

healthwatch

North East Lincolnshire



Enter and View Report

The Orchards
Wednesday 13th March 2019

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North East Lincolnshire

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Report Details

Address	The Orchards 13 Peaks Lane New Waltham GRIMSBY DN36 4QL
Service Provider	Dianne Ashburner
Date of Visit	13 th March 2019
Type of Visit	Announced / Unannounced (See methodology on page 5)
Representatives	Karen Meadows, & Mary Morley

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 Officer 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 are carried out as “announced visits,” where arrangements are made between the Healthwatch team and the service provider, or if certain circumstances dictate as “unannounced visits.”

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 unannounced Enter & View visit.

An unannounced is when the care home is aware that we will be conducting an Enter & View in the near future but the establishment are not aware of the exact date the Enter & View Team will be visiting. A letter will be sent to inform the establishment of the pending visit, along with a Manager's questionnaire.

Summary of Findings

- Staff engaged with residents well, promoting residents dignity and privacy
- Residents spoke highly of the staff and were happy with the quality of care and support they received
- The home had a relaxed, family, atmosphere and embodied person centred care

Our Previous Visit

The Orchards was last visited by Healthwatch North East Lincolnshire in September 2017. Following our previous visit we made the following recommendations:

- To ensure the boiler room door is locked as it is accessed from a communal area
- To ensure the sanitizer placed in a wall mounted holder has a display notice requesting visitors to use it.

Following this visit we are able to report the following:

- Boiler room door was locked
- A display notice has yet to be initiated beside the hand sanitizer

Details of Visit

The Orchards is a residential care home, situated in a residential area that provides support for up to 21 elderly adults, the majority of which are living with dementia. The building is purpose built with lift and stair access to the first floor. Accommodation consists of single occupancy rooms situated over 2 floors, 8 of these rooms having en-suite facilities. At the time of our visit there were 17 people residing at The Orchards. The service currently employs 15 members of staff.

We received the manager's questionnaire prior to our visit; this did not highlight any issues that we needed to be aware of prior to our visit and did not identify any areas in which Healthwatch might be able to help and support them further.

Environment

The Enter & View Team were greeted in a small reception area via an entry control system. There was a sign in book and a photographic family tree showing staff members on display, including information about dignity champion. Complaints procedures and safeguarding notices were prominently displayed and, whilst there was a hand sanitizer for visitors to use, there was not any notice displayed requesting them to use this.

The home was set over 2 floors with the majority of the rooms being on the first floor. The rooms were all accessed by a series of corridors, which were neutrally decorated and carpeted, with handrails. Many of the Resident's rooms displayed the residents name and photograph on a hand coloured notice on their door. The doors were not individually painted in line with dementia friendly guidelines but the manager said that, whilst she was aware of the recommendations for this, she did not feel that this was necessary for the home as she felt that the residents were able to navigate easily to their designated rooms. Individual rooms were bright and of a good size, with residents being able to personalise the rooms with personal effects and soft furnishings. All rooms had carpeting and were clean and free of any malodour.

The main residents lounge was a bright, comfortably furnished open space with a large TV, high back chairs and portable trolleys for their drinks, snacks etc. There was also a quiet lounge to the front of the building which was cosy and comfortable, with a TV and high back chairs.

There are 3 bathrooms available for the resident's use, as the en-suite facilities only includes a toilet and hand basin. These were all clean and hygienic and hoists and other aids were on hand to assist in bathing. The bathrooms, whilst clean, did appear a little clinical and may benefit from a few decorative touches to make them feel more like a home bathroom.

We were shown the homes laundry facilities, which were kept locked and included industrial type washing equipment. All residents' laundry is clearly labelled and staff are responsible for undertaking this task.

The separate dining area had a very modern café style feel, with table cloths and menus set out. The space allowed for the residents to socialise over mealtimes, enabling a relaxed atmosphere. There was a large open outside central space for the residents to access.

Food and Drink

The home offers one set dining time, with the main meal being provided at lunchtime. There was a good choice of healthy and balanced meals for the residents to choose from and residents are consulted daily on their menu choices. Dietary requirements are all included in the residents care plans. The residents are able to request alternatives if there are not choices suitable for them and they are provided with refreshments and a range of snacks throughout the day. All residents have fluid charts which are updated daily and residents weights are monitored monthly, unless otherwise stated in their care plan.

The home employs a cook and whilst the kitchen was fairly small, this appeared clean and hygienic, with all kitchen staff wearing the appropriate protective clothing.

Residents commented that the food was “*lovely*” and there was “*lots of choice*”.

Recreational Activities

The home provides a range of activities for the residents and ensures that residents feel connected to the local community by inviting in local schools and speakers. The local clergyman visits once a week. Problems accessing the local dial-a ride service were highlighted to us due to residents not being able to attend council offices to have their photos taken for passes to use the service. This concern has been raised by Healthwatch to the local authority as this prevents the residents being able to access community events and activities outside of the home, thus increasing their isolation.

Residents

During the visit the Enter & View Team were able to speak to a number of residents and the consensus of opinion from those spoken to was all very positive. Residents stated that they were able to get up and go to bed when they pleased. All residents spoken to said that they felt “*safe*” and “*well cared for*”. One resident stated that she “*cried every night in her previous care home*” but now things were “*excellent*” and “*I’m treated just like I was their mother*”.

Another resident stated that the staff were *“lovely and helpful”* and that one particular male staff member was *“wonderful”* and that she felt *“no embarrassment”* when he was caring for her. Similarly, another residents spoke of being treated *“as part of the family”*.

The home has access to a range of community health services who attend the residents within the home on a regular basis.

Relatives and Friends

The Enter and view team were not able to speak to any relatives or friends visiting the home. Questionnaires were left at the home however, and several of these were submitted back to Healthwatch. All the responses received were positive and didn't raise any concerns about the care of their relatives. All commented on how caring the staff were; *“they do a wonderful job”*, *“I know my mum is in good hands”*, *“the care the residents receive is amazing”*. Additionally, positive comments were received about the *“homely atmosphere”* and *“home from home feel”*.

Staff

The Enter & View Team were unable to speak one to one with members of staff during their visit as they were all busy tending to resident's needs. Several Staff questionnaires were left for other staff to complete and four of these were completed and returned to Healthwatch. All responding Staff stated that they were well supported, and had access to adequate training and induction. No concerns were raised about the care the residents received and all stated that the home focused on resident's needs and choices. *“I enjoy knowing that the residents are happy and safe”*, *“I enjoy encouraging resident's independence”*. The only concerns raised by staff were that they wished they had more time to spend with the residents as the role involves *“a lot of paperwork”*.

The manager of the home was very welcoming, transparent and honest and was clearly very passionate about her role and very knowledgeable about the resident's needs.

The Manager stated that she currently has the correct staff to resident ratio and does not utilise agency workers as she feels that they cannot provide the same level of personalised care to her residents. She stated that she covers staff absences with existing staff and likes to only recruit staff that she feels are able to provide person centred care as a vocation and not merely as a wage. Staff meetings are held bi-monthly.

During their visit the Enter & View Team saw that staff were all aware of resident's needs and displayed patience and empathy in the care they provided. They were observed laughing and joking with the residents and initiating conversation. The residents reacted positively to these interactions and all appeared very relaxed and comfortable in the staff's presence.

Promotion of Privacy, Dignity and Respect

The home has twice yearly residents and relatives meetings to discuss best practice and any issues 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. This was highlighted by the comments of one resident who stated she felt "*no embarrassment*" when being cared for by a male staff member.

Safeguarding, Concerns and Complaints Procedure

Safeguarding and complaints procedures are in place. Staff had attended the necessary training.

Complaints and safeguarding policies were clearly displayed.

Medication and Treatment

The Enter & View Team found that medication is securely locked away and staff encourage residents to take their medication as required.

Recommendations

- To consider placing a sign by Hand sanitizers to encourage residents, staff and relatives to use these.
- To consider adding some decorative touches to bathrooms so that they appear less clinical.

What's working well?

- Staff were very knowledgeable regarding residents needs and demonstrated a caring and empathic approach, promoting dignity and privacy in their care.
- The home has a very person centred, family atmosphere and this was embodied in the ethos of the home.

Service Provider Response

The Service Provider has not provided a response to this report

Distribution

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