

## St Margarets Re-visit Report

Date of first visit: 19.12.18

Date of publication:

Date of re-visit: 22.03.19

HWNEL Representative: Andy Savage, 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 St Margarets 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
To look into decorating corridors so that they are not so plain. We would particularly recommend the use of vintage memorabilia such as posters or vinyl sleeves. Healthwatch North East Lincolnshire would always recommend asking residents what they would like to see their home look like.		
Bathrooms would also benefit from a makeover. The white tiles and walls make them more clinical than homely.		
Use the below recommendations to increase residents independence.  Offer residents the choice as to whether they have their larger meal for lunch or for tea.  Residents with dementia to be offered a finger food menu, which is being adopted by Grimsby Hospital and other care establishments. This has been shown to increase nutritional intake for those residents who struggle with their diet.		



## Summary of Key Findings & Progress towards Recommendations

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

The home has made good progress in ensuring that the corridors to all the wings have 'themed' pictures displayed on the walls. e.g. there is a Northern Lights theme in the reception area and more subdued pastel flower prints in the nursing area that match the calming décor. There is soon to be an 'old Grimsby and Cleethorpes' theme in the area for those residents living with dementia. The prints have been well thought out and the staff have been mindful of where the prints have been displayed. Clearly a lot of thought has been put into this and we would like to thank the management for taking our recommendation on board so thoughtfully.

With regards to the décor in the bathrooms, we were advised that most of the bathrooms now have a more homely feel.

We were told that snacks are always available for the residents in-between meals, and whilst they are aware of current research regarding timings of meals, they have made the decision to stick to a lighter evening meal as this fits in better with resident's needs. However, if a resident asks for a lighter lunch this will always be accommodated.

## 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

Staff and residents appear happy with the pictures that have been placed on the corridor walls and the themes have clearly been designed with residents needs in mind.

Signed: *K J Meadows*

Date: 22.03.19

