Wednesday October 9th 2019**

# healthwatch

## North East Lincolnshire

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## Report Details

<b>Address</b>	Carisbrooke 35 Welholme Road Grimsby North East Lincolnshire DN32 0DR
<b>Service Provider</b>	Diamond Care Ltd
<b>Date of Visit</b>	9.10.19
<b>Type of Visit</b>	Announced / Unannounced (See methodology on page 5)
<b>Representatives</b>	Karen Meadows, Judy Hamilton

### 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 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; 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 announced Enter & View visit.**

An announced visit is when the setting is aware that we will be conducting an Enter & View at an exact date and time. A letter is sent to inform the establishment of the pending visit, along with a Manager's questionnaire.

## Our Previous Visit

Healthwatch North East Lincolnshire last visited the Carisbrooke in February 2016. Following our previous visit, we made the following recommendation:

- To possibly put pictures/photographs on resident's doors to help identify their rooms.

Following this visit we are able to report that there does not appear to be a need for this as the residents are very long-term residents and are able to navigate to their rooms adequately.

## Details of Visit

Carisbrooke is a residential care home for adults with learning difficulties/mental health needs and is fully adapted for residents with physical disabilities. The building is a three storey renovated house situated in a residential area, close to local amenities and opposite a large public park. The building has stair access to both floors, with a stair lift being available to the first floor. Accommodation consists of ten single occupancy rooms and one double occupancy room, situated over 3 floors. At the time of our visit there were 8 long term residents currently residing in the home, with several of the residents having resided at the home for over 20 years. The service currently employs 3 full time and 7 part time members of staff.

We received the manager's questionnaire prior to our visit; this did not highlight any issues that we needed to be aware of.

### Environment

The Enter & View Team were greeted in a bright, welcoming reception area via an entry control system. There was a sign in book, which the Enter & View Team were asked to sign in, and a clearly identifiable feedback 'post box' for compliments and suggestions. Hand Sanitizer was on the wall had both written and visual instructions. The homes CQC rating was 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 corridors provided access to the communal areas and downstairs resident's rooms. These areas were all decorated with modern furnishings, fixtures and fittings. Hand sanitizers were frequently and appropriately situated along the corridors to aid infection control. There had been a significant effort to decorate the home in a homely manner, with a lot of thought placed on the fixtures and fittings, taking into account individual needs

e.g. use of sensory lights and low lighting, and a large 'photo clock' displaying photographs of the residents on holiday.

Carisbrooke has one communal lounge, which is large and airy with low-level lighting, modern décor and high back and individualised seating, arranged to provide social interaction between the residents. There was a large wall mounted TV, which was showing a Disney movie for some of the residents during our Enter & View visit, this was playing at a reasonable volume. The carpet was clean and hardwearing, although it was noted that there was a 'crease' in the centre, which could potentially be a trip hazard.

Healthwatch were told that most of the residents spend their time together in the lounge and very rarely spend time in their bedrooms throughout the day. They like to be together as a 'family'.

The dining area at Carisbrooke is situated next door to the lounge, and is set out in a canteen style with small wooden tables and PVC table coverings. The wooden dining chairs were solid, and many had extra crossbars on the bottom for extra stability, and ease of movement. There was a blackboard style menu with the days choices displayed clearly. Whilst it was noted that this was not in a Pictorial format, the Enter & View Team were told that residents are shown pictures of the meals when making their choices. Residents are involved in planning the menu, each having their own favourites. They are also encouraged to help in the preparation of some meals.

The Meals are simple home cooked meals that the residents prefer but they are healthy and they have access to regular snacks throughout the day and on request. At the time of the Enter & View visit one of the residents asked for tea and cake and she was invited into the kitchen and helped to make one herself to encourage independence. The Dining area also had low volume music playing and had a serving hatch opening directly through to the kitchen. There was a large TV on the wall, which is used as a 'digital photo frame' playing photographs of the residents on holiday and taking part in various activities and day trips. The Healthwatch enter & View Team felt that this was a very thoughtful addition to the room, as this helped the residents to remember past experiences. The dining room also

housed a large impressive activities board, which was set out in pictorial style and clearly indicated all the activities on offer to the residents.

### Residents Rooms

Resident's rooms are situated over the three floors, with the majority situated on the first floor. The two third floor rooms were currently unoccupied and in the process of being refurbished. These rooms tended to be used mostly for respite. The Healthwatch Enter & View Team did observe loose carpet on one of the steps on the second staircase, which would need sorting prior to any residents taking the rooms on the third floor.

Resident's rooms were all of a good size and despite the challenges posed by the age and structure of the building, the fixtures and fittings were individualised to resident's room size and layout. Rooms were clean, with modern décor and decorated with lots of personal prints, furnishings and personal items.

One of the resident's bedrooms had LED lighting around the perimeter of the room and a 'digital aquarium' to cater for his sensory needs. All rooms had hand basins, with access to Communal bathrooms on all floors.

The Communal bathrooms, wet rooms and shower rooms, all appeared clean and equipped for the bathing needs of the residents. E.g. hoists, frames and raised toilet seats etc. Compared to the homely feel of all the other communal areas, these did appear more clinical and dated, however they were in good repair, and fit for purpose. There was a locked cleaning cupboard in one of the upstairs bathrooms; this is to prevent cleaning materials being carried up and down the flights of stairs.

### OUTSIDE AREAS

Carisbrooke has a large outside garden to the rear of the property, and a metal gate and large mature trees to the perimeter secure this. This is a lovely welcoming space for the residents to enjoy in the warmer weather, with mature shrubs plants and trees. There is a paved patio type area with outdoor metal furniture. There is a smaller courtyard area to the side of the property with bench style seating, which is designated as a smoking area. This area appeared a little



neglected and may benefit from a little maintenance to enable a more pleasing environment for the staff and residents.

### Other facilities

Carisbrooke has its own designated laundry on site. All medication and cleaning cupboards were appropriately secured by padlock.

### Food and Drink

Carisbrooke serves its main meal at teatime, with a lighter meal at lunchtime. Residents can however request snacks at any time of the day and one resident was witnessed asking for a snack on the visit, with other residents all being offered a snack whilst watching the film. All food is prepared on the premises in an onsite kitchen by Carisbrooke staff; they do not employ an additional cook due to the low number of residents. The Healthwatch Enter & View Team were shown the kitchen, which was observed to be clean and modern, with the member of staff preparing food wearing the appropriate protective clothing. Care management procedures were posted on the kitchen walls, alongside instructions for food hygiene. General dietary requirements for the residents were displayed on the refrigerator door and the COSHH cupboard was identifiable and locked.

### Recreational Activities

Carisbrooke does not employ an Activities Coordinator, preferring to organise and carry out the activities between themselves, with residents having the choice of what activities they would prefer. Carisbrooke promotes a wide and varied range of activities, which are specifically tailored for resident's individual needs. The variety of activities include arts and crafts, movie and pamper nights, coffee mornings and visits from a masseuse twice a week. The residents are said to be particularly responsive to massage as this helps calm and relax them.

The residents also take part in activities within the community, such as visits to local pubs and cafes and the seaside, and these activities are accessed by using a local wheelchair taxi services.

The home also takes all residents and staff on holiday to Tenerife on an almost yearly basis. They stay in a large villa and the residents are said to really benefit

from this. The photographic displays of these holidays really proved this, with all the residents looking relaxed and happy.

### Residents

Carisbrooke currently has 8 permanent residents living at the home. At the time of our Enter & View visit, one resident was currently in hospital, three at local daycentres, with 4 residents remaining at the home, and were congregated in the lounge. Some of the Residents at Carisbrooke have complex needs, and some have a level of independence. Ages range currently from 50 to 70+ with a mix of both male and female residents. We spoke to one resident during our visit, “I am happy at the home” and told us “I like to go to a local day centre and take part in arts and crafts”. Although the other three residents we saw were all non-verbal, staff could clearly understand their needs and understood their gestures and non-verbal communication. They all appeared to be content and happy in each other’s company, with two lady residents having always been together from the 1980’s, after coming from an institution to the home, and have shared a room together ever since they arrived at Carisbrooke. These residents appeared to respond well to touch and gentle encouragement from staff.

### Relatives and Friends

Healthwatch NEL were told that the majority of residents at Carisbrooke have little contact with family members, although staff were familiar with family situations and were happy to facilitate family visits, having an open door policy.

### Staff

Carisbrooke currently employs a full time manager, 3 full time and 7 part time members of staff. We were informed that the home is adequately staffed and the current staff team and not agency staff managed staff absences, and that staff ratios are adjusted according to caring hours of the residents. The Manager told us that all staff undertake all duties within the home, sharing out the domestic duties between themselves.

The manager informed us that he has a very experienced and established team, with very low staff turnover.

The Enter & View Team spoke one to one with members of staff during their visit and several Staff questionnaires were completed and returned to Healthwatch North East Lincolnshire. These responses were positive and did not raise any concerns.

All staff that responded felt that they were adequately trained and supported in their roles. Staff stated that the most enjoyable part of their job was; *“**spending time with the residents**”*, *“**seeing them smile and being happy**”*, *“**making a difference to their everyday life**”*, and *“**ensuring residents are happy**”*.

Additional staff responses stated that too much paperwork did not allow them to spend as much time with the residents as they would like *“**taking the fun from caring**”* and that they would like for the home to receive more funding *“**in order to improve the lives of the individuals living here**”*.

During their visit, the Enter & View Team observed that staff demonstrated an excellent awareness of resident’s individual care needs. Carisbrooke staff understood their non-verbal communication and were observed by Healthwatch Enter & View Team to display patience and empathy in the care they provided. There was easy engagement between staff and residents and it was observed that the residents were very comfortable in the staff’s presence.

The Manager of the Home was extremely approachable and as the visit proceeded, interacted with both residents and staff in a very natural manner. We observed that he was highly motivated to ensure that resident’s needs were met and demonstrated that he was able to provide the best care he could with the resources that he had available to him.

### Promotion of Privacy, Dignity and Respect

Carisbrooke have weekly residents meetings in which the staff and residents can discuss any issues, changes which have arisen at the home and choose their weekly menu’s and activities. Staff state that activities are chosen by showing cards and resident’s indicate their preference, using non-verbal gestures and by measuring levels of excitement to each outline activity.

During their visit, the Enter & View Team saw that staff treated residents with respect and ensured their dignity was maintained. Staff were observed speaking and tending to residents at their physical level, using touch, and calming gestures to communicate. It was clear to the team that the resident's health, wellbeing and happiness, was at the forefront of everything the staff do.

### 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.

### 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. 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. This information is kept in individually pre prepared files (compliant with GDPR) and these go into the Red bags along with any personal belongings. The home does not have cause to use the scheme much due to the nature of their residents, but reports that the Red Bag scheme appears to be working well at this time.

## Recommendations

- To consider some additional decorative touches to communal bathing facilities, where appropriate, to create a less clinical appearance.
- To ensure carpets in living area and on second staircase are secured and crease free to prevent tripping.
- To improve general maintenance of the outside patio/smoking area.

## What is working well?

Carisbrooke offers a comprehensive range of activities to keep residents engaged, including activities that aid independence and enable the residents to engage with the local community. The team were particularly impressed that the home ensures that the residents have a holiday abroad on a regular basis.

Staff responded well to resident's individual needs and demonstrated a caring and empathic approach, promoting dignity at all times. The team observed a very 'family' atmosphere within the home.

The 'digital photo frame' playing photographs of the residents on holiday and taking part in various activities and day trips was deemed to be a very thoughtful addition, as this helped the residents to remember past experiences.

Staff turnover is consistently low, promoting consistency and familiarity for the long-term residents and the home.

## Service Provider Response

I thought the report was very thorough and reflected the home in a positive manner. I am pleased with all comments and will also ensure that the recommendations made will be completed as soon as possible.

The Enter and view team took a great interest in all aspects of the work we do at Carisbrooke. They were very polite when being both complimentary, and where necessary, critical. They interacted with both my service users and my staff team alike. The visit was a positive experience and I hope the published information found will be useful to people looking for services in the area.

## Distribution List

**Brett Brown, CCG Contracts Officer Lead**

**Caroline Barley, prevention and wellbeing manager, public health, NELC**

**Jan Haxby (Director of Quality and Nursing at NELCCG)**

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

**John Berry, Quality Assurance Lead, NHS NELCCCG**

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