

Enter and View Report

Name of Setting: Lindsey Hall Care Home

Name of Manager: Claire Allison

Address: Clee Road, Cleethorpes, North East Lincolnshire DN35 8AF

Date of visit: 20TH June 2024

Date of publication:

Healthwatch staff & volunteers involved in the visit: Tracy Slattery, Manager, Helen Blow, Project Officer, Jennifer J Clark, Engagement Volunteer

Disclaimer: This report relates only to the service viewed on the date of the visit and is representative of

What is Enter and View?

Enter and View is the statutory power granted to every local Healthwatch which allows authorised ambassadors to observe how publicly funded health and social care services are being delivered. Healthwatch North East Lincolnshire use powers of entry to find out about the quality of services within North East Lincolnshire.

Enter and View is not an inspection, it is a genuine opportunity to build positive relationships with local Health and Social Care providers and gives service users an opportunity to share their views in order to improve service delivery. Enter and View allows Healthwatch to-;

- Observe the nature and quality of services
- Collect the views of service users (patients and residents) at the point of service delivery
- Collect the views of carers and relatives of service users
- Collate evidence-based feedback
- Enter and View can be announced or unannounced

Purpose of 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 and 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.

Lindsey Hall Background Information

Lindsey Hall Care Home is a Residential Care Home situated on Clee Road in Cleethorpes. The Home is in a converted building, previously occupied by The Lindsey Lower comprehensive school. It has kept some of its original features. The Home can accommodate up to 78 Residents within three units. The Manager explained that a lot of the residents are self-funding. Lindsey Hall's current CQC Rating overall is Good.

The Visit - On Arrival

There was a prompt courteous response to the doorbell on arrival. The Enter and View Team were greeted by the Care Home Manager, Claire Allison, who was awaiting our arrival. The staff at the Care Home had not been told about our visit as the Manager wanted the Enter and View Team to experience the everyday running of the Home. We were asked to sign in and there was a note in the Register to use Hand Sanitiser throughout our visit. The reception area was bright and airy, which created a fresh and uplifting atmosphere. The reception area also had the feel of a hotel rather than a care home.

Summary of the Manager's Survey

Healthwatch went through a questionnaire with the Manager to find out some general information about Lindsey Hall Care Home e.g. the number of residents currently living in the residential home, the number of staff employed at the home and what external health services visited the home.

Staffing and General Information

Lindsey Hall Care Home can accommodate up to 78 Residents within three units. Clee which has provision for up to 37 Residents in both single and double occupancy rooms. Thorpe, which is Dementia specific, and has 17 rooms and Haven which has 20 rooms. There are currently 72 Residents residing at the Home. All of the single and double occupancy rooms have En-Suite facilities. Day and Respite Care is also provided at the Home. Lindsey Hall currently employs 40 full-time Care staff and 23 Part time Care staff. The Home has 15 staff on duty throughout the Day. During the night the Home has 9 staff on shift until 11pm and then 7 staff on shift between 11pm and 7am. The Care Home also employ 67 other staff members including, Reception, Laundry, Chefs and Activity Co-Ordinator's. Lindsey Hall has their own set of Bank Staff to call upon when there are staff absences or annual leave. They very rarely use Agency staff.

Latest Care Quality Commission (CQC) Report

The Care Home Manager feels that Lindsey Hall provides outstanding care and having worked in the care sector for over 20 years she feels the staff within the service go over and above. Lindsey Hall achieved an Outstanding Rating in 2017 but when re-inspected they achieved a Good Rating despite clear evidence of improvements in the service since the last inspection. Part of the reason it was not felt that they could achieve Outstanding again was because the Mental Capacity Assessment paperwork needed to be improved, but this was the same system which met the criteria previously. The Manager would like to improve their CQC Rating as she feels they have so much good practice in place.

Safeguarding and Safety

Lindsey Hall uses an electronic recording system, which alerts the Manager when reviews need carrying out. This system also allows the staff to log the everyday activities of each individual resident. They also have a 'Resident of the Day' system where a full review is carried out for that resident, which includes their family and friends. Lindsey Hall is also using the Electronic Palliative Care Coordination Systems (EPaCCs) which will be used to capture and share information electronically from the resident's discussions about their care and their End of Life preferences and wishes. All Safeguarding concerns are reported to the Manager, and this will be escalated to the Area Manager as required. Lindsey Hall also works alongside the Local Authority Safeguarding Team. Regular Audits take place within the Home on a daily, weekly and monthly basis which includes Falls Prevention and Health and Safety checks.

Staff Training and Development

The Staff Training and Development needs are identified through Supervisions and Appraisals. Online and Face to Face training is provided as well as observations during live supervisions. Lindsey Hall has a Complaints Policy in place, this is displayed for everyone to access. Complaints will initially go to the Care Home Manager who will respond within 72 hours. The Manager will then decide the action that need to be taken and whether this will need investigating. The Area Manager is also informed of all complaints made within the Home. Lindsey Hall do not have any issues with staff recruitment and retention, although if they do recruit sometimes prospective candidates do not always attend their interview. Regular Staff Meetings are held every month.

Residents Health and Wellbeing

Visitors are welcome at any time at Lindsey Hall, however the Home does adhere to protective mealtimes, and ask family and friends not to visit at these times, unless they are eating with a friend or family member. Regular visitors are given a door code number to enable them to enter the building when needed. Residents are given one to one support and resident advocates to combat loneliness or difficulties when adapting to the transition to the Care Home. All new residents are given an information pack detailing all staff members and which

Department they work in. Lindsey Hall caters for different Religious and Cultural needs, and these are discussed at a pre-assessment. Residents Meetings are held every month.

Accessing Health and Care Services

Lindsey Hall has many different Health and Care services that visit the Home. These include District Nurses, Opticians, Chiropodists, Pharmacists, GP's, Falls Team, Wheelchair Services, Speech and Language Therapy, Navigo-Mental Health Services, Dieticians and Hospital Transport. They work very closely with Beacon Medical Centre in Cleethorpes. Referrals to these services are usually easy however, there are ongoing issues with Community Dental Services. Lindsey Hall work alongside the Local Authority, The Safeguarding Team, Multi-Disciplinary Teams, Frailty Team and the Incontinence Assessments Team. The Care Home often have issues with the Red Bag System, as they do not always move with the resident within the hospital setting and ward staff often do not look at the information provided. The Red Bags often do not come back to the Care Home with the resident.

What Did Residents Say?

During the visit the Enter and View Team were able to speak to a few of the residents. All the comments were very positive, and they speak very highly of Lindsey Hall and the staff. While we were there the residents were being served Tea and Biscuits in the conservatory. All residents appeared well dressed, happy and contented. Comments received from the residents included, **"I love the food especially Fish and Chips", "I like baking sponge cakes", "I like to keep fit and take part in activities, such as yoga", "The staff are lovely"**.

What did Family and Friends Say?

The Enter and View Team did not speak to any Family or Friends during the visit, however regular Relative Meetings take place within the Home and the Manager listens to the views of everyone. Friends and Family are currently kept up to date with information regarding the Home by email, these are sent every month. Regular surveys are sent to family and friends to enable them to express their views.

What Did Staff Say?

The Enter and View Team were unable to speak to any of the Care staff during the visit, as they were all busy tending to the resident's needs. Through observations we were able to clearly see a calm orderly care giving manner to all residents with attention to detail. Staff answered the call bell's promptly and efficiently. The staff appeared happy and courteous and were said to be flexible and able to step in to cover staff absences when required, therefore maintaining good relationships with the residents.

Observations

Hygiene, Cleanliness and Décor

The Enter and View Team were given a tour of the building, rooms and facilities. There is a splendid focal point of the home in the reconstructed shopping mall which provides room to walk around indoors or to sit and contemplate the scenery. The ample space and shop fronts Reminiscent of the past allow those Living with Dementia to connect with their own memories. It allows for social interactions with staff and other residents. The space also offers a grand space for gatherings of all kinds, presentations and events. There is a Hair and Beauty Salon for residents to book appointments with the visiting professionals. There is easy access to secure outdoor patio and garden areas. The entertainment building has a well-designed bar which serves both residents and their visitors at appropriate times. There is a small Cinema Room decorated and set out in the style of commercial cinemas. There is a stylish lounge/meeting room/party room for private parties. Residents or relatives can hire the room for private gatherings or mealtimes with their loved ones.

The residents' rooms are designed to a high standard, and all have en-suite facilities. There are varies rooms sizes with some being double capacity for couples to occupy in comfort. Each room has the option of having an individual landline phone so residents can have their own phone numbers to contact friends and family. Many of the rooms have patio door access to safe and secure garden seating areas. There are separate toilet facilities on all corridors of the building, well-marked with standard and pictorial signs. The toilets also have Dementia friendly toilet seats and handrails, the toilet seats and handrails were a contrasting blue colour. The décor was of very good standard throughout and gave it a luxurious feel. There was also an option of seating, dependent on need. On our visit residents were either in their individual rooms or in the conservatory where they were having tea and biscuits. The Enter and View Team chatted with the residents in the conservatory. Lindsey Hall showed exceptional detail to cleanliness.

Thorpe, which is Dementia specific, has the same light and airy atmosphere to the communal areas, corridors and residents' rooms as in the rest of the Care Home. Residents' doors to their individual rooms are marked with photographs, self-portraits or other personal items relevant to the individual. All rooms have an en-suite with appropriate contrasting colour codes to distinguish toilet seats, access handles, switches and doors. All have wet rooms to avoid tripping hazards. There are separate bathroom facilities for residents to have a bath should they wish to do so. These have safety lifting and handling mechanisms to assist Care staff to facilitate personal access to the bath. Furniture is of good quality and clean and well-placed in the rooms to maximise space and avoid tripping hazards. Televisions are appropriately sited to avoid eye strain or skeletal problems.

In the Dementia care areas, residents have access to their own garden/outdoor seating area which is safe and secure. In the garden area there are chickens which have been hatched from eggs on the premises in their own coop. They added extra interest for the residents.

Communal areas are well set out with a variation of comfortable chairs to choose from. Again, the rooms are open and fresh with excellent décor, upholstery, curtains and a homely fireplace.

The atmosphere was calm and friendly with Care staff in attendance. Should the need arise, there is a quiet room for residents to enjoy peaceful contemplation or calming conversation. Whilst on our tour of this section of the Care Home it was obvious from the interaction with the residents, we met that the manager was very familiar with their care needs.

Safety, Slip, Trip and Fall Hazards

Lindsey Hall undertakes regular daily, weekly and monthly Quality Assurance Audits to identify hazards within the home. The Care Home are also in regular contact with the Falls Team and Frailty Team for support if they identify a resident who is at an increased risk of falling. All bathrooms have wet rooms to avoid potential falls and furniture is well-placed within the rooms to maximise space and minimise tripping hazards.

Support with Daily Life

Residents are supported through their Care Plans and Risk Assessments catering for their individual needs. Regular Resident Meetings take place to enable them to express their views. Residents are given one to one support and Resident Advocates to allow a smooth transition into the home. The Care Home operates an electronic recording system, which alerts the Manager when reviews need to be carried out. This system allows staff to log the daily activities of each individual resident. They also have a system of 'Resident of the Month' in which a full review will be carried out for that particular resident.

Hydration and Nutrition

Care staff were observed bringing around tea and biscuits mid-morning to the residents in the Conservatory. All meals are cooked on site at the home by a team of kitchen staff. Lindsey Hall caters for different diets; this is discussed at pre-assessment and with the chef and kitchen team. All residents are weighed monthly. However, anyone with a MUST score of 1 or above is weighed weekly. All food and fluid intake are monitored and documented.

The Dining Room area was bright airy and had a choice of meal options available. Lindsey Hall has a light lunch and a larger evening meal. There is also an option of having a glass of wine with your evening meal. Families also have the option of eating with the residents in either a smaller/personal dining room or in the larger dining room.

Activities and Social Participation

Lindsey Hall has a full programme of activities which the residents can get involved in, these are organised by two Activity Co-Ordinator's. The activities include chair-based exercise classes and walks. The Activity Team reach out to local schools who visit the home and also send cards to the residents. Foresight put on concerts for the residents. Local shops visit with donations. Residents are encouraged to go out into the community where safe to do so. The Home has Minibus trips around twice a month and weekly walking sessions. The Care Home also works alongside a local youth centre on an intergenerational gardening project. The Care Home has two fairs per year to encourage the local community into the home and be part of it. Lindsey Hall has also introduced a 'Dream it, wish it, do it' system. Residents can look at what they want to achieve, it may be going to a place they visited as a child or making things. They have also

been involved in a static cycling competition. Residents are encouraged to make suggestions for new groups and activities. There are many photographs displayed on the notice boards along the corridors showing the variety of events and outings that residents have undertaken. The home also has regular visits from the Therapy Dog group. There are specific activity sessions for those living with Dementia, this includes singing together groups with old favourites and familiar songs and Reminiscence sessions.



Conclusion

Lindsey Hall were very welcoming to the Enter and View Team and have shown through observations, due diligence to the care they provide to every single resident. They have shown attention to detail within every aspect of the care home, whether this be gaining views and opinions of the residents through meetings and reviews, to ensuring the Care Home is Dementia friendly. They have exceptional procedures in place to ensure the smooth running of

the Home. The Manager has higher Management support in place to assist her within her role to ensure that Lindsey Hall is an efficiently run operation at all levels.

Highlighting Improvements, Themes and Recommendations

The Enter and View Team feel that Lindsey Hall is operating exceptionally well and do not have any Recommendations or Improvements for the home following our visit.

Signed on behalf of Healthwatch North East Lincolnshire:	Date
<i>Healthwatch North East Lincolnshire</i>	12 th July 2024

Lindsey Hall Care Home- Response/Feedback to the Report:

Thank you this is a great report, I appreciate you visiting us. It is always lovely to be able to show people what we do and share the difference we make to our residents.

It is also really good to be able to share such reports with the staff to help recognize the amazing work they do. I will look forward to sharing with residents and family members.

I am very happy with the report, thanks again- Claire