

## Cambridge Park Re-visit Report

Date of first visit: 31.10.18

Date of publication:

Date of re-visit: 30.1.19

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 **Cambridge Park 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
	Ensure that old furniture and waste is disposed of or corralled away promptly. (At the time of our inspection the car park was being used to store old furniture which was due to be disposed – The Manager advised that he was chasing the provider for a skip which could be used for large items)	
	To create a system which distributes staff appropriately over both floors, and a call system in communal areas in case staff are needed. (We noticed that staff were not always available in communal areas. They were also not spread evenly across both floors, this was a particular concern as there were residents with dementia on both floors)	
	To ensure that a new washing machine and a new dryer are provided as soon as possible. (We have been advised that these have now been fitted, but there are still older models being used, which may cause future problems)	
	Repair the upstairs door to the Evergreen Suite. (The door handle at the top of the stairs was operational but loose)	

## Summary of Key Findings & Progress towards Recommendations

(Please clearly highlight what progress has been made against the recommendations)

Whilst there is still a small amount of furniture in the back car park, most of the bulkier items have now been removed. The Manager states that this is gradually being removed by Van as Orchard Care homes do not promote the use of skips due to this being a fire risk.

The manager states that since our last visit efforts have been made to promote the spread of staff across both floors. Current ratio of staff is 1:4 and there are currently 33 residents on site. They have tried to achieve this by splitting the dining areas and lounges up, so that dining facilities are available in the lounges. On our visit we found staff available on both floors

One industrial style dryer is now in position and working well, however they are still using a domestic dryer alongside this which has also been requested to be replaced with an industrial style one. The Washing machine has also been replaced.

The door handles on both the upstairs and downstairs access to the evergreen suite have had an attempt to be repaired by placing a block of wood behind the handle. However, the handles are still very loose and some residents may find this a little difficult to operate

## 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 October 2018, the home has had a change of Manager who had not had sight of the original report and was unaware of the recommendations made by Healthwatch. This probably accounts for the fact that some recommendations have not fully been met.

It was noticed that the home had replaced some of the older and tired looking furniture and replaced these with new sofas and chairs in the lounge areas. There also appeared to be new signage on the doors to the Residents rooms which allowed for photographs and names to be displayed. However, we did notice that many of these were still blank

Further recommendations would be to :

- Clear the last of the furniture from the back car park
- Consider replacing the door handles on the Evergreen suite so that they are fully operational
- Ensure that door plaques are kept updated with Residents details/photographs to aid navigation to their rooms.

Signed: *K J Meadows*

Date: 19.2.19

