

Time and Duration of Visit: 1 hour Zoom call

Virtual Engagement Re-Visit Report

Date of First Enter & View: 28/02/19

Date of Publication: 27/04/22

Date of Re-Visit: 15/02/22

HWNEL Representative: Lauren Gregory

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 a Enter & View Visit at **Sussex House Care Home** in February 2019. From the visit, HWNEL made a series of recommendations to help drive improvement based on service user feedback. The re-visit is to check on the progress made towards achieving recommendations.

COMPLETE	PROGRESS HAS BEEN MADE	NOT STARTED
Recommendation		Progress
To ensure that Hand Sanitizers are refilled and to consider placing a sign by them to encourage residents, staff and relatives to use these.		Complete
To block off the security spikes on the wall adjoining the next door property and the homes outside area, to prevent injury to residents.		Complete
To consider the use of a more pictorial style menu board to aid those Residents living with Dementia.		Complete
To consider utilising additional signage to corridors to aid navigation around the home, both for residents and visiting relatives.		Complete



Summary of Key Findings & Progress towards Recommendations

To ensure that Hand Sanitizers are refilled and to consider placing a sign by them to encourage residents, staff and relatives to use these.



Melina Coggan, the Manager at Sussex house commented “the hand sanitizers referenced as empty were not working. New sanitizers were already on order on the day of the Healthwatch visit. These arrived the next day and have been fitted and are working properly, they also have signs by them to encourage usage.

Melina has sent photos of the completed recommendation set at Healthwatch NEL’s last Enter & View visit.

To block off the security spikes on the wall adjoining the next-door property and the homes outside area, to prevent injury to residents.



Melina responded “a trellis has been erected to block off the security spikes on the wall adjoining the next door property and the homes outside area. This was actioned the very next day after the visit.” Melina then sent a photo for confirmation.

To consider the use of a more pictorial style menu board to aid those residents living with Dementia.



Pictorial menu boards have been introduced and are in place. Melina feels these work well and has also introduced a digital option, allowing for those who can-not understand verbal offerings, to see exactly what is available.

To consider utilising additional signage to corridors to aid navigation around the home, both for residents and visiting relatives.

Healthwatch NEL was unable to view due to the meeting been held via Zoom. When asked, Melina commented “More Signage has been put into place to aid navigation around the home.



Impact and Additional Observations

Due to the current Covid-19 guidelines, Healthwatch NEL chose to carry out a Virtual Engagement Re-visit, this included a Zoom call meeting with their Manager Melina Coggan to discuss previously set recommendations (as above).

Melina explained she has over 8 years working as the Registered Manager with over 30 years working within the Care Sector. Her journey began as a Care Assistant, giving her the ability to understand and empathize with her staff members, this became very clear throughout our conversation.

Melina expressed the moment she was the most proud throughout the whole of her career came when Staff member within Sussex House all pulled together as a 'work family', to say their last goodbyes to a long-term resident. Unfortunately, due to the Government guidelines at the time, family members could not enter our country to attend the funeral, so Melina and other staff members took it upon themselves to record the whole day, from the journey through to the actual service itself, allowing family members to still feel present, even when unable to physically attend. The family remain very close to the home and stated "we felt as though we actually attended the funeral ourselves, we couldn't have asked for more and are so grateful for all of the staff at Sussex House".

The Care Home has recently undergone refurbishment allowing for 2 new communal bathrooms, conversion of larger rooms into flatettes and all rooms have had aesthetic improvements.

Healthwatch NEL asked Melina "Do you feel your current CQC rating accurately reflects the level of care you provide", she responded "whilst I appreciate the CQC are there to assist, the last inspection was in May 2019. Since this time drastic changes have taken place. As well as the Electronic Care and Medication team now in place", Marina feels the staff have now pulled together allowing for a better work structure and a pro-active approach to management and care.

Melina went on to explain that the Care Home now works under 2 zones with a shared communal 'Hub' where all residents have access to online courses, gaming, Internet and other recreational activities, 24 hours a day.

Zone Freedom consists of individuals who are fully independent but due to their Mental Health needs extra support, prompts or rehabilitation is required.

Zone Hope is for those individuals who are deemed as clinically vulnerable with underlying health conditions or dual morbidity. Melina feels this allows for person-centred care and different individual needs to be met.

Healthwatch NEL would like to thank Melina Coggan and her team for their continued co-operation throughout the Virtual Engagement revisit.

Signed

Healthwatch North East Lincolnshire

Date 28/02/22



