



## **Enter and View Report**

Chestnuts Care Home

Monday 20<sup>th</sup> June 2016

# healthwatch

## North East Lincolnshire

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## Report Details

Address	57 Bargate, Grimsby DN34 5AD
Service Provider	South Yorkshire Care Limited
Date of Visit	Monday 20 <sup>th</sup> June 2016
Type of Visit	Announced / Unannounced (See methodology on page 5)
Representatives	April Baker, Mary Morley & 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 volunteer Enter and View Authorised Representatives 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 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; Food & Drink, Safeguarding, Staffing, Personal Care and Medication
- 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/unannounced Enter & View visit.**

An announced/unannounced visit is where we send a letter to the care home 6 weeks in advanced of a date we have in mind, letting them know we intend to visit soon. A letter will then be sent approximately one week before the visit date we have and then we will turn up in that week unannounced.

### Summary of Findings

- This was an extremely pleasant visit and the Home is cheerful, bright and clean.

## Details of Visit

### Environment

The three storey home is on the corner of Bargate and Bargate Avenue with very attractive sheltered gardens to front and rear. The entrance was clean and cared for and there is a security control entry system. There was a slight odour in the entrance hall on arrival but elsewhere it was very fresh. There is a bathroom on each floor and several toilets.

We were met by a member of staff who asked us to sign the visitor's book which was in the drawer and after using the hand gel, we were given a warm welcome by the Manager Marie Land. We went into the very bright cheerful dining room where lunch time had ended and Marie told us how the home was run and answered any questions that we asked.

### Food and Drink

There was a large Menu board on the wall, with pictures depicting various items of food for the day (although it did still have Friday's menu on show)

Meals served are breakfast, lunch and tea with a choice of three main courses. Residents are asked in the morning what they would like to order but these selections are not always what they decide to have when it's time to eat. Tea time also is a choice of three, hot or cold and any resident can also have supper if they wish to do so. There is a stable type door separating the dining room from the kitchen area so that residents cannot wander into the kitchen, and there is a mini bar on one side of the dining room where residents can have a drink on social occasions.

### Safeguarding, Concerns and Complaints Procedure

There is a complaints procedure and a box in the hall, checked regularly to enable residents to note any concerns but Marie said that it is rarely used. She said that the residents and relatives have no problems with approaching her if they have any complaints or problems.

## Staff

There is a picture board in the hall with photographs of the staff who are on duty for that day and night.

Marie ensures that her staff keep up with training, some being done "in house". They are all trained to give Medication, First Aid, Safeguarding, Infection Control, Fire Safety and Moving and Handling and training is regularly updated. As well as the Manager, all Senior Carers have NVQ level 2, and four are doing level 3. Two cooks are employed and work alternate weeks. One cleaner who works Monday - Friday, one laundry worker who works alternate days and a handyman who doubles as a driver when a resident needs to go out. Trainee nurses from the College do spend time helping at the home too.

## Promotion of Privacy, Dignity and Respect

The Manager impresses on her staff the importance of dignity and respect and they have training showing how people feel when they have to be helped with very personal tasks. They are part of the Dignity programme and, as well as Marie, they have three other Dignity Champions. They are working on dealing with incontinence, eating, and how to use discretion in order to assist residents as far as they wish to be assisted.

## Recreational Activities

Although there is no designated Activities co-ordinator, all of the staff take part in providing a wide variety of activities and entertainment in the afternoon. A reminiscence session was taking place in the main room while we were there and they were then served cheese and biscuits and drinks. There is a sweet stall where residents can have sweets at no charge but only one jar was left open as the residents like a lot of sweets. There is a notice board in the entrance, detailing activities and also with many photographs of recent events, the latest being in the form of a street party (held indoors, because of rain) to celebrate the Queens 90th birthday. It was beautifully decorated and they all had a great time. The Home is a member of NAPA and they receive a regular newsletter giving them ideas for more activities, two members of staff are to go on a two day course to learn more. There is a reminiscence afternoon once a month, chair exercises, cards and quizzes at other times as well as lots of music. Some residents are now going to the Lyndon club once a month to a Tea dance. Ravendale Hall is owned by the same group as the Chestnuts so they have the share of the mini bus to enable them to have trips to Cleethorpes, the Park or shopping. Two of the male residents go out on their own when they wish. The Chestnuts also share the activities co-ordinator with Ravendale Hall.



## Medication and Treatment

Medication and the medication trolley are kept in a locked cupboard. All the residents have their own GPs but there is a little concern at the moment that they have been allocated a District Nursing Team from Weelsby View, none of them known to the residents.

## Residents

Residents can choose when they want to go to bed and when to get up. There is a sensor system on the landings and the night staff have pagers linked to the sensors so they know if anyone leaves their room at night. Most of the residents have their names on their bedroom doors but this is not compulsory.

There are 24 residents at the moment and one gentleman who has Respite Care with them on six days a week. When he was asked if he liked it there his reply was that he must do or he would not have been going so long. The majority have some form of dementia but not all. The residents were all very tidily dressed and the ones we spoke to had no complaints. The staff were very attentive and quick to support when one lady appeared to be having difficulties. There is a lift to all floors. We were told that there is a designated smoking room for the few who do smoke and their cigarettes were kept in that room overnight and never taken into the bedrooms. The rooms on the top floor all have ensuite facilities and the room that we looked at was very fresh and well appointed. There are two shared rooms and later one room is to be made into a bedsit for a resident who prefers her own company.

Any religious needs of residents are catered for.

## Relatives and Friends

We spoke to one visitor who said he is a regular and he had nothing but praise for the manager and staff. Marie has tried to involve families by sending newsletters and inviting them to meetings and although she has tried at different times there is very little take up and she feels there is not a lot more she can do.



## Recommendations

This was an extremely pleasant visit and the Home is cheerful, bright and clean. There was a slight odour in the entrance hall on arrival but elsewhere it was very fresh. Maybe the hall carpet is ready for renewal. The only other thing that we felt could be considered was that the dining room would benefit from a more easily cleaned floor covering.

We would like to thank Marie and her staff for being so open and friendly and giving us an enjoyable visit.

## Service Provider Response

We did not receive a response from the service provider or manager in the 20 working days given.

## Distribution

This report has been distributed to the following:

- Healthwatch England
- Care Quality Commission
- Caroline Barley (**Contracts manager for HWNEL**)
- Julia Wong (**Quality Programme Officer CCG**)
- Lydia Golby (**Lead nurse-quality at the CCG**)
- Brett Brown (**Contracts manager CCG**)
- Angela Tew ( **CQC Inspection Manager Hull, NEL, & NL**)
- [www.healthwatchnortheastlincolnshire.co.uk/enter-view](http://www.healthwatchnortheastlincolnshire.co.uk/enter-view)