

## The Grove Re-visit Report

Date of first visit: 13.11.2018

Date of publication:

Date of re-visit: 13.02.2019

HWNEL Representative: Freda Smith, Karen Meadows

**Disclaimer:** This report relates only to the service viewed on the date of the visit and is representative of the views of the service users who contributed to the report on that date.

### Main Purpose of Visit

Healthwatch North East Lincolnshire conducted an Enter & View visit at The Grove Care home within the last twelve months. From the visit, Healthwatch would make a series of recommendations to help drive improvement based on service user feedback.

COMPLETE	PROGRESS HAS BEEN MADE	NOT STARTED
Recommendation		Progress
Redecorate communal hallways to assist residents with dementia, focussing on colour schemes and pictorial signage along with identifying features such as memory boxes and coloured door frames.		
Provide the option of having more than one sitting at mealtimes		
Move wheelchairs/walking frames from the lounge to a more appropriate location or alternatively the area could be covered with a curtain or similar to ensure that it does not distract from the homely feel of the lounge		
If the proposed extension goes ahead, to ensure that staff and residents are made aware of the changes to the service. In addition provide a robust approach to increasing staff numbers, paying attention to how the change in building will affect staff presence in all areas.		

## Summary of Key Findings & Progress towards Recommendations

**Please clearly highlight what progress has been made against the recommendations.**

Whilst the communal hallways have not changed we were assured that the home was moving towards a more dementia friendly environment. Memory boxes have now been added to the exterior of resident's rooms.

There is still only one meal sitting and the main meal continues to be served at lunchtime, however more dining tables have been added with residents now being given the option of where to sit and more staff are available to assist with feeding. A photographic menu has also been installed which is a great addition.

The wheelchair storage area has now been covered by a think canvas curtain, giving the lounge a more homely feel.

There has been no progress made towards the new extension and this very much remains in the planning stage.

## Impact and Additional Observations

**(Identify anything else that you feel was relevant to the original enter & view visit. This could include:**

- Impact recommendations have had on service users
- Observations
- Other general improvements

Since our visit in November 2018, there has been a change of Manager, who took up her post in January 2019. She was aware of our report and the recommendations made.

The Grove continues to strive toward ensuring the service is dementia friendly, and the addition of memory boxes and the pictorial menu have had a positive impact on those residents living with dementia.

During our re-visit we observed plenty of staff in attendance and we also noted that drinking glasses were now available at the refreshment station; something that was missing on our previous visit.

The Grove continues to make improvements to its activity schedule and since our visit the residents are now learning to speak some basic Spanish words and phrases.

Further recommendations would be to continue with making improvements to the Dementia friendliness of the home.

Signed: *K J Meadows*

Date: 20.02.19

