

Enter and View Activity

**Glebe House, Caistor,
Market Rasen**

19th April 2023

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Healthwatch Lincolnshire is your health and social care champion. We make sure NHS leaders and other decision-makers hear your voice and use your feedback to improve care. We are part of a national network of 152 local Healthwatch in England.

We have three main areas of work:



- **Listening to feedback** - we listen to people's experiences and we seek out views as part of larger research projects. Healthwatch has legal powers to undertake Enter and View visits to NHS services and care settings. This is to observe and hear how users are experiencing the services.



- **Influencing Providers and Commissioners of Health and Social Care** - we also spend a lot of time building relationships and attending meetings within the local health and care system so that the patient's voice can be heard in the right places, at the right time.



- **Advice and information** - we help people to navigate health and care services.

Your experiences matter, we strive to be a strong voice for local people to help shape how services are planned, organised and delivered.

Acknowledgements:

Healthwatch Lincolnshire would like to thank the team at Glebe House for accommodating and supporting the Enter and View visit.

Disclaimer:

Please note that this report relates to the findings by the Healthwatch Lincolnshire Representatives during the visit on Wednesday 19 April 2023. This report is not a representative portrayal of the experiences of all Service Users.

What is Enter and View?

Healthwatch Lincolnshire has the statutory right under the Health and Social Care Act 2012 to carry out “**Enter and View**” visits to NHS health and social care services.



Healthwatch Lincolnshire staff and volunteers (known as Authorised Representatives) work together to carry out these visits.

The aim of the visits is to primarily listen to the feedback of the Service Users, their families, carers and staff and observe service delivery and the facilities available for patients. The feedback and observations are then collated into a report including any suggestions or recommendations. The service has the opportunity to comment on the report before it is published.

A service can be visited for several different reasons such as:

- The public has provided feedback about the provision
- It is part of a rolling program of visits to similar services
- A service is running well and good practice could be implemented in other places.



Background

Priory Adult Care is the service provider contracted by Lincolnshire County Council that provides a range of specialist residential and supported living services to support adults aged 18 and over with a learning disability, autism, brain injury, Prader-Willi Syndrome, behaviours that challenge or a mental health condition. The aim of the provider is to enable the people they support to achieve their goals, believing passionately that regardless of the challenges they face, everyone can accomplish extraordinary achievements with the right care in the right environment.

All of the support packages that are on offer are tailored to the individuals needs to help them develop vocational, social, education and life skills so they can progress to a more independent future. They also create pathways through residential settings to community living, delivering positive outcomes for both the funders and people using our services.



Extract from <https://www.prioryadultcare.co.uk/specialist-residential-services/>

Glebe House supports a total of 24 people, 12 with residential care and 12 through a unique re-enablement pathway. This pathway is managed by a dedicated Recovery Co-ordinator, who in partnership with their supported living service, supports people to gain skills and move on into independent living.

Fees and Funding:

There are several different ways in which a Priory Adult Care Service can be funded. This includes:

- **Local Authority Funding** This is where the Local Authority (typically the local Council) agrees an amount to fully fund a person's support, whether it is in a residential placement or as part of a supported living package. The funding package is agreed following an assessment of the person's needs and covers both accommodation and support.
- **Joint Funding between Local Authority and NHS** This is where an individual has a Continuing Healthcare (CHC) assessment. In this instance, funding will be split between the Local Authority and the NHS. The funding package is agreed following joint assessments of the person's needs and healthcare needs. The Local Authority element of the funding will cover both accommodation and support, the NHS assessment will cover the continuing healthcare needs.
- **NHS Funding** It is possible that an individual's health needs are such that the NHS will fully fund a person's support package. The funding package is agreed following an assessment of the person's needs and covers both accommodation and support.
- **Individual /Personal Budget** This is where the Local Authority allocates a specific amount of money for a person's support needs. The amount is determined by an assessment of the person's needs and means. The person will also need to agree a support plan to show how and where the money will be spent, whether they decide for the Local Authority to choose services for them or if preferred to have direct control of the budget themselves – e.g., a direct payment.
- **Direct Payments** This is where the person receives an amount directly from the Local Authority and can choose how to spend the money on their support. Choosing a direct payment gives them maximum flexibility with their support package but does mean they have to manage the money themselves. Fees are calculated based on the assessed needs of an individual. Each fee will include a staffing element, based on the hours of support assessed and required. In some instances, the staff support may be shared with other individuals, and in this situation the individual would only pay for the share of staff time.

Glossary and Abbreviations Used in this Report:

Adult Social Care aims to help people stay independent, safe and well so they can live the lives they want to. This includes people who are frail, have disabilities or neurodiversity, mental health issues as well as the people who care for them.

Care Home provide accommodation and personal care for people who need extra support in their daily lives.

E+V **Enter and View**

E+V Authorised Representative

An Authorised Representative is a trained volunteer who participates in Healthwatch Lincolnshire's 'Enter and View' activities, alongside other Healthwatch Lincolnshire volunteers and staff.

LCC **Lincolnshire County Council**

Residential Home a home with social-work supervision for people who need more than just housing accommodation, such as elderly people, children in care, or adults with learning difficulties

Specialised Residential Care Services

While all care homes offer accommodation and personal care, there are specialist types of care homes that offer additional services for residents with greater needs. Care homes can be run by private companies, local councils or charitable organisations.

Supported Living Services

can help if the person does not want to live in residential care, but they are finding it difficult to cope at home. They are a combination of suitable accommodation (including your own home) with some forms of personal care (such as help with cooking or washing). Some supported living homes are shared by 2 to 3 people with similar health or disability needs. Staff will usually visit the home to help the person with day-to-day activities (getting out of bed, go to college or work and do simple tasks such as shopping, housework or repairs). They may also help with administrative tasks or personal care.

Details of Visit

Details of Visit	
Service Address	Glebe House 7 Southgate CAISTOR Market Rasen Lincolnshire LN7 6LS
Service Provider	Priory Adult Care Home Run by Park Care Homes (No 2) Limited Registered Manager: Mr David Wayne Teeters General enquiries 0808 208 3643
Dates and Timings	Wednesday 19 April 2023 10 30 am to 3 pm
Healthwatch Representatives	Oonagh Quinn Healthwatch Involvement Officer HWLincs Volunteer: Julie Emmott

Methodology:

- Healthwatch Lincolnshire was asked by Lincolnshire County Council Adult Social Care Team to ask Service Users and Staff about menu choices on offer at the Home and their involvement in making suitable food choices.
- A Service User and Staff Survey was designed to collate this information.
- The Involvement Officer and Authorised Representative were invited to the Care Home to talk to as many Service Users as available on that day.
- Staff were given the survey to complete independently and Service Users were invited to talk to the two Healthwatch Representatives in a designated area (the lounge) that had been set aside for the conversations to take place.
- The Care Home Manger invited individual Service Users to take part in the survey. All Service Users were made aware that they had a choice to participate in this activity.
- Each Service User then spoke to one of the Healthwatch Representatives who recorded their discussion on the Service Users Survey. No personal details were recorded and a limited range of demographics was recorded.
- 10 Service Users took part in the interviews: 5 males and 5 females.
- 10 members of staff completed a survey on the day.

Food Satisfaction Survey - Managers

1. Are those staff involved with meal planning aware of the specific dietary requirements of residents such as allergies, intolerances or being vegetarian? Yes No

2. How many of your residents have special hydration and nutrition needs that needs managing, ie. Over or under weight, swallowing, allergies, oral health and digestion conditions?

3. Is there always a healthy meal option (as opposed to relying on snacks) for these individuals? Yes No

4. Are residents able to go out to eat, for example, to their local cafe/house and how often can they do this?

16.

	 Always	 Most of the time	 Not a lot of the time	 Never	 Don't know
The meals taste nice					
The hot food is warm enough					
I like the way my meals look on the plate					
The main meals are served at times that are good for me**					
I am given enough time to eat my food and enjoy it					
The plates, bowls or cups and knives, forks, spoons are clean					
If I feel hungry <u>after</u> meals, I can get/ask for more food					
If I feel hungry <u>between</u> meals I can get/ask for a snack					

**May not need to ask this again, depending on previous answers

Thank you for sharing your thoughts 😊

Findings / Observations

On the day of the visit, both Healthwatch Authorised Representatives were made to feel welcome by the staff and Service Users. 10 Service Users volunteered to be interviewed and 10 members of staff completed the staff survey. A safe and familiar area within the Home was made available to the Authorised Representatives to interview the Service Users. Each Service User took part voluntarily to be interviewed, with only one Service User not feeling comfortable to do so and this was respected by the Interviewers.



Staff Feedback

General

- The information provided by all the staff team was very consistent. No one gave any conflicting information.
- The staff team offer advice on meal choice, especially for those with certain health conditions, but it is always the Service User who has the final choice.
- Staff had not done any specific training on meal planning for those with learning disabilities.
- There is no time limits on meal times – Service Users do not have to rush to have their meals. Meals are served at specific times during the day, e.g., breakfast 8 am to 9 am, lunch 12 noon to 1pm, supper 4 pm to 5pm, afternoon drink and snack 3 pm and late night drinks and snacks 9.30 pm.
- Staff and residents appear happier now that a new Cook is employed at the home.
- Majority of staff said that they did not want further training from Caroline Walker Trust.
- There is no Cook in on a Sunday or Out of Hours for Service Users.



Staff Involvement in Meal Planning

- All staff who completed the survey confirmed that the staff involved in meal planning are aware of the dietary requirements, hydration and nutrition needs of the Service Users.
- Cook actively seeks feedback from Service Users.
- Within the dining area, the weekly menu is on display for all Service Users as a reminder of the options on offer. It contains photographs of food choice to support the needs of some of the Services Users.

Week Commencing 14 th April	MON 13 th	TUES 15 th	WED 16 th	THUR 17 th	FRI 18 th	SAT 19 th	SUN 20 th
Breakfast 0800-0900	Toast + Cereals	Toast + Cereals	toast + cereals	toast + cereals	toast + cereals	toast + cereals	toast + cereals
Lunch 1200-1230	Steak Bake veg bake New pots + Veg	Beef Curry + Rice Garden chicken knight spinach + veg	Port chops potatoes cogonels	Spaghetti + meat balls. (veg. spag.)	Fish + Chips mushy peas	Southern Fried chicken in Bun	Roast Dinner
Tea 1630-1700	Egg Bun	Spaghetti on toast Wraps	Sausage rolls + Beans	Stir fried Egg on toast	Cheese kashly	Burger	
Pudding	Swiss roll + custard	Chocolate Brownie	Flan + Jelly	Cheese cake	Hot Mess	Choc Fudge cake	Tea Cakes
Rehab cook days	LUNCH JE JH JM MW	TEA JE JH JM + ST (1)	LUNCH ME JD PH	TEA JH JE AP	LUNCH AP MW JM	TEA AP MW JM + TE (1)	LUNCH PH JD PHL (1)

Options / Choices on Menu

- For those Service Users with additional needs, there is always a healthy meal option available. The Cook and staff work with Service Users to find suitable alternatives. The staff appear to be very accommodating.
- A snack and drinks trolley is available throughout the day which includes access to water, juice, tea, coffee and hot chocolate.
- There is fruit available at all times of the day. Staff highlighted that there are some Service Users who will remove fruit from the lounge area and throw out the window and there is a balance between what is on display as well as choices. However, Service Users can ask for fruit options from the kitchen areas.



Service Users Feedback

General

- Whilst staff said that there were no time limits on meal times, some Service Users wanted to have breakfast after 9 am. They felt that 8 am was too early and one disclosed they struggled to eat this early due to their medication.
- Some Service Users felt 9.30 pm was too late for Supper as they were either in bed asleep or about to go to bed.
- The overall sentiment of the responses was mainly positive.
- 7 out of 10 Service Users selected 'most of the time' or 'always' when asked if the meals taste nice.
- 6 out of 10 Service Users selected 'most of the time' or 'always' when asked if the hot food was warm enough.
- 8 out of 10 Service Users selected 'most of the time' or 'always' when asked if they liked the way the meals looked on their plate.
- 7 out of 10 Service Users selected 'most of the time' or 'always' when asked if the main meals were served at suitable times.
- 7 out of 10 Service Users selected 'most of the time' or 'always' when asked if they were given enough time to eat and enjoy the food.
- 9 out of 10 Service Users elected 'most of the time' or 'always' when asked if cutlery, bowls etc were clean (8 out of 10 selected always).



- One Service User disclosed they need help to eat their food and felt supported by the team to do this.
- When Service Users did not like something on the menu, they felt comfortable to ask for an alternative or would go out to eat.

Service Users Involvement in Meal Planning

- All Service Users at the residential home, including those in the Rehab Unit are actively involved in meal planning. For those in the Residents Unit, meals are planned 2-4 weeks in advance at **“Your Voice/ Our Say”** meetings.
- Service Users in the Rehab Unit plan their meals every Friday with their choices being displayed on a white board in the dining room.
- Service Users in the Rehab Unit are encouraged to cook for themselves where possible and are supported by staff to do this activity (if needed).

Options / Choices on Menu

- All Service Users are asked about their likes and dislikes where possible as part of the admission process.
- Not all Service Users liked to ask for more food if they are hungry between mealtimes.
- Sandwich choices – Service Users would prefer other choices rather than sandwiches at teatime with varied fillings choice.
- Service Users would like drink choices to be perhaps Still water and sparkling water not always juice as it feels childlike.
- Some Service Users felt that fruit choices could offer more bananas as they seem to go very quickly.
- The wraps were extremely well liked by Service Users.
- Service Users would like choices of brown or white bread when offered toast for breakfast.



Recommendations:

General

- Some foods can improve wellbeing for people living with Mental Health conditions or issues, as well as Learning Difficulties.
- Are training or qualifications offered to the Cook and the Staff Team to support the Service Users?
- The more staff who are proficient in understanding foods and drinks to enhance wellbeing / health the more they can support the Service User, especially in the Rehab Unit.
- With no Cook available on Sundays or during out of hours, therefore staff interventions to support meal planning during these periods would be helpful.
- To have both still and sparkling water available on the drinks trolley.

Service Provider Response

“The feedback form for this survey will be used to better improve the Service User experience at Glebe House.

As the Registered Manager of the service, it pleases me to see the positive responses from both Service Users as well as staff. The service user's wellbeing and positive experience whilst using this service is of paramount importance to myself and of Priory.

Priory will look to implement the recommendations from the findings of the survey.

Particular importance will be placed on additional training on the link to food and drink, wellness for those with a Learning Disability and Mental Health conditions.

Site will explore the provision of still and sparkling water on the refreshment trolleys and the best way to implement this.

As a the Registered Manager of Glebe House I would again like to thank Healthwatch Lincolnshire for visiting the site and giving me the opportunity to gain valuable insight to the views and opinions of the service users and the staff the live and work in this service. “

David Teeters, Registered Care Home Manager, Glebe House

Distribution

The report is for distribution to the following:

- Glebe House Management Team and Staff Team
- Lincolnshire County Council – Adult Social Care Contract Team
- Lincolnshire Integrated Care Board (ICB)
- Care Quality Commission (CQC)
- Lincolnshire County Council (LCC)
- NHS England
- Healthwatch England and the local Healthwatch Network

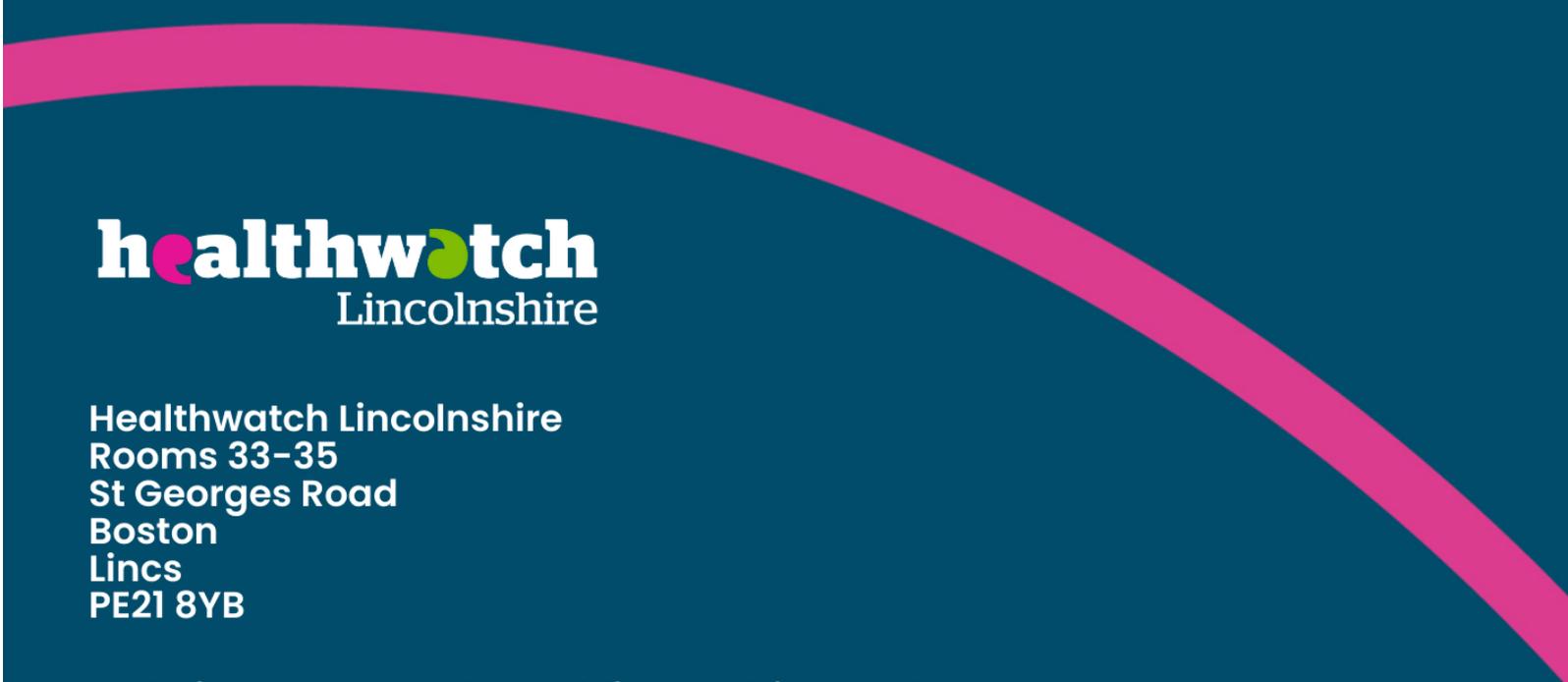
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Appendices

- **Resident Questionnaire**
- **Manager and Staff Questionnaire**

Additional Information

- **Summary of CQC Inspection Report November 2018**
<https://www.cqc.org.uk/location/1-341989805/inspection-summary>



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