

Time and Duration of Visit: 1 hour Zoom call

Virtual Engagement Re-Visit Report

Date of First Enter & View: 13/01/20

Date of Publication:

Date of Re-Visit: 03/03/22

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 **Yarborough House Care Home** in January 2020. 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 consider the use of more pictorial type menu and activity boards and to keep these updated.		Complete
To take a more dynamic approach in creating a more Dementia friendly environment. E.G to consider some additional decorative/reminiscence type touched to communal corridors and additional colour coding to bathroom facilities to provide clear contrasts.		Complete
To consider using a rotating, nominated person, to be responsible for activities on the days the Activity Coordinator is not there, Including weekends.		Not Started
To ensure that all residents have access to refreshments throughout the day and in communal areas by providing a hydration station.		Complete

Summary of Key Findings & Progress towards Recommendations

To consider the use of more pictorial type menu and activity boards and to keep these updated.

Marion Bourn, the Manager at Yarborough House commented “We offer a pictorial type menu which changes daily”. Marion then went onto explain that Yarborough House doesn’t currently have an Activity’s Coordinator, therefore staff carry out activities on a one to one basis, with individual choices been the forefront of how activities are chose. If the resident requires pictorial type choices, these will be offered.

To take a more dynamic approach in creating a more Dementia friendly environment. E.G to consider some additional decorative/reminiscence type touches to communal corridors and additional colour coding to bathroom facilities to provide clear contrasts. Healthwatch NEL was unable to view due to meeting been held via Zoom, when asked Marion responded “since our last visit we have made lots of changes and improvements”. Kim, the new Deputy Manager went on to explain “ through-out the lockdown period, we remained very busy within Yarborough House, there has been many improvements including new flooring in all bedrooms and throughout the upstairs communal area, new kitchen equipment and new beds in all room”. All within the meeting agreed Yarborough house has undertaken aesthetic improvements throughout the home and continue to do so.

To consider using a rotating, nominated person, to be responsible for activities on the days the Activity Coordinator is not there, Including weekends.

At present, Yarborough House do not have an Activities Coordinator in place and are not actively recruiting for one. Marion explained “staff cover weekly activities, they often play bingo or one to one board games with our residents and this works for our Care Home”.

To ensure that all residents have access to refreshments throughout the day and in communal areas by providing a hydration station.

Marion explained that they choose not to provide a hydration station as this has proven to be difficult to monitor the intake of fluids on an individual basis, instead each resident has a jug of juice in the morning which is then refilled with fresh juice in the afternoon, along with hot drinks offered throughout the day and snacks available throughout the day and night, as and when the resident requires.



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 Marion Bourn, Deputy Manager Kimberley Brane and their former owner Jatteen to discuss previously set recommendations (as above).

Marion explained she has been the Registered Manager since Feb 2006. Kimberley Brane has recently become the Deputy Manager and Marion is currently supporting/training her for this role.

Marion and Kimberley both feel that recruitment is proving very difficult at the moment, Kimberley stating “we just don’t get the numbers that we used to, we have chosen to attend a Job fayre towards the end of the month and hope this will help”.

During the meeting, Healthwatch asked “**When necessary, do you feel able to access GP care or other Multi-Disciplinary Teams, easily and promptly**”, Marion explained that her staff currently find this very difficult, she explained “I feel like our residents are forgotten about, we constantly spend days chasing medication and there has been a number of times when residents have been sent home from hospital with no medication what so ever, this then has a detrimental effect on our residents health.”

Healthwatch NEL went on to ask Marion “**Do you feel your current CQC rating accurately reflects the level of care you provide**”, she responded “we are due another CQC rating within the next few weeks, we hope to improve on our rating.”

Yarborough House are currently running an appointment based visiting system, allowing for regular, scattered visits without any time limits. The home are now open to entertainers/singers, with staff members ask to see proof of LFT before entry to the building and visitors continue to wear PPE as necessary to follow recent Government guidelines.

Marion chooses to use Zoom meetings and Facebook to help keep family informed of any upcoming events or changes within the home, she feels this works well.

Healthwatch NEL would like to thank Marion, Kimberley and their team for their continued co-operation throughout the Virtual Engagement revisit.

Signed

Healthwatch North East Lincolnshire

Date 21/03/22

