



**Enter and View Report**

**Welholme Care Centre**  
**Tuesday October 29th 2019**

# healthwatch

## North East Lincolnshire

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## Report Details

Address	Welholme Care Centre 3 Welholme Road Grimsby North East Lincolnshire DN32 0DY
Service Provider	Primelife care
Date of Visit	29.10.19
Type of Visit	Announced / Unannounced (See methodology on page 5)
Representatives	Karen Meadows, Diana Etherington

### 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 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 visit 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.

## Our Previous Visit

Healthwatch North East Lincolnshire previously visited Welholme Care Centre in July 2014. At this time, Healthwatch did not make any recommendations.

## Details of Visit

Welholme Care Centre is a 16-bed residential care unit providing social care packages to adult clients between the ages of 18 - 65 with mental health disorders, physical disabilities and/or drug/substance misuse. There is an arrangement in place with the CQC that, if any resident goes over their age range, they can stay on as long as the staff are able to provide appropriate care. This allows for a stable environment and continuity of care for the residents. The home is situated in a residential area of Grimsby overlooking a large park. At the time of our visit there were 16 residents currently residing in the home. We did not receive the manager's questionnaire prior to our visit.

### Environment

The Enter & View Team was greeted into a locked conservatory style entrance area that led onto the hallway. Communal areas and the Managers office can be accessed from here. All residents have their own keys to allow access to the front door. This entrance area was equipped with a Hand Sanitizer, and an up to date signing in book, which the Enter & View Team were asked to sign in on their arrival. There was also a space for residents to sit and enjoy the sunshine and views across the park.

The homes CQC rating was prominently displayed alongside, although at this time slightly obscured by the Halloween decorations.

## Communal Areas

On the ground floor, we were shown two large communal lounge areas. One of these areas was referred to as the 'music lounge' as one of the residents had his music equipment in there and there was also a large jukebox.

Across the corridor, there was another large lounge area with access to a TV, book/DVD cases and a Coca-Cola dispensing machine. The lounges were clean, bright, and comfortable.

The dining area was situated next to the Kitchen area. At the time of our visit, the kitchen was undergoing some refurbishment work so flasks of hot drinks and jugs of cold drinks and biscuits were available for the residents on a table set aside in the dining area. Residents were observed safely making themselves drinks from the flasks. The Healthwatch Enter & View Team did observe that there did not appear to be any healthy snacks on the table.

The Dining area at Welholme Care Centre is roomy with a good amount of space between tables. The tables were set to serve four and were set out in a café style layout, with wipe clean tablecloths. The area was clean but fairly basic. There was a large fish tank in this area, which was well maintained, and the area looked out onto the large grounds through large glass windows.

Communal bathroom facilities were clean and bright, if a little dated. In addition, there is also a separate sit down wet room and 2 separate toilet areas.

The outside area at Welholme Care Centre is very large and accessible, having well-established trees and shrubs along the perimeter. This area is well utilised by the residents as there is also a designated smoking area here, as well as outdoor furniture, a BBQ and a bird feeding station. The home does employ a gardener on a weekly basis and the residents are encouraged to get involved in some of the gardening activities. Some of the resident's rooms at the back of the home have direct access to the gardens via patio doors.

## Resident's Rooms

Resident's rooms were situated off the main corridors on the first and second floors. There is only one room that has ensuite. We were only able to view one vacant room, which we observed to be of a fair size, with basic fixtures and fittings, wooden flooring and a hand basin.

Residents are able to decorate and personalise their rooms as they wish. The Manager stated that some residents however could arrive at the home with only a few belongings.

As rooms become vacant, the empty room is then thoroughly cleaned and decorated to the wishes of the new occupant.

### Other Facilities

Welholme Care Centre has its own laundry, which is located in the Cellar. We did not feel that it was necessary to view this. Residents are encouraged to do their own laundry (with support if needed).

### Food and Drink

Welholme Care Centre serves its main meal at teatime. Residents are given choices from a range of healthy meal options, with their preferred choices pre ordered in advance of meal times. All residents are aware of food choices as they pick the menu at their resident meeting. They are all able to pick an alternative to this should they wish. One resident told us that he would prefer a wider choice as he had requested Hot dogs but *“rarely got them”*.

Individual diets and tastes are accommodated and residents are able to request snacks in between meals. Due to the majority of residents having a level of independence, including financial independence, they are able to choose to buy their own snacks and food with their own money and one resident told us that she regularly orders in a Chinese take away as a treat.

Residents commented that *“we have plenty to eat”*, *“the food is ok”*, and *“I’d like a wider choice”*.

### Recreational Activities

The majority of residents are able to spend their time quite independently, with some residents telling us that they go out most days to the local shops or cafes or the library. The home does organise activities for the residents but sometimes this is not always successful as it is often difficult to provide activities that suit such a diverse age range. Residents have access to board games and DVD’s and at the time of our visit, they were preparing for a Halloween celebration and had decorated the home accordingly with handmade decorations.

The residents are also invited to join in on a day trip once a month. The residents get to choose this and what activities they would like during residents meetings that are held once a month. Activities and information for residents are displayed on notice boards in the home.

One of the residents that we spoke to who had only been at the home a few weeks, told us that he would like to have more social activities in the home.

He still felt that he had not got to know any of the other residents because “*they all did their own thing*”, this had left him feeling quite “*lonely*”.

The Healthwatch team did pass this on to the Manager so that they were aware of how he was feeling, with a suggestion to perhaps arrange a group activity in which he could join in and get to know the other residents.

### Residents

During the visit, the Enter & View Team were able to speak to a few of the residents in the Dining area. The consensus of opinion from those spoken to was all positive and all were more than happy to talk to us about themselves and their experience of living at Welhome Care Centre. Residents were keen to show us family photographs and photographs of their pets, and said that they were glad we had come to visit them.

Comments received from the Residents included, “*I have been in care homes since I was 9 and this is the best place I have been*”, “*I like living here*”, and “*I feel safe and well cared for*”

### Relatives and Friends

The Enter & View Team did not have opportunity to speak to any visiting relatives or friends at the time of their visit. Many of the residents had little contact with their families for various reasons whilst other family members lived out of town and only visited occasionally. Relative and Friends Questionnaires were left prior to the visit and during the visit. We have had no responses.

### Staff

Welholme Care Centre currently have a Manager that is relatively new in post but she appears to have settled into her role and we observed that she understood the individual needs of the residents. The home employs 14 members of staff, with the Manager and Senior rotating so that there is always an accountable member of staff on duty. 2 staff cover the night rota. Staffing ratios are calculated on number of caring hours and agency staff, if needed manage Staff absences.

During their visit, the Enter & View Team observed that staff were cheerful and friendly and their interactions with residents were observed to be positive, empathetic and responsive to need. All staff were observed to interact with residents in a very natural and accessible manner.

Residents commented that the staff “*were lovely*”, “*really caring*” and “*you can't fault them*”. One resident stated that he had been at the home 6 months and the staff were “*brilliant*”.



## Promotion of Privacy, Dignity and Respect

The home holds monthly staff and residents meetings.

During their visit, the Enter & View Team saw that staff treated residents with respect and ensured their dignity was maintained. Staff were observed speaking to residents at an appropriate 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. Residents we spoke to told us that they were happy to talk to the staff about any concerns and discuss any problems with them. Residents also have access to appointed personnel who can help them with their finances if needed and provide advice.

## Medication and Treatment

The Enter & View Team found that medication is securely locked in a medication cupboard and the manager, senior and 2 bank staff are authorised and trained to dispense this. The home uses the Red Bag Scheme and report that they have had one issue with this in which a DNR did not come back from the hospital. They also reported that residents have difficulties in registering with a GP due to not having photographic and other ID documents.

# Recommendations

- To ensure all residents are aware of the choice of food available and ability to request alternatives.
- To consider offering a more healthy choice of snacks in between meal times.
- To consider having some spare home furnishings, e.g cushions, prints etc to be used in residents rooms that arrive with little or no personal belongings, to enable the resident to make their room more homely.
- To obtain the input of residents in determining the types of activities they would like to see in place.
- To consider promoting a social activity based induction for those residents that are new to the home to prevent feelings of isolation, and to enable them to get to know the other residents.

## What Is Working Well?

- Welholme Care Centre promotes an inclusive, caring and homely environment that promotes and encourages personal independence.
- Residents are able to make their own decisions about activities and are encouraged to join in activities independently within the community.
- Residents are encouraged to take responsibility for their own money.
- Residents feel the staff are caring

## Service Provider Response

- Within the Dining room, under the TV, there is a bowl of fruit for a healthier snack choice.
- There are social activities every day and all are encouraged to be involved. However, the individual in question was asked what he would like to do and if he would like to join group activities and he declined.

## Distribution

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**Caroline Barley, Prevention and Wellbeing Manager, Public Health, NELC**

**Jan Haxby, Director of Quality and Nursing at NEL CCG**

**Marie Oxley, Inspector CQC North East and Coast Hub2**

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