

healthwatch

North East Lincolnshire



Enter and View Report

Fairways Care Home
Wednesday May 8th 2019

healthwatch

North East Lincolnshire

Contents

| | |
|--|-------|
| Enter and View Report | 1 |
| Report Details | 3 |
| What is Enter and View | 4 |
| Methodology | 5 |
| Details of Visit..... | 6 |
| Recommendations and whats working well ... | 13/14 |
| Service Provider Response..... | 14 |
| Distribution | 15 |

Report Details

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| Address | Fairways Care Home Littlecoates Road Grimsby DN34 4NN |
| Service Provider | Kim Butters |
| Date of Visit | 8 th May 2019 |
| Type of Visit | Announced / Unannounced (See methodology on page 5) |
| Representatives | Karen Meadows, Helena Hancocks, 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 Officer 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 unannounced Enter & View visit.

An unannounced visit is when the care home is aware that we will be conducting an Enter & View in the near future but the establishment are not aware of the exact date the Enter & View Team will be visiting. A letter will be sent to inform the establishment of the pending visit, along with a Manager's questionnaire.

Our Previous Visit

Fairways Care Home was last visited by Healthwatch North East Lincolnshire in May 2014, and has since undergone a change of provider. Following our previous visit we made the following recommendations:

- Recruitment of more Volunteers to assist with outside visits for residents.
- An erection of a smoking shelter.
- Attention to the gardens and hard landscaping once ongoing building work has been completed.

Following this visit we are able to report the following:

- Fairways has only two volunteers but this does not appear to have affected the ability for residents to experience visits outside of the home.
- The erection of a smoking shelter has still not materialised.
- The gardens and hard landscaping is now complete.

Details of Visit

Fairways is a residential care home, situated in a residential area that provides support for elderly adults, predominately those living with dementia. The home also provides respite and DTA (discharge to assess) rooms.

The building is purpose built and provides single occupancy rooms, all with en-suite facilities, for up to 55 adults over one floor. The majority of rooms have an outside aspect of the grounds or courtyard.

At the time of our visit there were 44 residents currently residing in the home. The service currently employs 12 full time and 43 part time members of staff.

We received the manager's questionnaire prior to our visit; this highlighted an issue with the home having difficulties accessing GP and Dietician services and expressed some concerns regarding delays in hospital transport and the newly implemented Red Bag Scheme. Healthwatch is able to offer help and further support with these issues and concerns should the Manager request this.

Environment

The Enter & View Team were greeted in a small reception area via an entry control system. There was a sign in book, hand sanitizer and notice board displayed prominently. This reception area then led onto a larger reception area that could be accessed by residents. The Healthwatch team did however observe a resident attempting to 'tailgate' the team unnoticed out of the reception door and had to usher them back inside. The Reception area was a bright and welcoming space with bucket chairs and tables for visitor and resident use and also access to a water cooler and coffee making facilities.

There was a large prominent pictorial menu displayed, showing today's menu choices, additionally illustrated by photographs of the meals offered.

Leading off from the Reception area, there were a series of corridors that formed a square around a central courtyard area. Corridors were bright and clean and neutrally decorated and displayed a variety of nostalgic prints depicting old Grimsby and Cleethorpes as well as old time movie stars and entertainers. One corridor displayed a large sea side themed Sensory Board which, we were told, both residents and staff take pleasure from. Corridors were colour coded in blue, lilac and green (doors and handrails) to ease navigation for residents and communal areas and bathrooms were clearly signed using pictorial signage.

Residents Rooms; The majority of resident's rooms had memory boxes outside their rooms, with room numbers and resident's names clearly signed on the exterior door. The Healthwatch team observed that resident's rooms had exterior locks and were told that residents could not lock themselves in as the lock could be released from the inside by pulling handle downwards. (This was demonstrated to us).

The Team were informed that several of the residents like to freely 'wonder' around the home (this was observed by the team) and due to their cognitive ability often enter other resident's rooms which can cause upset and distress. For those residents that have capacity, they can make a choice to have their room locked or not; and for those without capacity, they are assessed and a decision made in their best interest. All this information is recorded on care plans. Doors are unlocked if an individual requests it or is indicating that they wish to return to their room.

The Healthwatch team were given access to two of the resident's rooms and two respite/DTA rooms. Residents rooms were clean and bright and had en-suite shower facilities. All rooms are equipped with water/juice jugs and the residents are able to personalise their rooms with their own furnishings. The Respite rooms were slightly larger as these are part of the recent refurbishment programme and have a large wet room with a locked medicine cabinet should they need to administer their own medication.

All residents have access to a number of bathrooms, which were large, clean and bright. There has been an attempt to make these feel more homely by the addition of seaside themed décor. Most bathrooms had Hoist facilities and coloured toilet seats.

Communal Areas; Residents have access to a number of communal areas at Fairways. There is a choice of two dining areas for resident use. The dining area adjoined to the main lounge is used for Breakfast only and is set out in café style. This area also houses a designated cupboard to house Resident files pertaining to care plans, dietary requirements etc. This allows staff easy access and is kept locked. The second dining area is large and bright, and again, set out in café style to encourage social interaction. This area has been decorated by the residents who have created bunting and murals during Arts & Crafts activities and currently depicts a large mural of Alice in Wonderland following on from a recent themed event.

Volunteers and visitors/relatives, whilst not encouraged to visit during dining hours, often help out at these times if they are already in the building.

Menus are displayed in the dining areas, but these are simply in printed text and not in pictorial form as displayed in the main reception. It would perhaps be beneficial to ensure that the pictorial menus are displayed in all dining areas to provide consistency.

Residents at Fairways Care Home have access to a number of Lounges. The Main lounge is large and bright, with a large TV screen and comfortable, or specifically designed upright chairs, set out in a way that would encourage social interaction. This main area is also used for social activities and at the time of our visit, residents were being entertained with live music from a local entertainer. They all appeared to be enjoying this activity, with some getting actively involved in the singing and dancing. A second smaller lounge, furnished with bookcases, sofas, and several tables and chairs, leads directly onto the outside central courtyard. At the time of our visit, several of the sofa cushions had been taken away for cleaning. A third lounge, situated at the end of one residential corridor is a designated quiet lounge for those residents that need some rest and relaxation away from the main residential areas.

Fairways care home is set in large, landscaped grounds. Residents can access the secure gardens and central courtyard by internal patio style doors. The courtyard is accessible for those residents with poor mobility and provides plenty of seating areas for residents, as well as garden style furniture and a central pergola type structure, flower beds and shrubbery.

The Healthwatch team were told that, whilst the home currently only has one smoker, there is not a smoking shelter provided but an area with an outside ashtray for them to use. This does not appear to be set away from the other seating areas and Healthwatch would recommend the erection of a separate smoking shelter to promote a healthier atmosphere for those non-smoking residents using the shared courtyard area.

Other Facilities - Fairways has an onsite laundry with Industrial washing machines and dryers, with resident's laundry being undertaken on a rota basis by members of the housekeeping team. There is also a designated Equipment room. We were informed that since taking over, the new provider has invested in new equipment such as hoists, slings, walk on scales and Mangar patient lifting equipment. We were told that this has been very helpful in assisting the resident's needs. The home also has a small hairdressing salon situated within the home and a hairdresser comes twice a week. Residents' own hairdressers can also use this facility if they wish. For staff use, there are dedicated offices and a Handover room. This houses lever arch files with all the patients' notes etc. in. The spine of the folder clearly displays a photograph of the resident and this is useful if new or agency staff are unfamiliar with the residents. There is also a large meeting room that can double as a 'Cinema room' but we were informed that this is currently in the process of being transformed into a Sensory room for residents' use.

Food and Drink

Whilst there is only one set dining time, residents can request snacks at any time of the day or night. All food is prepared on the premises in an onsite kitchen. The Healthwatch team were shown the kitchen, however were not allowed access for food hygiene reasons.

Through the door of the kitchen, a large board was evident which displayed all service users' photographs and their dietary requirements for the chef's benefit. The menu plan submitted to Healthwatch prior to our visit promoted a good range and choice of healthy meals. However residents can request alternatives or larger portions if needed. Residents commented that the food was 'very good', was "five star" and there was 'lots to choose from'.

We were told that hot drinks and snacks are available from the refreshment trolley that serves the resident's in-between meal times. However, the team did observe that many of the residents did not appear to have a drink during the 2 hours we were there and only one refreshment station was observed. We have since been informed that more refreshment stations have been tried but proved difficult to monitor and manage due to the lay out of the home. We were told residents will often remove drinks and snacks, hide them, using them as urine containers (all which do not support infection control procedures). Healthwatch feel that it is important that residents have access to, and are encouraged to, have fluids regularly throughout the day to aid in keeping them hydrated. This is particularly important for those residents living with dementia. However, all residents have access to cold drinks in their rooms. One resident commented that the snacks are mostly biscuits and Healthwatch would like for consideration to be given to providing a wider and healthier choice of snack if this is the case.

Recreational Activities

Fairways care home has a wide range of activities for the residents and the schedule for these, in pictorial format, was clearly displayed in several areas throughout the home. The home employs two part time Activity Co coordinators who cover the hours 10am - 5pm Monday to Saturday. The home provides a wide range of activities for the residents on site, including Tai Chi, chair based exercise, quizzes, arts and crafts and they regularly have outside entertainers come in to entertain the residents and a 'Storyteller' who tells reminiscence stories. There are also outside activities for those residents that are able, including trips to the seaside and garden centres. Whilst the home does not have its own transport, they are able to access Care Plus transport when required. Family, friends and volunteers all assist in these activities.

At the time of our visit the residents were getting prepared for a visit to see 'Sound of Music' at a local music venue. The Activity Coordinator we spoke too was very enthusiastic about his role and stated that he is always looking at new ways to keep the residents engaged.

Resident's art and craft work was clearly displayed around the home, from collages and bunting to large murals.

Residents

During the visit the Enter & View Team were able to speak to a number of residents and the consensus of opinion from those spoken to was all very positive. Residents stated that they were able to get up and go to bed when they pleased, and have access to drinks and snacks when they requested.

Comments received from the Residents included, *"they look after you very well"*, *"I feel at home here"*, *"I feel cared for"*, *"there is nothing I would change here"*, and *"the girls are fantastic"*. The residents that we observed on our visit were mostly engaged in the home's activities and all appeared clean, well dressed and happy. Residents were very welcoming of the Healthwatch Team and happy to speak to us, even taking the time to sit with us and engage in conversation on their own initiative. Whilst some of the residents could be observed 'wandering' around, we observed that they were regularly monitored and engaged with by the staff.

Relatives and Friends

The Enter and View Team were able to speak to some relatives or friends visiting the home and some Questionnaires were left at the home for them to complete if they wished to provide feedback to Healthwatch. Feedback included; *"Mum has settled so well into her new home and, in her own way, stated she is happy, that's priceless !"* and *"I can hardly fault it"*. One relative we spoke to said that it was a *"hard and upsetting decision"* to see her loved one have to be cared for but she was now *"reassured that he is getting the best possible care"*.

Staff

The Enter & View Team were unable to speak one to one with most members of staff during their visit as they were all busy tending to residents needs or engaging residents in activities. Several Staff questionnaires were left for other staff to complete but we have had no responses to these.

The manager of the home was very welcoming, transparent and honest and a senior staff member took time to show us around. Both the Manager, and the senior staff member, were clearly passionate about their roles and both appeared very knowledgeable about the resident's needs.

During their visit the Enter & View Team saw that staff were aware of resident's individual care needs and displayed patience and empathy in the care they provided. This was demonstrated with one resident being given the room number of his previous address to lessen confusion. There was easy engagement between staff and residents and attempts observed by the staff to initiate conversation with the residents. Staff were clearly identifiable by their job roles within the home by use of colour coded uniforms, these were also displayed on the wall for visitors and relatives to be able to identify them.

Promotion of Privacy, Dignity and Respect

The home has quarterly residents and relatives meetings to discuss best practice and any issues which have arisen at the home. There is also a board with a '*you said, we did*' theme that shows the improvements or recommendations that have been acted upon in relation to this.

During their visit the Enter & View Team saw that staff treated residents with respect and ensured their dignity was maintained. However, it was observed in one instance that a member of staff stayed in the Resident's room whilst a member of Healthwatch team was talking in confidence to them about their views on their care.

The home displayed a large notice board dedicated to promoting their 'Dignity Champions'. This showed the champions' photographs and was observed to be a mix of staff and volunteers.

Safeguarding, Concerns and Complaints Procedure

Safeguarding and complaints procedures are in place. Staff spoken to 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 and staff encourage residents to take their medication as required. The home has a designated pharmacy which is kept locked and a designated cupboard for The Red Bag Scheme. All the patients' needs for an overnight hospital stay are kept in a linen bag in the cupboard with the residents room number printed on. Resident's notes are also copied and placed in the cupboard for easy access.

When a Resident is needed to be admitted to hospital, their notes and their linen bag is simply placed into the Red Bag and this accompanies them to the hospital. The home has access to a range of community health services who attend the residents within the home on a regular basis, although there have been some reported concerns regarding access to dietician services due to long waiting lists of up to 4-6 weeks. There have also been some reported issues with waiting times for Hospital transport and a lack of understanding by some ambulance and NLaG staff regarding the Red Bag Scheme. Healthwatch can support the Manager of the Home in addressing these issues.

Recommendations

- To ensure that residents have access to a wide range of healthy snacks between meal times.
- To consider the provision of additional refreshment stations throughout the home to encourage hydration.
- To consider using Pictorial Menu boards in the dining areas to the same high standard as the one displayed in the reception area.
- To consider, if practicable, the erection of a designated smoking area.

- To be mindful that some residents may attempt to ‘tailgate’ visitors out of the building and have security processes in place to prevent this.

What’s working well?

- The home offers a diverse and comprehensive range of activities to keep residents engaged and that encourages them to feel connected to the local community. These activities are clearly displayed, in pictorial form throughout the home and evidence of residents art work is prominently displayed, raising self esteem among the residents.
- The home has given considerable thought in how they wish to operate the newly implemented Red Bag Scheme and have been inventive in ensuring that this works efficiently for them as a team and for the Residents that may need to use this.
- Staff responded well to residents needs and demonstrated a caring and empathic approach.
- The home has an open and proactive approach to responding to residents and relatives recommendations by the use of a ‘you said, we did’ board that is prominently displayed.
- The home has clearly considered the need to easily identify both staff and residents in that they have created the following:
 - A photographic dignity champion notice board
 - An identification chart for staff uniforms and roles
 - Photographs placed on Residents files

Service Provider Response

Healthy snacks - agreed

Refreshment stations - This has been tried previously in the home but due to infection control procedures proved not to be successful. Adding to this we

monitor the majority of residents particularly those who have dementia with fluid intake, hence why staff offer drinks on a regular basis.

Pictorial menu boards - agreed action

Resident smoking area - commenced

Tailgating - We have added extra security to the front of the home due to this issue. Originally on purchase only the inner door was locked however as a precautionary measure we added a access control system to the outer door to reduce the potential risk of residents leaving the building. We have also added additional access control systems to the first inner doors of the home that can be activated later in the evening to support the monitoring of the residents when staffing levels are reduced.

Smoking Shelter - The last report related to staffing not residents. This has been erected, however point is taken in relation to erecting one for residents.

Care Plus Group is very pleased with the significant progress and improvement to care and support provided at Fairways Care Home since purchasing the home. The staff team at Fairways continue to work hard in delivering the best possible care and support to the residents and their families. Following a recent CQC Inspection all areas were rated Good with an overall rating of Good for the home which we are very pleased with as it reflects the leadership, dedication and continued efforts of the whole team.

Distribution

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