

Enter and View Report

Name of Setting: Bleak House

Name of Manager: Sara Turley

Insert address: Patrington, HU12 0RE

Date of visit: Wednesday 8 Feb 2023, 9.30am 12.30pm Date of publication:

Healthwatch staff & volunteers involved in the visit: Annabel Tindale & Carrie Duran

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 ambassadors to observe how publicly funded health and social care services are being delivered. Healthwatch East Riding use powers of entry to find out about the quality of services within the East Riding.

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

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 & 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.

Bleak House Background

Bleak House Care Home is a privately owned residential care home for people with learning disabilities, registered for a maximum number of 19 residents. Bleak House is registered with the Care Quality Commission (CQC) for specialist care categories Alzheimer's, Down Syndrome and profound and multiple learning disabilities. The home is based in the village of Patrington, with local amenities, shops and the village pub close by.

At the time of the visit, 18 residents were living at Bleak House, many had lived there for a number of years and some residents had lived there since the home opened in 1985. The care home employed four full time staff and 15 part-time staff, with any absences covered by in house staff when needed.

The Visit - On Arrival

On arrival, the home was locked and secure. The Healthwatch team were welcomed into the home by the manager. The reception hallway was spacious and included an alcohol hand gel station, visitor book and information about the care home. The manager gave the Healthwatch team a tour of the care home and invited the team to speak to residents, staff and look round communal areas.

Summary of the Manager's Questionnaire

Before the visit, Healthwatch sent the manager a questionnaire to find out some general information about Bleak House 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

The manager confirmed she had been in post for four years. The last CQC visit was in 2018, so a visit is expected in the near future. The manager confirmed that three staff were on shift in the mornings, and two in the afternoons along with one cook and the manager. Two care staff cover the night shift and one maintenance staff member is employed at the home. The manager confirmed that the home has a low staff turnover and that many have worked there for a long time. Thirteen out of the nineteen bedrooms have wet room facilities and there are three bathrooms and six extra toilets in the care home. The age range of residents in the care home ranges from 30 to 81 years old. Staff access training online and in house. Infection control training is reviewed annually, whilst other training is renewed bi-annually or every three years.

Safeguarding

Any safeguarding issues are dealt with, with the support of East Riding Council and are recorded in house and care documents are reviewed.

Care and Responsiveness

All residents have care plans and are involved in the review of their plans. Care plans are reviewed monthly or bi-monthly, or sooner if changes needs to be made. Residents get the opportunity to comment on each section of the care plan (there is an easy read section for each question), so they are included in their individual plans. Resident's individual needs are met through assessments, getting to know the residents and through partnership working with other organisations.

Although there isn't an activity coordinator in post, staff hold activities daily, based on the needs of the residents. Activities include film nights, Wednesday tuck shop and around the world (see image 1), where residents get to try different foods, colour in flags and take part in activities based on the chosen country.



Image 1: Around the world activity.

Some residents are able to get out into the local community and the home runs annual trips and holidays for the residents. The home caters for cultural and religious needs and has a very person centered approach to resident's health and wellbeing. Relatives and visitors can visit whenever they like, but are advised to avoid mealtimes.

Dietary Requirements

All meals are prepared on site by the cook and residents get a choice of meals. The home has a five star food hygiene rating. All staff complete allergy training and special diets can be catered for, although at present, there are no special dietary requirements. Residents are involved in the designing of the menus seasonally. Residents choose their meal options each day via a picture menu (see image 2).



Image 2: Bleak House, picture menu.

Accessing Health and Care Services

Residents have annual sight and hearing checks, but services can be accessed sooner if needed. The home has a dedicated Learning Disability GP and a direct line to the GP Practice. The GP carries out annual health checks with residents and GP appointments are available as and when required. The manager told us that they do not have problems accessing services, but often follow up appointments can be slow. Physiotherapy services currently take about four weeks to follow up.

Complaints Procedure

The manager said that they have any open door policy regarding complaints where residents and relatives can raise any concerns with staff or the manager at any time. Monthly resident meetings take place to find out what residents like and if there are any new activities or food choices they might like. The manager shared the activity schedule for February that was decided at the January residents meeting (see image 3).



Image 3. February activities.

What Did Residents Say?

Healthwatch Ambassadors spoke to 11 residents during the visit. Some of the questions and statements asked required residents to rate them from one to five using a picture chart (see image 4 below), with five being very happy and one being unhappy.



Image 4. Ratings picture chart.

Question 1: *I like living here and I feel safe*

11 residents responded to this statement. Using the picture chart, 10 residents rated a five, saying they liked living at the home and felt safe. One person rated a three, but did say that yellow was their favourite colour which was the colour of the number.

Question 2: *I feel listened to and respected*

Eight residents responded to this statement. Using the picture chart, six rated a five, saying they feel listened to and respected. One rated a four and one a two (but said the colour of the icon was their favourite colour).

Question 3: *I feel supported to be independent*

Five residents responded to this statement and all rated a five using the picture chart, saying they feel supported to be independent. Other residents told reps how they are independent:

“I get dressed myself but staff help if I need it.”

“I go for walks.”

As staff were present when talking to some residents, they confirmed they support people to meet their needs, whether that is personal care or support to get out into the local community.

The next three questions were multiple choice questions.

Question 4: *Do you like the food? Do you have a choice?*

Answer options:

- I like all the food
- I only like some of the food
- I don't like the food
- I can choose something else if I don't like it

11 residents responded to the question. 10 residents chose the top answer of 'I like all the food'. One resident said 'They only like some of the food.' They said they don't like liver, but they don't have it at the care home. Resident comments included:

“I like fish and chips.”

“Chicken Kiev is my favourite.”

“I have a meal at lunch and sandwiches at tea and we have break times.”

Question 5: *Do you like your room?*

Answer options:

- I like my room
- I would like my room to look different
- I don't like my room

All 11 residents responded to the question and all answered 'I like my room'. Some resident shared what they like about their room:

"I can have my own things."

"I have disco lights and CD's."

"I have my own TV & watch telly before bed."

"My room is nice, I have birds on the wall."

Question 6: *The staff are friendly and kind*

- Yes
- No
- Sometimes

All 11 residents spoken to responded to the question. 10 residents said that staff are friendly and kind and one resident said sometimes.

Question 7: Healthwatch Ambassadors asked residents if they used any health or care services and showed a picture chart to represent services (see image 5).



Image 5: Health and care services picture chart.

Six residents answered the question. Three confirmed that the optician visits Bleak House. Two residents said they visit the hospital for podiatry and one said they had visited the hospital for another reason.

Question 8: *What activities do you do?*

Nine residents confirmed they took part in activities. Activities people said they took part in included:

- Singing
- Dancing
- Playing cards
- Tuck shop
- Quiz
- Movie night
- Going in the garden
- Exercises
- Reading
- Walking
- Going to the pub and local shops
- Playing games

When asked if there are any other activities they'd like to do that are not currently on offer, eight residents said they were happy with what they took part in and one resident said they'd like to do more drawing.

Overall, residents appeared very happy with the level of care that the home provided. Residents thought the staff were friendly, enjoyed the food and variety of activities on offer and felt they were supported to live independent lives.

What did Family and Friends Say?

Healthwatch did not get the opportunity to speak to any relatives during the visit.

What Did Staff Say?

Healthwatch spoke to two staff and one senior staff member during the visit. The staff members had worked there anywhere from two to 21 years and all felt they had sufficient induction training. All staff said they felt supported in their role and that they receive regular training. Staff confirmed there was a hybrid approach to training, with some delivered online and some in house. Catherterisation training was taking place the afternoon of the visit. When asked if there was any additional training staff would like, all staff responded that they felt sufficiently trained.

Healthwatch asked staff if they felt that absences were well managed. All staff said that staff at the home were very good and provided cover when needed and that the staff turnover was low. When asked if staff felt there were enough staff on duty, one staff member said they sometimes could do with an extra person in an afternoon, one said if they have a resident on palliative care an extra member of staff would be helpful, but overall staff said they felt that shifts were adequately staffed. All staff said they felt confident to raise any concerns with management as they were approachable and felt they listened to any concerns.

Healthwatch asked if staff felt they have adequate time to support residents to meet their needs. Staff responded by saying they had more time in the afternoons as mornings were busy, but overall yes, when all staff are on duty they have time. Staff support meal times, but a lot of the residents are independent so don't need support with eating and drinking. Staff said they knew personal preferences of residents as it was all included in the care plans that are reviewed monthly. All staff agreed that the home was very person centered and put the needs of the residents first.

Staff confirmed there wasn't a dedicated activities coordinator in post, but the residents decide each month what activities they'd like to do. One staff member commented if an activity coordinator was in post it would give carers more time to do other things. Staff deliver two activities a day and arrange trips out into the local community and to visitor attractions as well as an annual holiday for residents.

All staff said they felt supported and could approach management if they had any concerns. When asked if there was one thing you could change about your current setting what would it be and why, staff responded with the following:

“More external day centre activities that residents can attend - there are a lot less available since the pandemic.”

“Extra staff, activities coordinator and cleaner regularly.”

Observations

Hygiene, Cleanliness and Decor

The Healthwatch Ambassadors spent some time observing the day to day activity in the home. Overall, the cleanliness of the home was observed to be of a high standard, all bathrooms and communal areas were clean and tidy. The décor throughout the home was clean and fresh with personal touches e.g. wall art and pictures on the wall. All furniture and soft furnishings were in good repair. The main lounge had a variety of different chairs and sofas that made it feel homely and welcoming. A couple of residents invited Healthwatch Ambassadors to view their bedrooms. They observed they were clean and bright rooms. Residents confirmed they can choose their own furniture and what artwork they have on the walls. Rooms were personalized and one Healthwatch Ambassador observed the manger opening deliveries that were items for resident's rooms that residents had requested.

Healthwatch Ambassadors found the soap dispenser in the visitor toilet wasn't working, so raised this as a recommendation whilst on the visit. Maintenance were looking to fix this on the day of the visit. There were no slip, trip or fall hazards throughout the home and no safeguarding issues were identified on the day of the visit.

Support with Daily Life

Healthwatch observed staff supporting residents. At break time, two staff members supported a resident with a piece of equipment to help them get into a wheel chair. It seemed to take some time to support the resident to sit down and on asking, staff confirmed that it was quite a new piece of equipment and the staff and resident were still getting used to using it. All residents looked clean and tidy and were wearing well-fitting footwear or slippers. Staff did not wear a uniform, but residents knew the staff well and approached them to start conversations.

Healthwatch observed residents in the lounge and wondered how residents contacted staff if they needed them. Ambassadors observed residents telling each other when it was break time and helping each other get drinks in the dining room. A Healthwatch Ambassador clarified with the manager how residents contact staff if needed. They confirmed that residents who are able to would come and get staff for anyone that needed them. They also confirmed the call alarm is portable, so they can leave with a resident if needed. No alarm bells went off during the visit, most residents are independent and can ask for help if they need it.

Hydration and Nutrition

Healthwatch reps observed that all food is prepared on site and the cook shared the picture menu with the team. Although residents have break times for teas and coffees, they can get a drink at any time. Water stations were visible in the dining room.

Activities and Social Participation

Although no activities were observed at the time of the visit, staff told Healthwatch Ambassadors that activities happen every day and shared the activity schedule. Residents can choose what activities they do and most residents said they take part in some of the activities on offer. Staff said that they take residents on holiday annually and that last year residents really enjoyed the holiday and they have another one planned this year.

Marketing Materials

The manager shared a leaflet about Bleak House with the Healthwatch Ambassadors. On reviewing this, there is an incomplete paragraph at the bottom of page 5 (see image 6 & 7). It says ***“Bleak House also has superb walled garden setting allowing privacy and security for our residents whilst providing...”*** but the text isn’t continued over the page.



Image 6 & 7: Bleak House promotional leaflet.

Conclusion

Overall, Bleak House had a family, friendly and homely feel to it, staff seemed to really care about residents and Healthwatch observed that meals, activities and individual bedroom décor were all chosen by the residents. The home had a person centered approach, staff were seen interacting with residents and residents interacted with each other. Healthwatch would like to highlight good practice and make six recommendations based on what we were told and observed during the Enter and View visit.

Healthwatch would like to thank the manager, all the staff and residents at Bleak House for accommodating the Enter and View visit.

Highlighting Good Practice, Themes & Recommendations

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

Highlighting Good Practice

Healthwatch Ambassadors observed good practice throughout the Enter and View visit, but would like to highlight the following good practice so other similar settings can adopt these systems and processes if they'd like to.

1. **Magnetic picture menu**- Residents are shown the daily meal choices on a magnetic picture board and place their picture next to the meal they want. Healthwatch had not seen this method before, but observed it was a good interactive and simple way of showing food choices and getting residents involved.
2. **Resident meetings to decide activity schedule for the month ahead** - Residents are involved in a meeting to decide what activities they'd like to do for the month ahead. Residents seemed to like talking to Healthwatch about what activities they took part in and that they help decide the activities as a group.
3. **Around the world** - Staff told Healthwatch that this activity is really popular with residents. The residents select a country and staff prepare foods from that country, colour in flags and other activities so residents can learn about the country's culture and traditions. A world map and photos is displayed in the activity room.

Themes and Recommendations

Theme: **Hygiene and Infection Control**

Recommendations:

1. Fix or replace the soap dispenser in the visitor toilet.

Theme: **Staffing and Training**

Recommendations:

Healthwatch understand that budget constraints and funding were not discussed as part of the visit and these would need to be considered to implement this recommendation. The recommendation is based on feedback provided on the day of the visit.

2. Consider an extra staff member in an afternoon.
3. Consider the recruitment of an activity coordinator to help support staff with activities.

Theme: Meeting Residents Needs

Recommendations:

4. Consider adding more drawing activities to the activity schedule.
5. Ensure all residents can contact staff if needed via the call bell.

Theme: Marketing Materials

Recommendations:

6. Amend the wording on the promotional leaflet (page 5) for the next print run, as text doesn't flow into a complete sentence on the next page.

Signed on behalf of Healthwatch North Lincolnshire: <i>A.Tindale</i>	Date: 22 February 2022
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Bleak House Manager Response to Recommendations:

Theme: Hygiene and Infection Control Recommendation 1	
Specific	What is the recommendation?
	Fix or replace the soap dispenser in the visitor toilet.
Measurable	How can you measure progress and know if you've successfully met the recommendation?
	The dispenser was changed on the day of the visit. The handyman found it was working but would stick as the spring was on its way out, so he replaced the full unit.
Achievable	Is the recommendation achievable? Do you have the skills to achieve it?
	yes
Relevant	Is the recommendation relevant?
	yes
Time-bound	When will the recommendation be completed?
	It was complete on the day of the visit.

Theme: Staffing and Training Recommendation 2	
Specific	What is the recommendation?
	Consider an extra staff member in an afternoon.
Measurable	How can you measure progress and know if you've successfully met the recommendation?
	We continue to assess our staff on the needs of the residents. We have a laid back culture around breaks for the staff and they are able to break when they wish. If there was possibly less of this and better time management on certain days then all can be achieved. Extra staff are brought in to cover trips and outings.
Achievable	Is the recommendation achievable? Do you have the skills to achieve it?
Relevant	Is the recommendation relevant?
	It is relevant but not required at this time. However, it is constantly under review.
Time-bound	When will the recommendation be completed?
	Ongoing review.

Theme: Staffing and Training Recommendation 3	
Specific	What is the recommendation?
	Consider the recruitment of an activity coordinator to help support staff with activities.
Measurable	How can you measure progress and know if you've successfully met the recommendation?
	This recommendation is the same as recommendation 2. It is around the activities that the staff will at times find hard to time manage but it depends on the type of day it is and the activities always get done. I roster staff to stay longer or come into the home to cover certain activities and extra staff is always brought in to cover outings and holidays.
Achievable	Is the recommendation achievable? Do you have the skills to achieve it?
	yes
Relevant	Is the recommendation relevant?
	Yes, its under ongoing review on the needs of the residents
Time-bound	When will the recommendation be completed?
	Ongoing review

Theme: Meeting Residents Needs Recommendation 4	
Specific	What is the recommendation?
	Consider adding more drawing activities to the activity schedule.
Measurable	How can you measure progress and know if you've successfully met the recommendation?
	These have been taken into view when planning with the residents what activities we have on. One gentleman has just returned to his art club in the village which has been cancelled since Covid-19.
Achievable	Is the recommendation achievable? Do you have the skills to achieve it?
	yes
Relevant	Is the recommendation relevant?
	yes
Time-bound	When will the recommendation be completed?
	March 2023

Theme: Meeting Residents Needs Recommendation 5	
Specific	What is the recommendation?
	Ensure all residents can contact staff if needed via the call bell.
Measurable	How can you measure progress and know if you've successfully met the recommendation?
	The call bells around the home and in every room are portable. There is only one service user in the home that cannot operate the call bell. This person has regular checks throughout the day and nights.
Achievable	Is the recommendation achievable? Do you have the skills to achieve it?
	yes
Relevant	Is the recommendation relevant?
	I wouldn't say fully relevant? We did discuss on the day that the bells are portable.
Time-bound	When will the recommendation be completed?

Theme: Marketing Materials Recommendation 6	
Specific	What is the recommendation?
	Amend the wording on the promotional leaflet (page 5) for the next print run, as text doesn't flow into a complete sentence on the next page.
Measurable	How can you measure progress and know if you've successfully met the recommendation?
	This recommendation has us floored, in a funny way! The old owners (my family) proof read them before print but obviously not very well, possibly without their glasses on 😊. I have skimmed through them when they where delivered and never noticed this miss print. I have contacted the company who printed them for us. They are looking into this for me.
Achievable	Is the recommendation achievable? Do you have the skills to achieve it?
	yes
Relevant	Is the recommendation relevant?
	yes
Time-bound	When will the recommendation be completed?
	ongoing