



Enter and View Report

Carlton House Residential Home
Wednesday 26th February 2020

healthwatch

North East Lincolnshire

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Report Details

Address	Carlton House Residential Home 267 Hainton Avenue Grimsby North East Lincolnshire DN32 9JX
Service Provider	Katrina Peerbux
Date of Visit	26.2.2020
Type of Visit	Prior Notice (See methodology on page 5)
Representatives	Karen Meadows, Tracy Slattery

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 Coordinator 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 may be carried out as “announced visits,” where we advise in advance of the time and date of the visit; “with Prior Notice”, whereby the service is advised of a period window of when the visit will take place; or if certain circumstances dictate as “unannounced visits” whereby the service does not know that a visit will be taking place.

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 Enter & View visit given with Prior Notice.

A visit with Prior notice is when the setting is aware that we will be conducting an Enter & View visit, but an exact date and time is not given. A letter is sent to inform the establishment of the pending visit 'week commencing', along with a Manager's questionnaire.

Our Previous Visit

Healthwatch North East Lincolnshire last visited Carlton House Residential Home in February 2015. Our report made the following recommendations:

- Members of staff to wear PPE when preparing food and beverages.
- Contact Falls Prevention Service to assist with sourcing correct ferrules.

We can report that these recommendations had all been actioned at the time of our visit.

Details of Visit

Carlton House Residential Home is a privately owned residential home registered to provide accommodation and personal care to a maximum of ten adult clients, some of whom may be living with Dementia.

Accommodation is mostly in single occupancy rooms, with one double room. At the time of our visit there were eight residents currently residing in the home.

Environment

The Healthwatch Enter & View Team were greeted into a hallway, housing a small reception area, via an entry control system. There was a signing in book, which the Healthwatch Enter & View Team were asked to sign in, and the homes' CQC rating, and complaints procedure were prominently displayed. Hand wash was also available for visitors to use on entry.

Communal areas

Leading off from the hallway area, we entered a large, carpeted, lounge area. This was a bright and welcoming space, with neutral, modern furnishings and high back seating. Old and new photographs of the residents were displayed around the room and on the large ornate fireplace. Noise and lighting were at appropriate levels and there was no malodour. Large bay windows looked out onto a residential street. Residents were observed engaged in conversation with each other and with staff members and all appeared clean, appropriately dressed and contented.

Further along the corridor was access to the dining area and a small but functional kitchen. Kitchen staff were observed wearing gloves to prepare breakfast for one of the residents and the homes' 5* food hygiene rating was clearly displayed. Residents sometimes help out in the kitchen with the clearing up and drying of crockery, however this is becoming more difficult due to some resident's increasingly impaired cognitive abilities. The dining area was light and airy, with laminate flooring. Tables were set out in a café style. The Healthwatch Enter & View Team observed a display board in this area, showing weekly activities. The

week's menu was also displayed, however the Healthwatch Enter & View Team observed that this was not in pictorial format, which may have assisted those residents living with dementia.

Residents Rooms

Resident's rooms, on each floor, are situated along a series of carpeted corridors, with each corridor having access to additional bathrooms and toilet facilities which were clearly signed with pictures and words. Bathrooms appeared clean and equipped for the bathing needs of the residents. One of the bathrooms was decorated in a seaside theme with blue walls and anchor decorations.

We were able to view some of the resident's rooms, which were clean and of a reasonable size and were personalised with the resident's own possessions and furnishings. External doors to resident's rooms were neutrally coloured but did contrast to the corridor décor. Additionally, external room doors had large name plaques affixed to them.

Access to resident's rooms is via a carpeted staircase with a stair lift and grab rails for ease of mobility and resident safety.

Outdoor Areas

The residents at Carlton House Residential Home have access to the surrounding grounds and outside courtyard space with gazebo.

Other facilities

Carlton House Residential Home has its own small laundry area and laundry duties are undertaken by the care staff. Resident's laundry is stored in individually labelled boxes and fresh clean linen is stored separately.

Food and Drink

Carlton House Residential Home serves its main meal at lunch, with a lighter meal at tea time. However, residents can request their main meal in the evening. All food is prepared on the premises in an onsite kitchen by care staff. The home has

only one daily choice of food but we were told that residents can request alternatives if required.

Different dietary requirements are obtained on admission. The residents we spoke to were mostly complimentary of the food, *“food is very good”* and *“no complaints about the food”*.

Recreational Activities

Due to the size and intimate nature of Carlton House Residential Home, they do not employ an Activity Coordinator. Care staff provide activities on a request basis from the residents which also includes regular hand massages for those residents that have restricted mobility in their hands and fingers. There was an activities timetable on display in the dining room, which was available for all residents. Board games, puzzles and reading materials are readily available to the residents. Outdoor trips are provided on occasion but we were told that, with most residents being quite frail, trips tend not to happen in the winter. Residents who have more independence like to go out independently to the local shops or market. One resident commented that they liked to join in the activities provided, and enjoyed *“having a bit of freedom to come and go as I please”*.

Residents

Carlton House Residential Home currently has eight residents living at the home. All appeared clean and well dressed, with some making use of the communal areas or taking a late breakfast in their room. We spoke to several residents on our visit and comments received included, *“I am very comfortable here”*, *“There is no bickering and the staff are very nice”*, and *“I like to sit and chat to my friends”*. The Residents were all happy to chat to the Healthwatch Enter & View Team and were very friendly and welcoming.

Relatives and Friends

The Healthwatch Enter & View Team did not have opportunity to speak fully to a visiting relative but he was happy to take away a questionnaire to complete.

Visitors are welcome at any time at Carlton House Residential Home and we were told that they will accommodate relatives and family members during the evening if this helps their loved one settle.

Staff

Carlton House Residential Home currently employs a full time Manager, and seven other full time staff. Three members of staff are employed on a part time basis. Three members of staff cover the day shift with two covering the night shift (one waking, one sleeping). There are facilities for sleeping night staff who all have access to pagers if called in the night. The Healthwatch Enter & View Team spoke with members of staff during their visit and several staff questionnaires were left for completion. One member of staff commented that she had previously worked at a larger care home but Carlton House felt more *“personal and relaxed.”*

During their visit, the Healthwatch Enter & View Team observed that staff demonstrated good awareness of resident’s individual care needs. The interactions we observed between staff and residents, were seen to promote patience and empathy in the care they provided.

Promotion of Privacy, Dignity and Respect

Carlton House Residential Home have residents and relative meetings three times a year in which the staff and residents can discuss any issues, and changes which have arisen at the home.

During their visit, the Healthwatch Enter & View Team saw that staff treated residents with respect and ensured their dignity was maintained. Staff were observed addressing residents by their names, and speaking to the residents on their level.

The Healthwatch Enter & View Team were told that the manager had raised some concerns about a resident to The Memory Clinic and a meeting has now been arranged to see how they can support the resident to maintain their independence.

Safeguarding, Concerns and Complaints Procedure

Safeguarding and complaints procedures are in place. Staff advised they were aware of the procedures and had attended the necessary training. Complaints procedures were clearly displayed and the residents we spoke to told us that they knew how to raise a complaint and would be confident that this would be acted upon.

Medication and Treatment

The Healthwatch Enter & View Team found that medication is securely locked away. The home has access to a range of community health services. However, the Manager has reported to Healthwatch NEL that the home does have some issues with the length of time it takes from referral to a service i.e. dietician & Physiotherapy, to first appointment.

Recommendations

- To consider the use of more pictorial type menus.

“Since 2016 all organisations that provide publically funded care are legally required to follow the Accessible Information Standard (AIS). The standard applies to all people with a disability, cognitive and sensory impairment. Therefore IAS states that Menus and Activity boards need to contain pictures to help people understand the choices available.”

- To consider a second menu choice rather than a substitution of one of the aspects of the given choice.
- To consider the use of more pictorial activities timetable to assist residents in making positive choices

What is working well?

- Carlton House Residential Home was observed to have a positive and caring culture that is person centred, and promotes a homely environment that has the resident’s dignity and respect at its heart.

Service Provider Response

The service provider has not provided a response to this report.

Distribution

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