

HW Reference: 20171127BR  
 Time & Duration of Visit:  
 Number of people engaged with: 7  
 Managers name: Doreen Robinson

## The Limes, Driffield

Date of first visit: 27<sup>th</sup> November

Date of publication:

Date of re-visit: 25<sup>th</sup> November

HWERY Representative: Emma Pullan & Steven Mottershaw

**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 East Riding conducted an Enter & View visit at The Limes within the last twelve months. From the visit Healthwatch would make a series of recommendations to help drive improvement based on service user feedback.

COMPLETE	PROGRESS HAS BEEN MADE	NOT STARTED
Recommendation		Progress
Some rooms had patio doors leading to the garden; these could be made safer with signage or stickers on the glass to make them more apparent for residents when closed.		
Corridors mostly were fitted with handrails; the home might consider extending these to cover all appropriate areas.		
Extend dementia friendly signage to cover all communal areas and residents' rooms. Consider a method of signage which is more durable than laminated sheets.		

### Summary of Key Findings & Progress towards Recommendations

All patio doors are now more apparent with stickers. Leaf images have been used in resident's rooms to be in-keeping with the season. We were advised that the stickers would be changed throughout the year with butterflies planned for spring. The home has started decorating for Christmas and the full glass doors in communal areas displayed festive images and stickers. Dementia friendly signage was consistent throughout the home. There are still many areas of the home that do not have handrails. These are predominantly corridors leading to bedrooms. For the safety of residents and for the avoidance of unnecessary falls, Healthwatch recommend that handrails are extended to all areas.

### Impact and Additional Observations

Since the original visit, the home had undertaken a lot of redecorating in the dementia unit. The corridors are now decorated in an outdoor theme with artificial flowers, window boxes and general garden décor. There is also a beach theme corridor which displays beach hut style doors and beach themed sensory wall panels.

Staff we spoke to were happy in the workplace and stated that they felt supported by management and that the staffing levels were adequate.

A resident who invited us into her room reported that she is well cared for and fed well, she had decorated her room for Christmas and was keen to show us her singing Christmas tree. We observed carers attending to and assisting residents in a safe and caring manner.

Signed: *EPullan*

Date 28/11/2019

