

NEWGROVE Re-visit Report

Date of first visit: 29.5.19

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Date of re-visit: 30.10.19

HWNEL Representative: Diane Tasker 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 Newgrove 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 accomplishing a more 'dementia friendly' environment that would aid navigation and reminiscence in those residents living with Dementia e.g. use of memory boxes, reminiscence books and prints.
		To ensure that the door to the Sluice remains locked at all times.
		To consider the use of visual/pictorial menus to aid those residents living with dementia.
		To have an activity schedule in place so that residents and family/friends are aware of activities that are planned. Family/friends can then encourage resident's participation.
		To consider the use of 'Hydration Stations' in the communal areas if appropriate.
		To take a more proactive approach in encouraging residents to stay connected to the community by participating in more frequent outside activities.
		To ensure that internal temperatures within the home are adjusted to current weather conditions.

Summary of Key Findings & Progress towards Recommendations

To consider accomplishing a more 'dementia friendly' environment that would aid navigation and reminiscence in those residents living with Dementia e.g. Use of memory boxes, reminiscence books and prints.

Some of the resident's rooms now had photographs of the residents in frames on the doors of their rooms (given with consent) but the home has decided not to colour code the doors. The prints and pictures were still not much of a reminiscence style. There was some attempt at reminiscence material in the form of photographs of residents attending various activities, events etc. but there is scope to perhaps replace framed prints and add on corridor walls more age-specific reminiscence material to enable dementia residents to feel a connection to their past.

To ensure that the door to the Sluice remains locked at all times.

The Sluice door was found to be unlocked, and whilst we were told that staff were currently in an out of this, we did not witness this on our visit and the staff member showing us around made no attempt to lock it even though we pointed out it was open.

To consider the use of visual/Pictorial menus to aid those residents living with dementia.

The absence of Pictorial menus, which are most helpful to enable dementia residents to choose their meals, was discussed. These are still not in place and we were told it was a matter of lack of resources. However, it was mentioned that residents will choose from the options given but often don't want their meal when it is brought to them.

To have an activity schedule in place so that residents and family/friends are aware of activities that are planned. Family/friends can then encourage resident's participation.

There was a very basic 'static' day-to-day activity notice, which didn't have a great deal of detail. We felt this would not encourage engagement or be open to dementia residents. However there were photographs observed which showed residents on a petting day (an activity which is dementia friendly), plus other photographs of various social occasions/birthdays etc.

To consider the use of 'Hydration Stations' in the communal areas if appropriate.

Hydration stations were observed in the communal areas but we felt that they were very basic in comparison to other care homes who were good or outstanding.

To take a more proactive approach in encouraging residents to stay connected to the community by participating in more frequent outside activities

We were not able to ascertain any activities taking place in the outside community from the information available on the activity board; however, this does not mean to say that these are not planned for the future.

To ensure that internal temperatures within the home are adjusted to current weather conditions.



The temperature in the home was discussed with the manager who reiterated what she had stated in her original feedback: that the specific resident wanted the temperature maintained and there appears to be no objection to the temperature in the main body of the home - with the caveat that it is late October and colder generally.

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

Newgrove was subject to a CQC inspection wk/comm 21/10/19 and they have received a rating of Overall GOOD. This has attracted some more funding to the home.

The manager was keen to demonstrate the new person-centred software system recently installed which, through handsets carried by carers, logged in detail all care activities carried out for each resident. The system is to save time, reduce costs and minimise errors that are seen with paper based systems. It gives real-time access to all information as needed and aids the achievement of almost perfect compliance. Research shows It is used by 60% of good rated care homes and saves money by reducing their back-office costs enormously.

We did not observe any substantial evidence that Newgrove was a particularly Dementia friendly environment in respect of the communal areas. We were looking for clear, bold noticing on toilet/bathroom facilities in contrasting colours to the background. Some signs were placed to the side of the doors e.g. Managers office and one toilet/bathroom did not have a notice at all to indicate its use. It was observed that a staff toilet did have a very bold notice in red and we would recommend that this style be adopted throughout to assist dementia residents.

Given enrichment is viewed as a key need in residential living (and in particular for residents living with dementia) the role of activities co-ordinator is rapidly developing



and evolving. Healthwatch feel that greater attention should be paid across the sector to the training and/or qualification necessary in this role in order to create a relevant rolling activities calendar. This would ensure all categories of residents participate in creative and appropriate activities/therapies which have, as far as possible, demonstrable outcomes.

Signed: *K J Meadows*

Date 1.11.19

