



Enter and View Report

The Rivelin Care Home
Wednesday 29th January 2020

healthwatch

North East Lincolnshire

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Report Details

Address	The Rivelin Care Home 15-21 Albert Road Cleethorpes North East Lincolnshire DN35 8LX
Service Provider	J & L D Hayes Ltd
Date of Visit	29.1.2020
Type of Visit	Prior Notice (See methodology on page 5)
Representatives	Karen Meadows, Andy Savage, Diane Tasker

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 The Rivelin Care Home in March 2015. Our report made a recommendation to remove an old carpet from outside the patio area. This was removed the following day.

Details of Visit

The Rivelin Care home is a residential care home close to the Cleethorpes seafront and has easy access to local facilities. It is registered to provide accommodation and personal care to 40 older people, some of whom may be living with Dementia.

Accommodation is mostly in single occupancy rooms, 26 of which have ensuite facilities. At the time of our visit there were 38 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 into a large open plan 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, Dignity board and complaints procedure were prominently displayed. There was also a suggestion box, a defibrillator and a display highlighting which staff were on duty that day. The Manager's office was situated off the reception area so she was able to have a clear view of comings and goings, and be on hand to welcome visitors. The Healthwatch Enter & View Team did note an available hand sanitiser for their use, however, this was not in prominent view and located around the corner from the reception area.

Communal areas

Leading from the reception area, staff and residents were able to access Communal areas via neutrally decorated corridors with laminate flooring and covered radiators. There were handrails on corridor walls, again in light wood, which we feel could not sufficiently provide the level of contrast needed to prevent falls for those residents living with dementia. Hand sanitisers were frequently and appropriately situated along the corridors to aid infection control and we observed a variety of displays showing residents engaging in activities and special events at the home, such as Halloween. This was a positive addition as this would help residents as a reminder of all the things they had taken part in, within the home. A further inner hall adjacent to the dining area, housed a large activities notice board, clearing indicating, in words and pictures, activities planned for the week ahead.

The Rivelin Care Home has several communal lounges for resident and visitor use. The main lounge consisted of two inter-connected spaces, enabling two differing types of activity to take place if needed. Leading off from this area, was access to the outdoor patio and seating area. At the time of our visit, residents were engaged in the smaller lounge in a karaoke activity with some of the home's care

staff. The residents were all engaging by clapping along and some were dancing. They all appeared to be having a lovely time. In the larger half of the lounge, which had a more relaxed atmosphere, one resident was receiving visitors and another playing dominos with an Activity Coordinator. In this area we observed a water cooler, hydration station, TV and CD player. On one of the walls in the area a large 'make a wish' display was prominent, with residents 'wishes' posted on this. The Manager told us that residents are asked independently, or with their family members, to make a wish and put it in the wishing well. The staff check this daily and organise the wishes for the residents. Examples have been: having a budgie, watching Grimsby Town and a beer fridge.

The Healthwatch Enter & View Team observed that some of the home's walls were decorated with old comedic style postcard prints, which were in keeping with the local area.

Both lounges were neutrally decorated with modern décor and furnishings, and laminate style flooring. Noise, temperature and lighting levels were observed to be at comfortable levels, with no malodour present.

In addition to the inter-connected lounge area the home also offers a quiet lounge to the front of the home with views onto the street outside through a large bay window. This area is decorated in a 'seaside' theme, with maritime objects and seaside related prints and colour scheme.

The Rivelin Care Home has a large, bright open plan dining area for the residents which is set out with appropriate tableware, in a café style arrangement. The kitchen area is situated just off this area. The dining room was tastefully decorated and colourful bunting strung across the ceiling as an added decorative touch. Some of the chairs were designed to aid and support stability by having an extra bar across the two rear legs. There was a large Bain Marie to one side which was used for ease of serving by kitchen staff only. A large wall mounted white board displayed the days menu choices, however the Healthwatch Enter & View Team did not observe any of these choices in pictorial format. The four weekly menu submitted to Healthwatch prior to our visit demonstrated a wide range and choice of meals available. A water cooler was available for residents use.

Residents Rooms

Resident's rooms, on each floor, are situated along a series of narrow, carpeted corridors, with each corridor having access to communal bathrooms and toilet facilities. The Healthwatch Enter & View Team observed that the layout of the several staircases and corridors of the upper floors were difficult to navigate due to the fact that the residence comprises three old properties converted into one. The Healthwatch team felt that this could prove confusing for those residents living with dementia and would suggest the use of 'navigational prompts' to assist those residents. Staircases were of original design and fairly narrow. We were informed that most residents had access to the stairways but some were supervised. Alarm pads were present on the bottom of each stair case. Emergency evacuation sledges were located on top of the staircases.

Several of the resident's room doors had recently been replaced by hardwood fire doors, with some remaining painted white. It was felt that the absence of having coloured doors or doors personalised with furnishings/photographs would better assist those residents living with dementia to navigate to their rooms. The resident's rooms that we observed were all of a good size, were clean, with modern décor and decorated with lots of personal prints, furnishings and personal items.

The Healthwatch Enter & View Team observed that one particular room (room 20) had a distinctive 'ridge' to the carpet on the threshold of the room which we felt could be a possible trip hazard, especially to those residents wearing slippers who may shuffle slightly.

The communal bathrooms and toilets mostly appeared clean and equipped for the bathing needs of the residents. However, these were clinical in appearance with no recommended contrasting colours scheme (toilet seat, handrail etc.) to assist those residents living with dementia. In one of the upstairs bathrooms the Healthwatch Enter & View Team observed the floor looked worn and 'grubby'

around the edges of the walls and the pan pedestal. Bathrooms and toilets were clearly and appropriately signed using words and pictures.

Outdoor Areas

The resident's at Rivelin Care Home have access to a number of outside courtyard spaces with controlled or supervised access. There is a designated smoking area to one of the courtyard areas and one resident was observed smoking and supervised by a staff member.

Other facilities

The Rivelin Care Home has its own designated laundry and laundry staff on site. One of the laundry staff told us that they had just taken delivery of new, larger washing machines. Wet and dry laundry is kept apart and fresh clean linen is stored separately in locked cupboards.

The Rivelin Care Home also has incorporated an 'enablement' room into the design of the ground floor. This is a room that is designed to enable the residents to retain independence and keep skills alive. There is a washing machine and ironing board for residents to do their own washing and ironing if they wish, and a kitchenette where they can prepare light meals. Residents are supervised during these activities.

Food and Drink

The Rivelin Care 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 and there are two meal sittings. 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 and we observed one gentleman enjoying a late breakfast. The residents we spoke to were all complimentary of the food, "*The food is lovely*", "*there is lots of choice.*"

During our visit we observed dedicated hydration stations in the communal areas.

Recreational Activities

The Rivelin Care Home employs two Activity Coordinators and appears to have a wide range of activities on offer for its residents. These are displayed on a very large, pictorial weekly activity board and includes such activities as music, games, basketball, film afternoons, one to one sessions with those less mobile and light exercise activities. At the time of our visit the residents were engaged in a 'rock'n'roll' sing a long activity in one of the lounges, and in another lounge residents were taking part in board games. Several residents commented that they found the activities as *"fun"* and one commented *"I like going to the pub"*.

Residents

The Rivelin Care Home currently has thirty eight 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 happy here"*, *"I like to join in the singing and line dancing."*

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: *"very happy with the place and care,"* *"communication between relatives and the home is excellent, resulting in action being taken immediately,"* *"Sharon and her staff are always polite and helpful and mum's needs are met,"* *"Staff are very approachable,"* and *"any issues are always dealt with promptly"*. One relative commented that they would like to see the home have its own transport for day trips out and another that the home was *"hard to navigate around"*.

One gentleman we spoke to on the day was very complimentary of the staff and the care they provided for his wife, stating that the staff had recently held a surprise 50th wedding anniversary party for them, with balloons and food. He said that he was *"overwhelmed."* And that he had *"never seen his wife so happy"*.

Staff

The Rivelin Care Home currently employs a full time Manager, fourteen full time and six part time members of staff. Up to five 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 agency staff.

The Healthwatch 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 all positive, particularly about management meeting training needs and the support they receive. All respondents were happy with the person centred care they provided, with many stating that the most enjoyable part of their job was, *“making sure the residents are happy and smiling,” “seeing the residents happy and being part of making this happen,” “the staff I work with and seeing the residents happy” and “interacting with all service users, no days are ever the same.”*

During their visit, the Healthwatch 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.

Promotion of Privacy, Dignity and Respect

The Rivelin Care Home have residents and relative meetings every two months 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, always knocking before entering the room and speaking to the residents on their level.

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. The Healthwatch Enter & View Team were told that there had not been any concerns regarding these services. 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 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 replacing some of the worn carpeting in the corridor areas, particularly paying attention to any ridges on thresholds to rooms (i.e. room 20).
- To consider a more dynamic approach to creating a dementia friendly environment with regards to navigation around the home. For example, using navigational prompts, coloured hand rails and individualising resident's room doors.
- To undertake a deep clean of the upstairs communal bathroom and to consider the use of coloured furnishings to enhance perceptual abilities of those residents living with dementia.
- To consider an additional hand sanitizer in the main reception area that is prominent and with a sign asking guests and visitors to use.

What is working well?

- The Rivelin Care Home was observed 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.
- The Rivelin Care Home is conveniently positioned close to the seafront area of Cleethorpes with the majority of residents coming from the local area. This helps the residents to stay engaged with the community, promotes independence and reduces isolation.
- A wide range of recreational activities are offered to residents and pictorial as well as written information is provided to residents to remind them of up and coming events/activities.
- In line with best practice, hydration stations are fully operational and easily accessible for residents.
- The Rivelin Care Home is proactive in ensuring that residents' wishes are considered by using a 'wishing well' project. This has been well received by residents and their families and has enriched the lives of the residents in the home.

Service Provider Response

"I think that this is a very fair and balanced report. The recommendations are sensible and we will be implementing them as soon as practicable.

The upstairs bathroom is on the refurbishment programme for a new layout and complete refurbishment.

New signage has been purchased and is in place."

Distribution

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