

ASHLEA COURT Re-visit Report

Date of first visit: 27.8.19

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Date of re-visit: 21.1.20

HWNEL Representative: Carol Watkinson 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 Eastwood House 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
To consider the use of more reminiscence style décor in the communal corridors in line with the good practice shown in promoting a dementia friendly environment within the rest of the home.		
To Prioritise the installation of a weekly activity schedule, preferably in pictorial format, so that residents and relatives are aware of what activities are on offer each day and to stimulate interest in and participation in the activities.		
To ensure that disposable gloves are secured away from the reach of residents and that cleaning materials are not left unsecured in the relative's kitchenette.		
To ensure those residents that are bed bound have easy access to their table containing refreshments.		
To consider offering a healthy choice of snacks in between meal times, preferably at the same time as the tea and coffee is served.		
To Prioritise the erection of a smoking shelter in order to improve the overall look of the entrance area, and to provide an external extinguisher device for cigarettes.		



Summary of Key Findings & Progress towards Recommendations

To consider the use of more reminiscence style décor in the communal corridors in line with the good practice shown in promoting a dementia friendly environment within the rest of the home.

We observed a variety of reminiscence style décor on the ground floor of the home, but we were told that this was decided not to be placed in the upstairs corridors as there were no communal areas on the first floor. First floor has been redecorated as an alternative. We demonstrated that often prints placed in resident's corridors can sometimes aid navigation as residents can use the print as a reminder of the proximity of their room.

To Prioritise the installation of a weekly activity schedule, preferably in pictorial format, so that residents and relatives are aware of what activities are on offer each day and to stimulate interest in and participation in the activities.

A large, pictorial weekly activity board has been established. The home has now hired a second Volunteer Coordinator who works the weekend shift, as weekends can be quite a quiet time in residential care and it is hoped that this will reduce inactivity and loneliness. We were also told that local schools have started to visit the home and join in the activities with the residents and this is well received.

To ensure that disposable gloves are secured away from the reach of residents and that cleaning materials are not left unsecured in the relative's kitchenette.

We were shown new style dispensers for latex gloves which were wall mounted. The manager informed us that these had been approved by CQC and had passed infection control.

To ensure those residents that are bed bound have easy access to their table containing refreshments.

Checks are made on a regular basis to those residents who are bed bound to ensure that they have easy access to their refreshment tables. For those that are on nil by mouth or end of life, the staff ensure that they are assisted with refreshments. We were told that resident's call bells are now clipped onto them in manner that cannot be knocked, are easily accessible and are not a danger to them.

To consider offering a healthy choice of snacks in between meal times, preferably at the same time as the tea and coffee is served.

The Manager told us that Healthy snacks have been established into the routine now, and at the time of our visit we observed the refreshment trolley being taken around. This included slices of watermelon, fortified milk shakes, and lighter cakes.

To Prioritise the erection of a smoking shelter in order to improve the overall look of the entrance area, and to provide an external extinguisher device for cigarettes.

We were told that the home has one resident that smokes very occasionally and when she requests a cigarette she is taken out to the front of the building and supervised by a member of staff, who ensures that any tabs are cleared away immediately. In inclement weather the staff will take an umbrella for them both. Staff smoking area has been moved to the rear of the property. New management did not appear to know anything about the planned smoking shelter and stated that they did not feel, at this time, that this would be useful.



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 last visit in August 2019, the home has employed a new Manager Kelly Hallam. Kelly was previously Deputy Manager at the home and took up her new post in November 2019. The home has also undergone a recent CQC inspections and they are still awaiting the report but Kelly feels that this was very positive.

Kelly was very enthusiastic about her new role and implemented a number of changes immediately to enhance the wellbeing of the residents. This included promoting healthy snacks and also promoting a 'lighter options' breakfast menu. She has also established close links with the discharge team and, on new referrals, will personally visit the team and assess resident's needs before making the decision to accept them into the home. She feels that this enables her to make safer choices for the residents and staff and assess whether Ashlea Court is the best setting to meet those resident's needs. This prevents residents having to move homes if the setting is not suitable for their care needs, minimising stress for the resident and their families.

Kelly has also introduced a new Activity Coordinator to cover activities at the weekend and has forged some strong, positive links with local community by inviting students into the home to join in activities and talk to the residents. This has enabled residents to stay connected to the local community and reduce isolation.

The residents dining area has also undergone some redecoration since our last visit and this is now a more inviting homely space for the residents. The introduction of the light options onto the breakfast menu has been well received by those residents who found the traditional cooked breakfast too heavy for them.

Kelly appears to have a very good understanding of some of the issues raised on our last visit and has made every effort to ensure that they have been actioned now that she is in the role of manager. Kelly was clearly very passionate about her new role and clearly has the residents and staff, best interests at heart. The Healthwatch Enter & View Team were very impressed with changes that had been made since our last visit and would like to commend Kelly for her hard work and dedication.

Signed: *Healthwatch North East Lincolnshire*

Date 28.1.2020

