



Enter and View Report

College View Care Home
Monday 17th February 2020

healthwatch

North East Lincolnshire

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Report Details

Address	College View Care Home 71 Bargate Grimsby North East Lincolnshire DN34 5BD
Service Provider	Katrina Peerbux
Date of Visit	17.2.2020
Type of Visit	Prior Notice (See methodology on page 5)
Representatives	Karen Meadows, Carol Watkinson

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 College View Care Home in June 2015. Our report made the following recommendations:

- To clear branches from cut down trees.
- To repair the outdoor banister.
- To consider storing large boxes on the ground floor rather than having to carry them upstairs.

We can report that these recommendations had all been actioned at the time of our visit.

Details of Visit

College View Care home is a privately owned residential care home registered to provide accommodation and personal care to a maximum of twelve adult clients, some of whom may be living with Dementia.

Accommodation is mostly in single occupancy rooms, most of which have ensuite facilities. At the time of our visit there were 12 residents currently residing in the home.

Environment

The Healthwatch Enter & View Team were greeted into a small reception area via an entry control system. There was a signing in book, which the Enter & View Team were asked to sign in, and the homes CQC rating, and complaints procedure were prominently displayed. There was also a suggestion box. Leading directly from the entrance area, we entered a large, carpeted, open plan entrance hall, with original wooden panelling and stone fireplace. Seating was available in this area for both residents and visitors.

Communal areas

Leading from the entrance hall, residents were able to access one of the communal lounges. This was a bright and welcoming space, with neutral, modern furnishings and high back seating. Noise and lighting were at appropriate levels and there was no malodour. Large bay windows looked out onto the surrounding grounds. Residents were observed engaged in conversation with each other and with staff members and all appeared clean, appropriately dressed and contented. A wood panelled corridor, situated off from the entrance hall, provided access to a large, functional kitchen area, some of the residents rooms, a dining area and an additional lounge.

The dining area was light and airy, with laminate flooring and French doors leading onto the outside area. Tables were set out in a café style, with most chairs designed to aid and support stability by having an extra bar across the two rear legs. The Healthwatch Team observed a display board in this area, showing

upcoming events such as crafts and reminiscence afternoons (provided by outside community projects). The Weeks menu was also displayed but the Healthwatch Team observed that this was not in pictorial format, which may have assisted those residents living with dementia. There was a refreshment station in the dining area with a choice drinks available. Snacks are available on request and offered at regular intervals.

Adjoining the dining area, was access to an additional 'quiet' lounge in which several residents were quietly watching the TV or chatting to staff and visitors. Again, this was decorated in a neutral, modern décor with high backed seating and a view of the outside area.

Residents Rooms

Resident's rooms, on each floor, are situated along a series of carpeted corridors, with each corridor having access to additional bathrooms and toilet facilities which were clearly signed and appeared clean and equipped for the bathing needs of the residents.

Most of the residents were gathered in the downstairs lounge areas and we were unable to view any of the resident's individual rooms. However, we were informed that residents are able to personalise their rooms with their own possessions and furniture if appropriate. External doors to resident's rooms were neutrally coloured but did contrast to the corridor décor. We were informed that the home did not feel the need to aid navigation for those living with dementia by painting the doors differing colours, as they stated that these residents had been at the home for quite a long while and were able to navigate efficiently by navigational prompts. Additionally, external room doors had large name plaques affixed to them.

Outdoor Areas

The resident's at College View Care Home have access to the surrounding grounds and outside courtyard space. These spaces are secure and residents are able to enjoy the warmer weather, having access to appropriate outdoor furniture.

Other facilities

The College View Care Home has its own small laundry area and laundry duties are undertaken by the care staff. Fresh clean linen is stored separately in locked cupboards.

Food and Drink

College View Care Home serves its main meal at lunch, with a lighter meal at tea time. However, residents can request their main meal in the evening. All food is prepared on the premises in an onsite kitchen by a cook and/or care staff. College view has only one daily choice of food but we were told that residents can request alternatives if required, i.e. substituting chips for jacket potato or vegetables with salad etc.

Different dietary requirements are obtained on admission. The residents we spoke to were mostly complimentary of the food, *“food is very good with good choice and variation”*, with some commenting, *“the food is ok”*, *“there is not much choice.”*

During our visit we observed dedicated hydration stations in the communal areas.

Recreational Activities

Due to the size and intimate nature of College View Care Home, they do not employ an Activity Coordinator. Care staff provide activities on a request basis from the residents and also include monthly visits from a reminiscence entertainer and a lady who engages the residents in arts and crafts, examples of which were prominently displayed around the home. Board games, puzzles and reading materials are readily available to the residents and at the time of our visit we observed a resident and her daughter engaged in a game of scrabble. Outdoor trips are provided on occasion and staff hold parties to celebrate occasions such as Christmas. Several residents commented that they liked to join in the activities provided, with one resident commenting, *“good activities but not on a regular basis.”*

Residents

College View Care Home currently has twelve residents living at the home. All appeared clean and well dressed, with many making use of the communal areas. We spoke to several residents on our visit and comments received included, *“I feel very happy here”*, *“It’s very homely,”* and *“I feel very comfortable here.”* The Residents were all keen to chat to the Healthwatch Team and were very friendly and engaging.

Relatives and Friends

The Healthwatch Enter & View Team had opportunity to speak to one visiting relative and have received a completed questionnaire from a family member. Both were very complementary of the staff and the care they provided for their relatives, stating that *“I am pleased with all aspects of care, they encourage mum to maintain her independence, “the residents radiate happiness”, “a small friendly home that is more like a family, very caring and supportive staff and management”* and *“the quality of life for my relative has increased since being at the home.”*

Staff

College View Care Home currently employs a full time Manager, and eight other full time staff. Four members of staff are employed on a part time basis. Three members of staff cover the day shift with two covering the night shift (one waking, one sleeping). There are facilities on a third floor for sleeping night staff who all have access to pagers if called in the night. The Healthwatch Enter & View Team spoke with members of staff during their visit and several staff questionnaires were left for completion. Staff responses were all positive, particularly about the *‘homely’* atmosphere and person centred care that the home provided.

During their visit, the Healthwatch Enter & View Team observed that staff demonstrated excellent awareness of resident’s individual care needs. We were told that because of the small number of residents, staff were very intuitive about

any residents that may be a bit 'off' on a particular day, and were able to get to know the residents on a very personal level. The interactions we observed between staff and residents, were seen to promote patience and empathy in the care they provided.

Promotion of Privacy, Dignity and Respect

College View Care Home have residents and relative meetings three times a year 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 speaking to the residents on their level.

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 Healthwatch Enter & View Team found that medication is securely locked away. The home has access to a range of community health services. However, the Manager has reported to Healthwatch NEL that the home does have some issues with the length of time it takes from referral to a service i.e. dietician & Physiotherapy, to first appointment.

Recommendations

- To consider the use of more pictorial type menus.

“Since 2016 all organisations that provide publically funded care are legally required to follow the Accessible Information Standard (AIS). The standard applies to all people with a disability, cognitive and sensory impairment. Therefore IAS states that Menus and Activity boards need to contain pictures to help people understand the choices available.”

- To consider a second menu choice rather than a substitution of one of the aspects of the given choice.

What is working well?

- College View Care Home was observed to have a positive and caring culture that is person centred, and promotes an environment that has the resident's dignity and respect at its heart.
- In line with best practice, hydration stations are fully operational and easily accessible for residents.

Service Provider Response

The Service Provider has not responded to this report.

Distribution

Brett Brown, CCG Contracts Officer Lead
Caroline Barley, Prevention and Wellbeing Manager, Public Health, NELC
Jan Haxby, Director of Quality and Nursing at NEL CCG
Marie Oxley, Inspector CQC North East and Coast Hub2
John Berry, Quality Assurance Lead NHS NEL CCG
<http://www.healthwatchnortheastlincolnshire.co.uk>