

Enter & View Residential Care Home Report

Lindum House

1 Deer Park Way, Lincoln Way, Beverley, East Yorkshire HU17 8RN

Date of visit: 28th March 2017

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HWERY Representatives: Michelle Harvey & Denise Lester

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

This visit was part of a Healthwatch East Riding programme to measure the impact of previous visits to Residential Care Homes across the East Riding of Yorkshire conducted between January 2015 and March 2016 and check on recommendation progress.

Previous Conclusion:

Providing genuinely individualised care is inevitably challenging in a care home with 60 residents. Nevertheless, Lindum House is largely overcoming those challenges and the care we observed is of high quality. Change is being achieved by the new manager who acknowledges that there is more to do. The test of her success will be in the degree to which genuinely individualised management can be delivered to each of the people being cared for at Lindum House.

Summary of Key Findings

Lindum House is a large purpose-built home owned by Barchester Healthcare Ltd. At the time of the visit Lindum House was undergoing a major refurbishment which was nearing completion. The home was very well-maintained and provided bright and welcoming accommodation of a very high standard which will only be further enhanced and very impressive once renovations are fully completed.

From speaking to staff, relatives and the manager of the home, patient-centred care is a high priority of the home and this is now being achieved. This is apparent, not only from observations made from visiting the home, but from comments made by relatives of residents who are living there.

Recommendations/Observations

Attempts are made to improve the food hygiene rating from 4 to 5.

Healthwatch look forward to seeing the full range of facilities on offer once the renovation is fully completed.



Full Report

Background

It is important to note that Enter & View is not an inspection; it is a genuine opportunity to build positive relationships with local Health & Social Care providers, provide opportunity to demonstrate that providers support service user engagement and give service users the opportunity to give their views in order to improve service delivery.

Local Healthwatch has a number of specific statutory activities that it is required to deliver, defined in five Healthwatch Quality Statements, specifically

- Strategic Context & Relationships
- Community Voice & Influence
- Making a Difference Locally
- Informing People
- Relationship with Healthwatch England

Under its remit of 'Making a Difference Locally', Healthwatch has a responsibility to ensure that recommendations for change are heard and responded to by relevant decision makers.

Main Findings

How safe is the setting for service users?

At the time of the visit Lindum House was undergoing a major refurbishment which was nearing completion. There was some expected disruption around the main entrance where the majority of work was taking place, but this was being well-managed and did not impede the movement of residents, staff or visitors who could safely pass through the area when required to do so and access the areas that they needed.

Despite the level of work being undertaken, the home was otherwise very clean and well maintained and free from any odours. There was a beautifully maintained, fully enclosed garden area which residents were seen to be accessing independently and enjoying the springtime weather.

Fixtures and fittings were observed to be safe and recent refurbishments had been completed to a very high standard, providing a very bright, comfortable and welcoming environment for residents and visitors; all 60 rooms being en-suite and having a call system in place.

The home is currently over-staffed due to a number of empty beds (approx. 10) during the refurbishment.

Relatives indicated that they considered the home to be a safe place; however two relatives expressed a slight concern that the home had a food hygiene rating of 4 out of a possible 5.

How effective do service users consider the service to be?

Residents have access to the services that they need. Those from the local area generally choose to keep their own G.P., but the home also uses the services of the Beverley Health Centre (Manor Road) who they have found to be very reliable; similarly, many residents generally prefer to keep their own dentist. A private chiropodist also regularly visits the home which residents pay for.



The dining area of the home is also undergoing improvement and provides a light, bright welcoming environment; tables were beautifully presented, laid with tablecloths, cutlery, glasses and flowers and new furniture was in the process of being installed, providing a restaurant style environment for residents. Residents are offered a 4-weekly menu which changes seasonally and residents were happy with the choices that they receive. Resident's weight is routinely monitored and necessary adjustments made to their diet to support a healthy weight range.

Relatives were also welcome to eat with residents, one relative described how she was often invited to eat at the home with her husband and had enjoyed having Christmas day at the home, rather than being at home on her own. In addition to the main dining area a 'life-skills' kitchen is being installed as is an additional 'drinks-station' in the main entrance.

Relatives reported that they were very happy with the effectiveness of the care that residents received. One relative commented 'Mums recovery after her fall is due to the level of care received at Lindum House, the staff here were solely responsible for getting her back on her feet, I don't believe that would have happened if she had been anywhere else - the level of care was exemplary'.

How caring do service users find the service?

Interactions between residents and staff were observed as being positive, friendly and caring. From the conversations observed, staff were very knowledgeable about each of the residents and had taken the time to get to know each of the residents 'life-stories'. During the visit, staff were observed taking the time to talk to residents in the main lounge area and sharing stories and reminiscing with each other.

Relatives reported that they consider the staff to know residents beyond just their basic needs and are impressed by the affection shown by all staff towards the residents, including admin staff, kitchen staff and even the handy-man, who had all been observed as taking the time to talk to and listen to residents in a caring and appropriate manner. On a relatives questionnaire another stated 'My mother receives very professional and affectionate care from all of her carers.'

One relative whose husband required nursing care described how she now felt comfortable in being able to leave her husband without worrying, safe in the knowledge that he would be very well cared for and his individual needs met - even when he occasionally displayed some challenging behaviour; something that she had felt completely unable to do at other settings. She also described how she spent a lot of time at the home with her husband and was always made to feel very welcome and cared for herself.

The home has two activities co-ordinators who co-ordinate programmes of events between them, one of which also carries out a hairdressing and nails service for residents. On the afternoon of the visit relatives were also seen to be enjoying that afternoon's entertainment with the residents.

How responsive to their needs do service users find the service?

Each resident is allocated their own key-worker and individual care-plans are in place for all residents; both residents and relatives are involved in their care plans. End of life plans are in place for residents, as requested and are usually reviewed as part of residents care-plans.



The home owns its own mini-bus and organises regular visits to places such as Bridlington, Burnby Hall and shorter trips to the supermarket upon request. From feedback received, residents tend to prefer shorter/nearby trips and regular residents meetings are held to decide where future trips will be.

Both relatives that were spoken to on the day and those that responded via questionnaires felt that Lindum House was very responsive to the needs of the residents and that the home took a very person-centred approach to care, going above and beyond what they would generally expect. They also reported that the needs of the family were also considered and that they were kept well-informed, particularly at times when residents were going through periods of ill-health for example.

There is a complaints procedure in place and any complaints can be put in writing to the manager; however the manager is available at any time to speak to regarding any concerns. Relatives reported that they felt comfortable in raising any concerns and that if they did, these were dealt with promptly and appropriately. One relative commented 'Of course there are always odd occasions when you feel that you need to raise a concern, but if I have, then this has always been addressed and in a very reasonable manner'. Another relative commented that although they felt the home itself listened to their views, this was less apparent at company level and that 'some form of additional (e-mail) communication would be welcome'.

How well-led do service users consider the service to be?

Relatives spoke in high regard about the management of the home; one relative remarked 'I have seen four managers and Barchester are able to select the right candidates for the job - highly professional but approachable'.

The home employs a part time gardener and a full-time person who carries out repairs and maintenance, ensuring that all repairs are carried out promptly and the outside area is beautifully maintained for residents to enjoy.

The manager reported that the home carries out 'Quality First' monthly audits as part of their quality assurance systems and have quarterly inspections of medication procedures in place carried out by Boots. The manager also reported that Barchester have a comprehensive training plan in place for employees, who also have access to a Learning and Development Platform. Staff reported that they felt adequately trained to carry out their roles and welcomed any additional training that was on offer. Via a staff questionnaire, one member of staff commented 'I feel that the home as a whole is committed to moving the home forward and developing our service'.

From speaking to staff, relatives and the manager of the home, patient-centred care is a high priority of the home and this apparent when visiting the home.

Signed on behalf of HWERY	<i>m.fawcett</i>	Date: 16/5/17
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