



Enter and View Report

Cloverdale

Thursday 16th January 2020

healthwatch

North East Lincolnshire

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Report Details

Address	Cloverdale 68 Butt Lane Laceby Grimsby North East Lincolnshire DN37 7 AH
Service Provider	Dryband one
Date of Visit	16.1.2020
Type of Visit	Prior Notice (See methodology on page 5)
Representatives	Karen Meadows, Judy Hamilton

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 Cloverdale in October 2014. Our report made the following recommendations:

- Carpets and soft furnishings need to be refreshed to reduce the smell of urine.
- To make contact with a continence nurse advisor who may assist individual residents to improve continence or advise on the use of products that may help.

Following this visit we are able to report that the above recommendations appear to have been addressed and actioned.

Details of Visit

Cloverdale is a residential care home in the village of Laceby. It is registered to provide accommodation and personal care to 40 younger and older people, some of whom may be living with Dementia. Cloverdale is a purpose built accommodation set in two acres of grounds. All areas are on one floor.

Accommodation is mostly in single occupancy rooms, all but one having ensuite facilities. At the time of our visit there were twenty three residents currently residing in the home. We received the manager's questionnaire prior to our visit; this did not highlight any issues that they would require support with.

Environment

The Healthwatch Enter & View Team were greeted in a welcoming reception area via an entry control system. There was a signing in book, which the Enter & View Team were asked to sign in, and the homes CQC rating and Dignity board prominently displayed. Hand Sanitizer was on the wall and had both written and visual instructions. We noted several thank you cards pinned to a display board. Leading from the reception area, was a large entrance hall that led to a communal area. The entrance hall was bright and spacious and decorated in a reminiscence style, with a shop counter set into an alcove which had been utilised as an old fashioned sweet shop.

Communal areas

Communal areas were accessed by wide corridors, with modern décor and vinyl flooring. Hand sanitizers were frequently and appropriately situated along the corridors to aid infection control. Handrails in corridors were painted in a contrasting colour to the walls to prevent falls and aid those residents living with dementia. Some corridors were given street names from around the local area and walls were decorated with lots of displays of activities and nostalgic items, including prints from events such as WW2, the Coronation and royal weddings. One such display featured photographs from the life of their oldest resident, who is 107 years old, which we thought was a lovely gesture and something the resident

was proud of. One of the corridors had photographic displays of resident's activities in a monthly order, although we did observe that this had not been recently updated. However, this provided a lovely talking point for residents and a reminder of all the things they had taken part in within the home.

Cloverdale has one main communal lounge, which is a good size with modern décor and high backed armchairs arranged around the perimeter. At the time of our visit, residents were engaged in a sing along karaoke activity with some of the homes care staff, as the resident Activity Coordinator was ill at the time of our visit. Residents all appeared to be engaging and enjoying the activity.

Adjacent to the main lounge was a smaller conservatory area where residents could enjoy a quieter atmosphere and look out onto the homes extensive grounds. The conservatory was brightly lit with comfortable seating. This area led onto a courtyard style space, with plenty of bench seating. We observed that this area did appear a little tired and would benefit from some tidying and perhaps flower planters or outdoor décor to make this a more appealing space for residents and visitors. The courtyard was also designated as a smoking area.

Cloverdale has a large, bright open plan dining area for the residents which is set out with appropriate tableware, in a café style arrangement. Menus on each table indicated a choice of two meals, however we did not observe any larger, wall mounted menus showing choices in pictorial format. We observed a hydration station in this area with jugs of squash but there did not appear to be any drinking vessels available.

Residents Rooms

Resident's rooms are situated along the wide, accessible, corridors with each corridor having access to communal bathrooms and toilet facilities. These are clearly signed. At the time of our visit, we observed a member of the cleaning team washing the floor on the resident's corridor, but there did not appear to be any 'caution wet floor' warning. Resident's rooms are clearly identified by coloured doors. Resident's rooms were all of a good size, were clean, with

modern décor and decorated with lots of personal prints, furnishings and personal items. All radiators appeared to be covered.

The Communal bathrooms and toilets all appeared clean and equipped for the bathing needs of the residents, with clear colour contrast in the wet room as is recommended for dementia friendly environments.

Outdoor Areas

Cloverdale is set in two acres of grounds. However, whilst this provides a lovely view for the residents, they are deterred from using the space fully as it does not have any secure boundaries to the rear, which leads onto open fields. We feel that much could be made of the grounds by use of a little landscaping and by securing off sections of the ground to make it a safe and enjoyable space for the residents. The manager tells us that the grounds do include a green house in which the residents are able to grow their own tomatoes but we were not shown this on our visit. She also tells us that some local school children are helping to build a 'sensory corner' in the grounds, which is currently an ongoing project.

Other facilities

Cloverdale has its own designated laundry on site with two large washers and dryers. Laundry is clearly marked and organised and all clean linen and towels neatly stacked in cupboards along the resident corridors. We observed that all medication and cleaning cupboards were appropriately secured.

Food and Drink

Cloverdale serves its main meal at lunch, with a lighter meal at tea time. However, residents can request their main meal in the evening. There are two choices of main meal but residents can request lighter options or alternatives. Menu choices appeared to be varied and healthy. Different dietary requirements are obtained on admission and communicated to kitchen staff.

Residents can take their breakfast at any time. All food is prepared on the premises in an onsite kitchen by a two cooks and four kitchen assistants. The residents we spoke to were all complimentary of the food with one stating that

“The food is lovely”. We were told that the home sometimes order take away food for the residents as part of their activity programmes.

During our visit we observed dedicated hydration stations in the communal areas. Some of the homes activities include making mocktails and cocktails and fruit kebabs to further promote hydration.

Resident’s fluid intake is monitored and documented in live time, with weight being recorded monthly with resident’s consent.

Recreational Activities

Cloverdale employs an Activities Coordinator. Although she was ill at the time of our visit, care staff were engaging residents in a karaoke activity and were observed encouraging residents to join in.

Activities in the home range from chair aerobics, baking, reminiscence work, sing along and word games. The home also has a lots of visitors to the home to engage with the residents, from local singers to therapy dog sessions and Reminiscence Therapy. The home also has visits from local nursery children for a ‘stay and play’ session, with the residents taking it in turns each week to choose and read a story to the children. They also have a play corner set up in the large lounge for the nursery children to use and residents love being involved with this. Similarly, residents are taken out to the local schools to watch nativity plays and take part in coffee mornings and assemblies.

Other outside activities include trips to local pubs and theatre, going for walks in the village and along the seafront, and taking residents into town so that they can do their own shopping. The Manager states that *“activities are the central focus on everything we do.”*

Residents

Cloverdale currently has twenty three residents living at the home. All appeared clean and dressed, with many making use of the communal areas. We spoke to several residents on our visit, however most were engaged in an activity for the duration of the visit.

Comments received included, *“I am very happy”, “I like to join in the singing and line dancing,” “I like it her, I have friends and the hairdresser comes to do my hair every week.”*

Relatives and Friends

The Healthwatch Enter & View Team had opportunity to speak to some visiting relatives or friends and have received completed questionnaires from family members. Comments received include: *“clean and perfect, highly recommended”, “very friendly staff”, “the care is very good and I have no problems at all regarding mums care”, “Mum hasn’t been here that long but we are impressed with the care and how quickly the staff pick up on things that we haven’t told them, such as meds and trouble swallowing. These issues were dealt with immediately.”*

Staff

Cloverdale currently employs a full time manager, fifteen full time and nine part time members of staff. Up to eight members of staff cover the day duties, with up to three staff covering night shifts. We were informed that the home is currently adequately staffed and staff absences are managed mainly by the use of regular bank staff.

The Enter & View Team spoke with members of staff during their visit and several Staff questionnaires were completed and returned to Healthwatch North East Lincolnshire. Staff responses were mostly positive, particularly about the new management, however some staff did raise concerns around the support received from other carers, with comments including: *“working with carers that don’t always pull their weight makes the job harder. If everyone just did their jobs as expected the home would run smoother”,* and *“adequately supporting residents at mealtimes can depend on which carers are on duty”*. Similarly, some staff felt that staff absences could be better managed and that they would like *“more time to spend with the quieter residents, I feel sometimes they get overlooked.”* One member of staff commented that *“we like to keep residents active, we don’t like*

them sleeping in their chairs". When staff were asked what the most enjoyable part of their job was; *"seeing resident's smile after every activity," "I feel like I am making a difference, no matter how small, in someone's day"*.

During their visit, the Enter & View Team observed that staff demonstrated good awareness of resident's individual care needs and, in the interactions we observed, were seen to display patience and empathy in the care they provided. An example of this was observed when a resident had been incontinent and a member of staff discreetly led her aware to be cleaned, providing reassurance and maintaining the resident's dignity.

Promotion of Privacy, Dignity and Respect

Cloverdale have quarterly residents meetings in which the staff and residents can discuss any issues, changes which have arisen at the home.

During their visit, the 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 asking permission for us to view their accommodation, always knocking before entering the room.

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 Enter & View Team found that medication is securely locked away. The home has access to a range of community health services. The Enter & View Team were told that there had not been any concerns regarding these services but sometimes referrals that now have to be made via the GP, e.g. to the Falls team, can take quite a long time. The home has adopted the 'Red Bag' scheme. This scheme ensures that residents who have to have care at the hospital have all the

information with them that is required. They report that the Red Bag scheme appears to be working well at this time.

Recommendations

- To consider the use of more Pictorial type menu and activity boards.*
- The home would benefit from some tidying and landscaping of the outside grounds and courtyards and to consider securing some areas to make this a more appealing space for residents and visitors.
- To ensure warning signs are placed on wet floors at all times.
- To ensure that drinking vessels are available at all hydrations stations in communal area.
- To explore and restoratively address the issues staff members have expressed regarding the whole team pulling together.

**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.*

What is working well?

- Cloverdale appears to have a positive and caring culture, that is person centred, and promotes an environment that has the resident's dignity and respect at its heart.
- Cloverdale have established very close links to their local community, ensuring that their residents are involved in local events and inviting members of the community into the home. This helps the residents to stay engaged with the community and promotes independence and reduces isolation.

- Cloverdale takes a dynamic approach to promoting a dementia friendly environment, not only with adapting the environment to promote the health and wellbeing of those residents living with dementia, but also in the carefully thought out décor, photographic and reminiscence displays and in the activities provided for them.

Service Provider Response

- We currently use a picture menu for those with communication difficulty. These are not on a display board but stored near the kitchen so that staff have them at hand when supporting residents to make their choices.
- We are currently in the process of creating a more informative activity board which will include the use of pictures.
- Due to poor weather conditions, the maintenance of the garden has lacked. We do have a team of volunteers at hand who visit, weather permitting, to support us with the upkeep of the grounds.
- We have discussed with all staff the importance of displaying appropriate signage and have also ordered more signs.
- We have addressed with staff the need to have drinking vessels on hand at Refreshment stations.
- We have explored in supervisions, appraisal and team meetings, the importance of team work and the negative impact a lack of team work has on, not only the team, but the residents too.

Distribution

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