

Enter and View Report

Name of Setting: The Grove Care Home

Name of Manager: Kelly Lofts

Insert address: The Grove Ings Lane Waltham

Date of visit: 4.11.2025 Date of publication:

HWNEL staff involved in the visit: Lucy Wilkinson and Helen Blow

Disclaimer: This report relates only to the service viewed on the date of the visit and is representative of the views of the residents who contributed to the report on that date.

What is Enter and View?

Enter and View is the statutory power granted to every local Healthwatch which allows authorised representatives 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 & 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.

Main Purpose of Visit

The purpose of Enter and View can be part of the Healthwatch prioritised work plan or in response to local intelligence. Broadly, the purpose will fit into three areas of activity:

1. To contribute to a wider local Healthwatch programme of work
2. To look at a single issue across a number of premises
3. To respond to local intelligence at a single premises

This visit forms part of the Healthwatch North East Lincolnshire program of work and was carried out in response to feedback Healthwatch received about the care home.

The Grove Background

A well-established part of the community in Waltham and a well-respected care home in the Grimsby area, The Grove provides residential & dementia care in a warm, family-led setting.

The home is designed especially for people looking for both comfort and independence in the next chapter of their life.

At the time of the visit the home had 69 residents and could provide care for up to 71 people.

Specialist care categories registered with the Care Quality Commission (CQC) include,

- Accommodation for persons who require nursing or personal care
- Caring for adults over 65 yrs
- Dementia



The home employs a variety of staff including a manager, deputy manager, admin , reception, front of house staff, coffee shop staff, senior care workers, care workers, domestic, cooks, activities coordinator and maintenance staff.

The visit – on arrival

The Enter and View visit (E&V) was semi -announced at the company's request. The manager was advised that Healthwatch would visit on the week beginning the 3rdth of November 2025. We arrived on the 4th November at approximately 11am.

On arrival, the Healthwatch team were welcomed into the care home by the receptionist. We were asked to sign in and were then taken down to the manager's office. After introductions the Healthwatch team were given a tour of the care home including all communal areas and facilities. We were introduced to staff and residents as we met whilst moving around the building.

As we walked around the building there were several notice boards displaying important information such as the complaints policy, CQC ratings, you said we did and insurance certificates. There was a board identifying staff, their roles and the homes values.



Summary of the Registered Manager's Questionnaire

Healthwatch spent time with the registered manager Kelly Lofts to discuss the manager's questionnaire.

The manager confirmed she had previously been the manager at The Grove and had moved around the organization before returning to manage the home in July 2025.

The home has recently had an extension and refurbishment the home is decorated in a modern style. There is a coffee shop and a modern stylish conservatory area.



The manager confirmed that the current staffing team is stable, the home continues to recruit as new residents fill up the rooms in the newly built extension.

The home runs over two floors with the upper level catering for those residents with dementia and more complex needs. Healthwatch completed their observations and questionnaires with residents, families and staff members from the ground floor of the building.

Staff work 12-hour shifts from 7am -7pm and 7pm-7am. There are 13 care staff during the daytime and 9 at night. The care staff team are supported by staff in various roles including admin, front of house, domestics, chef, kitchen assistants, coffee shop staff and the home have an allocated activities coordinator 7 days a week.

Latest Care Quality Commission (CQC) Report

The last recorded CQC visit to The Grove was on the 7th February 2023 and was rated as overall required improvement.

Since this inspection the home has implemented changes in the form of flammable cream risk assessments, changing pharmacy provision, and introducing an EMAR system. Since the inspection the new extension has been built, and the area is much more user-friendly. There is more space, and this is reflected in the reduction in peer-on-peer incidents.

Safety

The manager advised the home use Nourish care management software system to ensure all policies, processes and Care planning are up to date and in line with CQC and government guidance.

When asked about how the home manages risks such as falls, the manager advised that all adverse events are recorded on the electronic care planning system. Events are escalated as needed to G.P/Paramedics. If a person is on blood thinners or has a bang on their head, they will seek medical advice. The residents will also receive 48hrs post close observation after a fall.

The home has had a recent infection and prevention control inspection in May this year which was passed with an excellent score.

All staff are trained in infection control and follow reporting and recording procedures. We were advised there was a current infection prevention and control policy in place which is updated annually or when guidance changes.

A recent tissue viability audit scored 92% with staff knowledge scoring 100%.

Training is offered via HIPPO which is an online e- learning platform. Staff also have the opportunity to attend face-to-face training, which is provided for move and assist, first aid, fire warden, positive behaviour support, dementia and profiling bed.

The platform alerts the staff when refreshers are required, and managers can monitor the staff progress.

Training statistics currently stand at 98% compliance.

There is a nurse call system in place that residents and staff could use to alert others if they require support or in an emergency.

Residents' nutritional and dietary needs are met through regular assessments and care planning. Each resident's dietary needs, allergies, fortified foods, and medical and personal preferences are documented. The SALT team and dietician would be involved if there were concerns about a person's dietary needs. Residents are weighed weekly or monthly depending on their MUST score and if there are concerns these would be escalated.

The home hold a clinical governance meeting that takes place where recording, policy, systems and what is working well and what could be improved are discussed. This gives opportunity for staff to be made aware of any concerns so that they can be put right, and lessons can be learnt. The manager feels that there has been a lot of progress in this area.

Resident Health and Wellbeing

Healthwatch were advised that there are no restrictions on visiting, family members and friends. The home does prefer to protect mealtimes where

possible. On the day of the Healthwatch visit many family members were seen coming and going visiting their family and friends.

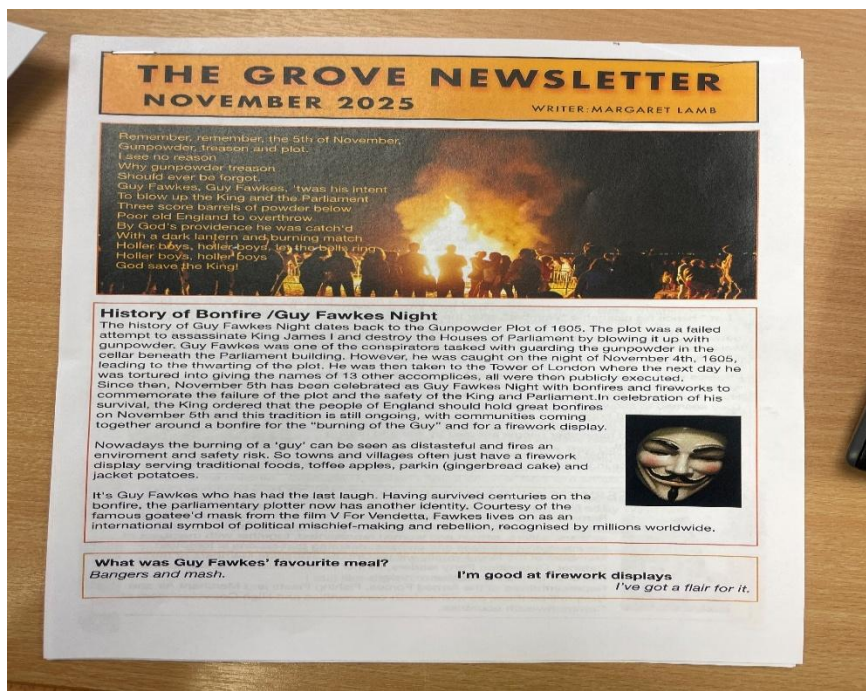
Families keep in touch via mobile phones, tablets, laptops and Alexas, families can visit for lunch, and the home also offers a private dining service.

The home informed Healthwatch they hold regular relatives' meetings. During the planning for the new extension the residents and families were invited to meetings with the estates team to discuss, plan and steer development. They advised the meetings were positive, and the communication was good.

We were informed that all residents have regular care plan updates, reviews and audits. Families are involved in these reviews and updates to ensure a person-centred approach.

All residents have individual cakes made for their birthday.

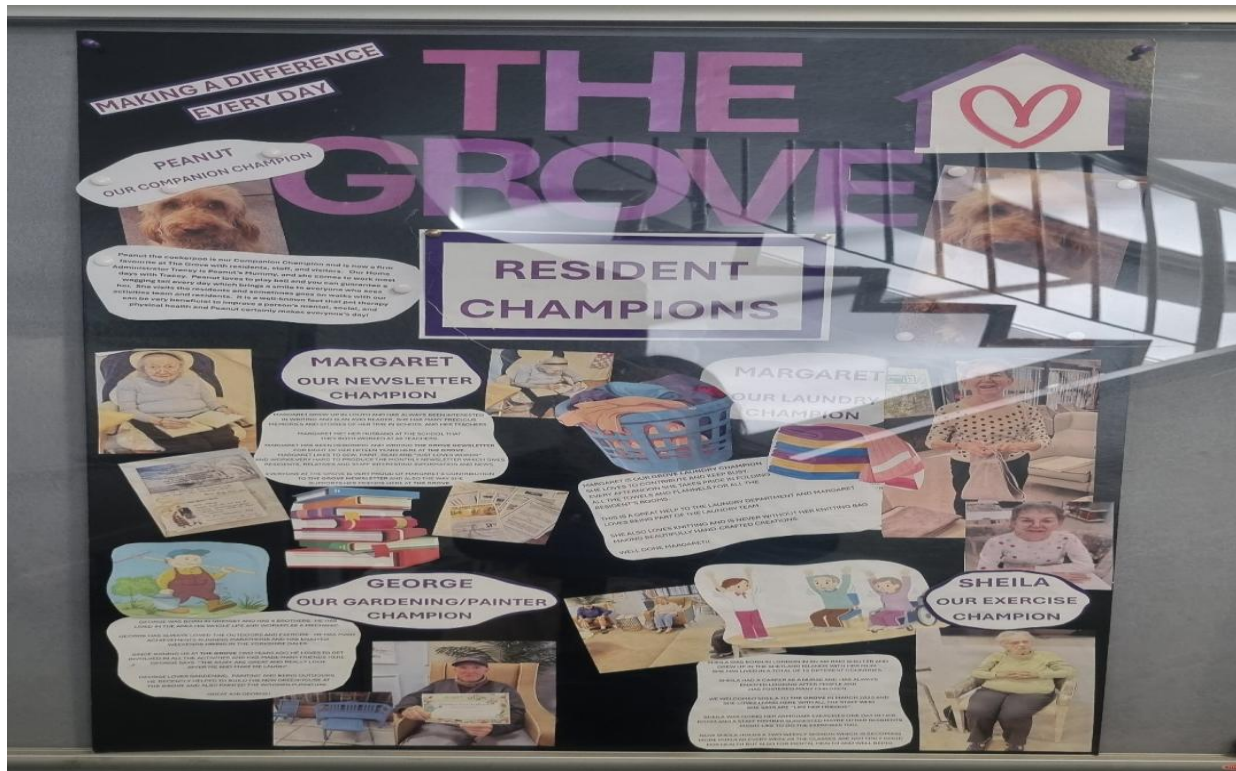
The home holds a regular coffee morning, the Foresight choir visit, they play Bingo, cards and ball games. On the day previously to the Healthwatch visit there had been some therapy Shetland ponies visiting the home, and a trip to Brigg Garden Centre. There are pub visits, meditation sessions, chair exercises, gardening and paining sessions. One resident takes pride in preparing a monthly newsletter which she has done for many years.



There is resident therapy dog, and the home celebrates resident champions as seen in the picture below.

Country Court The Grove/ First Floor November 2025

Mon 3 rd	Tue 4 th	Wed 5 th	Thurs 6 th	Fri 7 th	Sat 8 th	Sun 9 th
 Play Your Cards Right 11.15am Lounge	 VR & Kindle Session 11.15am Lounge	 Spa Day (In House) 11.00am Salon	 Ball Games 11.15am Lounge	 Jigsaw Pals 11.15am Dining Room	 Netball 11.00am Lounge	 Sing Along 11.00am Lounge
 Pony Visit 2.00pm	 Bean Bag Challenge 1.30pm Lounge	 Spa Day (In House) 1.30pm Resident Location	 Reminiscing Session 1.30pm Lounge	 Music Reminiscing (Records) 1.30pm Lounge	 Painting 1.30pm Dining Room	 Colour Therapy 1.30pm Dining Room



The home has a salon where residents can visit and have their hair cut and styled.

The residents also have regular input and reviews from district nurses, Navigo, vision@home, Specsavers and podiatry. The G.P input is improving and Scartho medical practice holds a weekly ward round on a Thursday. If a resident requires a dentist, they will see the community dentist.

There can be some delay in accessing healthcare services, however this has improved since after covid and referrals haven't taken as long.

The Manager confirmed that residents are included in any changes or developments within the care home through residents' and relatives' meetings and discussions.

External Health Services

Healthwatch were advised that the residents have access to a full range of external healthcare services, either through routine in-house visits or referral and outpatient appointments. Recent health professional visits include

G.P. and G.P paramedic/nurse

District Nurses

Physio and occupational therapy

Navigo

Speech and Language therapy (SALT)

Chiropody/Podiatry/Vision@home/Specsavers

However, the home was not registered with a domiciliary dentist the residents, if required would visit the community dental practice.

What did residents say?

During the Enter and View visit, Healthwatch spoke to five residents. The residents had been at the home for a few months, to over 16 years.

When asked, "How do you feel about living here, tell us what a normal day looks like?" residents responded with the following:

Female Resident *"It's pleasant. I get up at 8.30am. Sometimes I am supported to get dressed. I have breakfast in the dining room."*

Female Resident *"It's better than where I was, I'm from out of area. I get up between 7 and 8. I shower by myself; it takes a while, but I can do it. I have my breakfast in the dining room."*

Female Resident *"I like it, I have no qualms. I spend my time knitting; I'd be lost without my knitting".*

Female Resident *"I prefer it here to where I was. There's always something going on, games and net and ball, chair-based exercise".*

Female Resident *"Very happy with it, I moved from another home. I'm independent for my age. I get up, get ready. I do my own medication. They check on us from time to time."*

When asked if they felt safe, residents responded

"Very much so". The garden is all cut off, I use the garden in the summer. Coffee in the garden".

"Very. They know where we are and what we are doing".

"Most of the time".

"Yes"

"Room is quiet, I can lock the door. Bell if I need assistance. 24-hour care".

When asked, “How do you find the staff?”, residents told Healthwatch:

The day staff are fine. The night staff, it varies. Some are nice, some are not”.

“Never nobody I don’t like”.

“They are lovely, really nice to you. Always on hand to help especially he lady in the cupboard under the stairs”.

“Pleasant and helpful”.

“Okay”.

“Very caring. I know most of them by name. Not a big turnover of staff”.

If you want to raise concerns, who would you tell?

“Any of the staff”.

“Talk to one of the seniors first, and then Kelly the manager if I wasn’t satisfied”.

“Daughter. If not, I would speak to the staff”.

“Lady in the office”.

“The manager if I was concerned about myself and others. I’d speak up. I’ve got every confidence in them”.

How do you keep in touch with family and friends?

“Try to”.

“Daughter visits, Niece and Nephew visits. Phone-mobile”.

“Daughter rings and visits. Arrange appointments”.

"By phone, or visits home".

"Daughter takes me out weekly. Daughter rings. Son keeps in touch. Mobile phone".

Do you feel lonely?

"Not since I've been here".

"You can't feel lonely here".

"Sometimes".

"No".

"No, not here. I did when I lived at home. I gave up driving and lost my independence".

Have you been able to take part in any activities in the care home?

"I like Book Club. Knit and Natter. I like going to the Hairdresser. Cross stitch, knitting and embroidery. I read a lot, and I like to write".

"I have 5% vision. Bingo, carry pumpkins, ponies, knit and chat, Ball games and Halloween Party".

"Anything, always something going, we get roped in. Knit and Natter".

"Shetland ponies. Thursday night- picture night. Board games, bingo. Coffee shop, reading and laundry".

"Music to movement, Book Group, Singing on Thursdays, Quiz, Bingo, Shetland ponies".

How is the food? Do you get a choice of meals?

"We would like a curry with rice, but we rarely get one. Its hit and miss, choice of meal. They ask me the day before. We get a lot of baked beans".

"Its okay, nothing I can't eat. Choice of two. It's a bit like school dinners".

"Its alright. Baked potato and scampi. Not always the choices you want".

"I have a special diet. I am vegetarian and they are very accommodating with that. I love fish and vegetables. Never touch meat at all".

"Excellent, I can say that with confidence. Any requests are met. They are always aiming to please. It's better than eating out. I've put on two stone".

Is there anything else you would like to tell us about The Grove?

"Its pleasant and the staff are nice".

"Hairdresser, get mine done tomorrow".

"A staff member is quite rude on night shift. No consideration for our age. I don't think he realises how loud he is. He comes in at 5.30am and says morning. He can sometimes forget himself. Kelly knows about him, and I've complained to his face".

"Its great, I'd recommend it to anyone. I'm 90, it's been a saviour. Much better since the new extension. I write a Newsletter for The Grove".

What did family and friends say?

"My Dad has been here since July 2025. He is a full-time resident and was initially respite. The staff are approachable and hardworking. It's nice to see the mutual relationship with Dad now, he has fun with them and interacts. He is well fed, and drinks are on tap. He is in the best place for activities daily, he plays dominoes, has walks out, pumpkin carving and therapy ponies. Highly

recommend The Grove, dad is in the best place for him and us. Mum has own health issues so struggled with Dad”.

“My relative has been here since March 2025. They are brilliant and work very hard. I visit every day. They have various activities and outings. They are very friendly and caring”.

“My relative has been here for four months. The care is brilliant, and the staff are very pleasant. The home is very clean and looks smart”.

“My mum has lived here for four years. The standard of care is very high, both personal care and activities and stimulation. Mum has Dementia but is always happy and settled. All the staff are approachable either in the moment or over the phone, or by appointment with the manager. The staff are extremely friendly and caring. Everything is supplied if I forget something, e.g toiletries. I visit regularly or by phone call through reception. They are always doing something different, including seasonal, singing, exercising, visits out. We feel confident that mum is happy and cared for and it removes a lot of worry as myself and my sister do not live locally”.

“My relative has been here since July 2025. The care is excellent, with friendly staff. Nothing is too much trouble. Laundry back in wardrobe, clean and washed. Room kept immaculately clean. Staff are very friendly and very helpful and always available to help. Food and drink is always available. I visit on a regular basis and friends report back after visits. The managers keep us informed. They have different activities such as singing, ponies, quizzes, bingo, ball games and walks out. I can’t fault the care mum receives. Always know she is safe. Staff are supportive to myself and my sister”.

“My Dad has been here about a year. The care is good, people are friendly. I think they have a problem with staff. They need to fast track staff especially in regard to DBS checks, as they are waiting too long to start. Dad hasn’t got

hearing aids and they got him up with the hoist in 10 minutes, and I wondered if he had, had a wash. If I wanted to raise a concern, I would ask the care team or ask my sister who is medically trained. Sam, head of the care team. There is a lack of information and communication on occasions. The staff are lovely and can't fault them. I visit in person, and phone and use email. The food is good at the home. There can be a lack of communication".

What did the staff say?

During the Enter and View visit, Healthwatch spoke to twelve members of staff. Staff were happy to speak to us regarding their experience of working at The Grove.

"Lovely care home and company to work for. When short staffed all pull together".

"Job satisfaction. Should have done it years ago".

"It's a lovely place to work. Care packages, respect as workers. Relatives are part of the family".

"Really good, I've learnt so much. Lovely team. Approachable management".

"I find most people at The Grove very pleasant to work with".

"Management have been really understanding about my dad's health and have adjusted my shifts for a better work life balance".

"Lovely place to work, love spending time with the residents to enjoy life".

"I love working in my admin role as administrator, as I get to do my admin duties and see the residents' relatives within the care setting. Makes me happy as I have previously been a carer".

"The residents are lovely to work with".

What is the most enjoyable part of your job?

"Seeing the residents and relatives happy and enjoying discussions".

"Providing person centred activities that have real meaning to the individual and makes a difference in their day".

"Interactions with family members and being able to help them with any issues".

"Spending time with family and residents. Ensuring transition from community to 24-hour care is seamless".

"Making residents feel at home".

"Getting to know each resident".

"Working with a team, who all have the residents care at heart".

"Making the service users happy. Ensuring they are cared for".

"Good team, happy residents, comfortable, respect and dignity".

"Seeing them smile, fundraisers, coffee morning, memories, Halloween cocktails, organ player and special memories".

"Seeing them happy".

"The residents, it's the first time I've worked in care, and I wish I'd done it a long time ago".

"Residents, chats, the things they say about family".

If there was one thing you could change, what would it be?

"More interaction with the residents, be nice to spend 10 minutes chatting".

"More time to spend with the residents, the bigger the home the less time".

"Activity from younger years. We have a minibus-Brigg Garden Centre. We have a good variety".

"Short staffed".

"That we had a bit more time some days to spend with the residents".

"One team member who is not as careful with clothing as she should be".

"Probably more outings for the residents, if possible, as I know majority love that time".

"All of my desires have been actioned following an internal staff questionnaire".

"Larger activity team and more funding for activities"

"Better communication- Depends on the staff understanding. More support in the morning to get people up".

General Observations

Control over daily Life

Healthwatch observed staff supporting residents to meet their needs. A resident was observed being hoisted from his wheelchair to a comfy chair by two staff members. Another resident was observed being made comfortable after being to the salon for a hair appointment.

Residents' rooms were individualised and residents had their own personal belongings. One resident allowed Healthwatch into her room, they advised they could get peace and quiet when needed and that they had a beautiful view over the woodland where they could watch the squirrels.

There were regular activities that took place, one man advised he didn't participate as that was his choice.

Family and friends could visit freely, and this was noted on the day of the visit as family members were observed visiting, catching up and some were going out for the afternoon.

Residents could help themselves to drinks, fruit and snacks throughout the day as there were stations in the dining room that residents could freely access.

There was a choice of two meals at dinnertime. However, residents could still ask for alternatives and the cook would do their best to accommodate.

There was a coffee shop which was busy with groups of residents socializing and families visiting.

Residents advised they were able to go to bed and get up when they wanted to.





Personal cleanliness and comfort

Healthwatch observed that the residents were wearing clean, tidy and comfortable clothes and footwear. One resident advised that she remains independent and completes her own washing in the laundry room.

Staff wore uniforms with colours appropriate to their role and were cheerfully going about their business.

Safety

During the visit, no safeguarding or health and safety concerns were observed or raised with the Healthwatch team.

Doors to certain areas and cupboards were key padded for resident safety purposes.

Staff were visible in each area and were available to immediately respond to a resident should they need too.

Accommodation and cleanliness

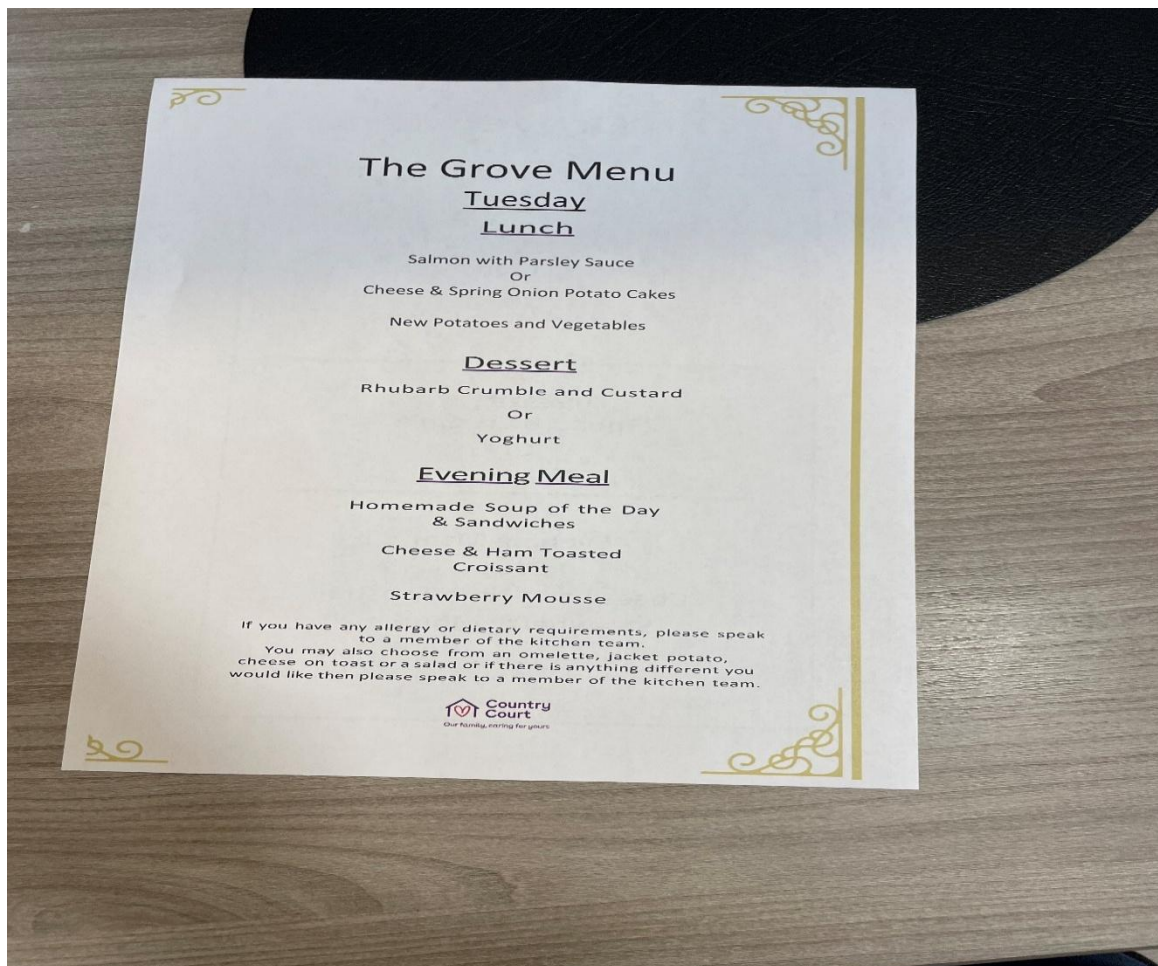
Overall, the cleanliness and décor of the care home was of an excellent standard. All the areas observed were clean, beautifully decorated and had new flooring and furniture. The accommodation was of a high standard, there was a coffee shop, salon and even a play area for visiting children.

The home smelt clean, and no unpleasant odours were observed.

Signs were appropriately placed and the handrails in the communal areas were a slightly contrasting colour to the walls.

Food and nutrition

Healthwatch observed the food menus which were available on the tables.



During our visit a lunch was served to the residents and there were no complaints heard. The cutlery and plates were all in good condition. Residents were supported with adapted cutlery and plates where required.

General

On the day of the visit the residents were relaxing either in the coffee lounge, watching T.V or in their rooms. A few residents had family members that were visiting were visiting, one person was going out for the day with his daughter. The staff were busy supporting residents to be made comfortable and to prepare for their lunch. The environment was relaxed and there appeared to be ample members of staff on shift. Residents spoke about the therapy Shetland ponies that had visited the day before and how lovely the experience had been.

Activities, social participation and involvement

Healthwatch did not observe any activities during the visit as the morning session had just finished before our arrival. Residents advised that there was always plenty going on and that the company have a bus that takes the residents out on a trip once every three weeks.

The Grove was welcoming and accommodating to families and visitors. The home had considered younger visitors by providing a children's play area in the conservatory

Conclusion

Overall, Healthwatch found The Grove to provide a modern, comfortable, clean, person-centered environment.

The residents appeared happy and relaxed at the time of the Healthwatch visit.

Staff were kind and respectful when supporting and talking to the residents. They spoke of job satisfaction and good teamwork.

Families felt confident that their family members were happy and cared for.

Highlighting good practice

Healthwatch would like to highlight the following good practice observed during the visit:

- Staff that were supporting residents were observed being caring and respectful of each individual's needs.
- Residents were encouraged to maintain their independence wherever possible.
- There was a wide variety of social activities and social stimulation available within the care home environment. Residents advised Healthwatch that there was always something to do which supported them to have good mental health.

Themes and recommendations

The following themes and recommendations are being made based on the feedback and observations made during the visit:

Theme: **Staff badges**

Recommendations:

1. The Director/manager should consider purchasing staff name badges to allow residents to identify staff members.

Theme: **Menu planning**

Recommendations:

1. The manager should consider running group activities around meal planning and menu choice with the residents to ensure they are able to select and choose meals of their choice and preference.

Signed on behalf of Healthwatch North East Lincolnshire: L.Wilkinson	Date:
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Provider response to recommendations:

Providers have 20 working days to respond to recommendations. This can include why they may or may not take on board the recommendations

We were very pleased to welcome Healthwatch to The Grove and with the positive comments in their report. I have taken on board all of the feedback and will be ensuring we issue new starters with temporary name badges whilst we wait for permanent ones to arrive. We already include the residents in menu planning; these are changed regularly with their input. We are always open to new ways of ensuring resident's feedback is taken into consideration.

Thank you

Kind regards

Kelly

Kelly Lofts | Home Manager


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