

# Enter and View Activity

Belvoir House, Grantham

Thursday 19 October 2023

## Contents

<b>Section:</b>	<b>Page Number(s):</b>
<b>Healthwatch Lincolnshire</b>	<b>3</b>
<b>Acknowledgments</b>	<b>3</b>
<b>Disclaimer</b>	<b>3</b>
<b>What is Enter and View?</b>	<b>4</b>
<b>Background</b>	<b>5</b>
<b>Fees and Funding</b>	<b>5 - 6</b>
<b>Glossary and Abbreviations</b>	<b>7 - 9</b>
<b>Details of Visit</b>	<b>10</b>
<b>Methodology</b>	<b>10 - 11</b>
<b>Findings/Observations</b>	<b>12 - 15</b>
<ul style="list-style-type: none"> <li>• Residents / Service Users Feedback</li> </ul>	<b>12 - 14</b>
<ul style="list-style-type: none"> <li>• Staff Feedback</li> </ul>	<b>14 - 15</b>
<b>Recommendations</b>	<b>16</b>
<b>Service Provider Response</b>	<b>17 - 18</b>
<b>Distribution</b>	<b>19</b>
<b>Additional Information</b>	<b>19</b>
<b>Appendices</b>	
<ul style="list-style-type: none"> <li>• <b>Appendix 1: Resident / Service User Survey</b></li> </ul>	<b>20 - 24</b>
<ul style="list-style-type: none"> <li>• <b>Appendix 2: Staff Survey</b></li> </ul>	<b>25 - 29</b>

**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 Belvoir Care Home Residents / Service Users and Staff Team for their co-operation and support in this Enter and View Activity.

### **Disclaimer**

Please note that this report relates to the findings by the Healthwatch Lincolnshire Representatives during the visit to Belvoir Care Home, Grantham on Thursday 19 October 2023. This report is not a representative portrayal of the experiences of all Residents / 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.



- The Local Government and Public Involvement in Health 2007 (amended via the Health and Social Care Act 2022) makes Enter and View possible.
- The Local Authorities (Public Health Functions and Entry to Premises by Local Healthwatch Representatives) Regulations 2013 makes sure service providers allow Healthwatch entry to observe services.

**Healthwatch Lincolnshire** staff and volunteers (known as Authorised Representatives) work together to carry out these visits. Authorised Representatives are recruited, trained and have a current DBS check.

### **Enter and View is important because:**

- it can give seldom heard people a voice
- gather more detailed information
- help with joint working
- provide more evidence
- identify best practice.

The aim of the visit 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 Service Users. The feedback and observations are then collated into a report including any suggestions or recommendations. The care provider has the opportunity to comment on the report before it is published.

Enter and View is NOT an inspection. It is a standalone activity to engage with service users and listen to their voice about the service that they are accessing.

### **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

**Amber Blossom Limited** is a small, independent care provider within the UK, running a number of care homes across the country. It has 2 care homes in Lincolnshire: Belvoir Care Home, Grantham and White Gables, Kirton, Boston.

### Belvoir Care Home, Grantham

Belvoir House Care Home is situated in the thriving market town of Grantham, Lincolnshire, offering single room accommodation for 21 residents with a flexible facility of 3 double rooms for couples. The home is popular and friendly with a family atmosphere and good integration within the community. The care home was formerly the Little Gonerby Church of England Infant School, originally built in 1863.

Belvoir Care Home endeavour to offer the Resident / Service User a safe, caring and homely environment. Each resident has an experienced senior carer appointed to develop and discuss their individual care needs on a monthly basis, which will be built into their care plan within the home. Residents/ Service Users' choice of family or friend is encouraged to be involved in the care planning. A Resident's / Service Users' health and happiness is paramount and is a gauge of the care on offer in the home. There is 24-hour professional support from nurses, doctors, and all other health professionals.

The types of care offered at Belvoir Care Home include: residential, dementia, respite, enablement, enhance, intermediate, daycare, end of life and palliative care.

### Extracted from website

<https://www.belvoirhousecarehome.co.uk/>

## Fees and Funding

There are several different ways in which a placement with Amber Blossom Limited 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 their share of staff time.

## Glossary and Abbreviations

<b>Active Listening</b>	To listen, to hear and discuss what has been said.
<b>Adult Social Care</b>	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.
<b>Announced Visit</b>	A visit planned by Healthwatch and the place being visited.
<b>Anonymous</b>	Not naming people.
<b>Authorised Representative</b>	An Authorised Representative is a trained volunteer who participates in Healthwatch Lincolnshire's 'Enter and View' activities, alongside other Healthwatch Lincolnshire volunteers and staff.
<b>Care and Support Plan</b>	Care and support plans are for anyone who needs care or cares for someone else. A care and support plan says: the type of support you need, how this support will be given, how much money your council will spend on your care. This means you can stay as independent as possible have as much control over your life as possible, do things you enjoy, know what type of care is right for you and understand your health condition and care needs better. It also helps the family and friends of the person understand how they can help you.
<b>Care Home</b>	Provide accommodation and personal care for people who need extra support in their daily lives.
<b>Communal Area</b>	An area that everyone uses, such as dining rooms or lounges.
<b>Confidentiality</b>	Respecting private information.

<b>Day Care</b>	Adult day care is a planned program of activities in a professional care setting designed for older adults who require supervised care during the day, or those who are isolated and lonely. Adult day care centres enable seniors to socialise and enjoy planned activities in a group setting, while still receiving needed health services. At the same time, they offer family caregivers respite from caregiving duties while knowing that their loved one is in a safe place.
<b>End of Life</b>	End of life care is usually defined as care for people likely to die within a year and is intended to enable people to live as well as possible until they die and to pass away with dignity.
<b>E+V</b>	Enter and View
<b>Enablement</b>	Enablement is an umbrella term for a number of evidence-based approaches which focus on recovery and empowerment. Recovery focus in mental health has existed as a school of thought around in the world for a number of years, especially in the last decade. It is also based on a strength-based approach.
<b>Enhance Care Management (ECM)</b>	Enhanced Care Management is a benefit that provides extra services to help you get the care you need to stay healthy. It coordinates the care you get from different doctors and others involved in your care.
<b>Intermediate</b>	Intermediate Care Services provide support for a short time to help the person recover and increase their independence.
<b>LCC</b>	Lincolnshire County Council
<b>Palliative Care</b>	Palliative care is specialised medical care for people living with a serious illness. This type of care is focussed on providing relief from the symptoms of the illness. The goal is to improve quality of life for both the person and the family.



<p><b>Residential Home</b></p>	<p>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.</p>
<p><b>Respite Care</b></p>	<p>Respite care is a service that can be planned or in the case of an emergency a temporary care service provided to caregivers of a child or adult. Respite programs provide planned short-term and time-limited breaks for families and their unpaid caregivers.</p>
<p><b>Service User</b></p>	<p>'Service User' describes anyone who has accessed (or is eligible to access) health or social care services. Carers are people who look after or support those with health or social care needs and can include partners and family members.</p>
<p><b>Specialised Residential Care Services</b></p>	<p>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.</p>
<p><b>Supported Living Services</b></p>	<p>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, going to college or work and doing simple tasks such as shopping, housework or repairs). They may also help with administrative tasks or personal care.</p>

## Details of Visit

Details of Visit	
<b>Service Address</b>	Belvoir Care Home Brownlow Street GRANTHAM Lincolnshire NG31 8BE
<b>Service Provider</b>	Amber Blossom Limited  <b>Registered Manager:</b> Yasmin Lorne  <b>General enquiries</b> 01476 565454
<b>Dates and Timings</b>	Thursday 19 October 2023 10 am to 3 pm
<b>Healthwatch Representatives</b>	Oonagh Quinn Healthwatch Involvement Officer  <b>HWLincs Volunteers / Authorised Representatives:</b> Jacqui Sclanders

## Methodology

- Healthwatch Lincolnshire, as part of their Engagement Programme, wanted to include the voice of Residents / Service Users of Care Homes in gathering their views on health and care services. This was part of the Enter and View Visits to registered Care Homes known to the Local Authority and Adult Social Care Services at Lincolnshire County Council.
- A Resident/ Service User and Staff Survey, designed by our Research and Insight Officer was used to collate feedback.
- The Involvement Officer and Authorised Representative were invited to the Care Home to talk to as many Residents / Services Users on an announced visit.
- Staff were given the survey to complete independently and Residents / Service Users were invited to talk to the two Healthwatch

Representatives in a designated area within a communal lounge and dining area.

- Staff introduced the Authorised Representative to the individual Resident / Service User and all Residents / Service Users were made aware that they had a choice in whether they participated in this activity.
- Each Resident / Service User then spoke to one of the Healthwatch Representatives who recorded their discussion on the Resident / Service User Survey. No personal details were recorded and a limited range of demographics was recorded.
- Seven Residents / Service Users took part in the interviews: 2 males and 5 females.
- Eight members of staff completed a survey on the day.

**“Being able to socialise and not being on my own. Being supported to look after myself where I can. Quizzes and lots of different activities to take part in if you want to. You are encouraged to take part but not forced to do so. Treated with respect as an adult to make your own choices.”**

**“All staff and residents call me by my preferred name and have good manners.”**

**“I can get overwhelmed by stimuli and need to be calmed down. The staff here are able to help me calm down but this has not always been the case in a previous home that I lived in.”**

## Findings / Observations

**On the day of the visit, the two Healthwatch Authorised Representatives were made to feel welcome by the Staff and Residents / Service Users.**



- **7 Service Users volunteered to be interviewed and 8 members of staff completed the staff survey. Safe and familiar areas within the Home were made available to the Authorised Representatives to interview the Residents /Service Users, such as the communal lounge and dining area. Each Resident /Service User took part voluntarily to be interviewed.**
- **On arrival, both Healthwatch Authorised Representatives had their photo ID checked and were asked to sign in and were offered a drink.**

**The home was very tidy, clean and the communal areas were very informal and welcoming. There was also an opportunity to meet the Therapy Dog.**

## Residents / Service Users Feedback

### General

- Of the 7 Residents / Service Users who took part in the interviews, 2 were not sure how long they had lived at the care home, 1 was less than 6 months, 1 less than a year and 3 between 12 months and 2 years.
- Three Residents / Service Users rated the home as good and four as very good.
- All Residents / Service Users expressed that the staff looked after them and were very caring. They all expressed that they felt safe here in the home.
- All Residents / Services Users expressed that the staff treated them well, called them by their preferred name and felt that they were treated like individuals and adults who could make their own choices.
- Five Residents / Service Users said they felt that they could raise any concerns or issues with the staff or manager. They felt that they would be listened to and treated with respect about their concern. Two Residents / Service Users were not sure who they would report a concern to as they were very happy with life in the care home.
- Three Residents expressed that there were plenty of opportunities to raise concerns, give their opinions about activities and menu choices through talking directly to the staff team including the Activities coordinator and through their Resident / Service User meetings that took place on a monthly basis.

- Four Residents / Service Users expressed that the staff were always very busy and they did feel that sometimes there was not enough staff on duty. This would mean that sometimes they might have to wait slightly longer for support if they asked but the staff would support them whenever they could and usually the delay was due to another Resident / Service User needing more personal support at that time.
- Three Residents / Service Users can use the phone independently to stay in touch with family and friends. The other four Residents / Service Users expressed that they found using the phone difficult now due to hearing loss. Residents / Service Users also liked that their visitors could come in at any time during the day. Visitors usually did not visit during mealtimes so that the Residents / Service Users can eat their meals whilst they were hot and without distractions. If a visitor did arrive during this time, the visitor could join them in the dining room.
- All seven Residents were aware of the hairdresser coming into the care home and they would make appointments with them. Staff would remind Residents / Service Users where appropriate. They also had visits from the Chiropodist, Specsavers (for eye and hearing tests) which some of the residents liked as it was easier than travelling into town.
- Overall, the Residents / Service Users expressed that they did not have many problems having access to appointments with their GP or Nurse when needed. It helped that the Optician and Hearing Tests could be done in the Care Home and that the Chiropodist service came into the home.
- All seven Residents / Service Users expressed that the food was very good in particular they liked the roast beef dinner. They felt that there was plenty of choice and varied. If they did not fancy the meal on the day, then the staff would make them aware of alternatives such as soup, jacket potato or sandwiches. They had plenty of snacks and drinks throughout the day. It was observed during the visit that the staff were checking the water jugs on a regular basis and refreshing them. The staff were also reminding, through gentle prompts, some of the Residents / Service Users about drinking the water / juice that was beside them.
- Residents / Service Users could also have additional snacks and drinks in their room. They were encouraged to eat in the communal dining area. One Resident / Service User did sometime like to eat in their room especially if they were feeling a bit overwhelmed. The Resident / Service User expressed that they felt that their needs were being met by the staff and they were treated like an adult to make their choices.
- Of the seven Residents / Services Users interviewed, only four said that they liked to take part in the activities every day. The other three had mixed responses as they would make up their mind at the time if they felt like taking part. All felt that the activities were good fun and they

enjoyed them. Four out of the seven expressed that they would like to have more day trips but understood that would depend on staffing levels and transport to and from the venue/ activity. Trips into town did happen such as going to the garden centre for coffee.

- The overwhelming comment from the seven Residents / Service Users was that they felt safe, looked after and cared for by the staff in the home.

## Staff Feedback



### General

- Eight staff members completed the Staff Survey: 1 worked at the care home less than a month, 2 for under 2 years, 3 for 2 years and 2 for more than 2 years.
- All staff said that visitors are welcome anytime and are encouraged to try to avoid mealtimes to allow the Residents / Service Users to eat and drink their food whilst hot and without distractions.
- In relation to access to health and care professionals, the staff all agreed that they did not have many concerns or issues getting appointments for the Residents / Service Users. The Nurse Practitioner is a fantastic presence within the home and support. Since COVID, the Nurse Practitioner has become the main contact. GPs don't come into the home on a regular basis and they only do video calls which doesn't feel personal for the Residents / Service Users.
- All staff acknowledged that the Residents / Service Users have a good choice of food, drinks and snacks. They also use visual plates to support Residents / Service Users in making choices. There are always at least two choices at each mealtime (both hot and cold) and staff are able to offer alternatives if the person does not want what is on offer such as soup, jacket potato, salads, sandwiches. There is also a number of snack and drinks available for Residents / Service Users to choose from on a daily basis and throughout the day.
- Activities are planned on a weekly basis with the interests of the Residents / Service Users input. Residents and Service Users are asked on a regular basis for feedback.
- There are regular Residents / Service Users meetings to share their ideas on what they would like to do. The Activities Coordinator then puts a programme of activities together for them.
- The Care Home does not have access to a minibus and this can limit the number and type of trips that they can offer the Residents / Service Users.
- Five out of the eight staff commented that many of their Residents / Service Users are reluctant to take part in activities, preferring to sit and

watch TV, however staff do try to encourage them to join in. Many just like to watch the activities without participating.

- Staff also commented that due to funding, it was not always possible to have a wider range of activities for the Residents / Service Users. Many of the Residents / Service Users like a familiar programme of activities that they enjoy and feel comfortable with.
- Overall, the staff felt that the level of staffing currently was just right and had a lot of praise for the Acting Manager and the changes that have been made over the last few months. The Acting Manager has changed the way the staff team are deployed throughout the day and this has had a big impact on the morale and delivery of service to the Residents / Service Users.
- Staff feel that the Acting Manager is listening to what they have to say and has implemented changes for the good. This has a direct impact on the Residents / Service Users as they, as a staff member, now have more time to spend with each individual person in the home. This has a positive impact on the wellbeing of the staff and the Resident / Service User.
- Overall, there was a very positive vibe in the home during this visit and the Authorised Representatives observed good interactions between the staff and Residents / Service Users throughout the visit.

**“Residents are able to receive 1:1 care and person centred care.”**

**“The staffing levels have recently gone up so this has made a positive impact this was due to the acting manager receiving the dependency levels as staff were telling previous manager the floor was struggling and no action was taken.”**

**“Due to the dependency of the home the current staff levels have gone up which has made a positive impact on the staff morale and time with the resident.”**

**“All menus are collated on residents’ preferences. Staff have a meeting with residents to have them be part of the choices and also**

## Recommendations

### General

- **Are Training and qualifications offered to the Staff Team and Cook to support the Residents / Service Users?**
- **Are there plans to investigate opportunities to have access to the use of a minibus to support a wider range of activities such as day trips and involvement within the local community?**
- **Are there plans for the home to be more involved in the local community? Such as schools both primary and secondary?**
- **Are there opportunities for external visitors (not friends or family) who could come into the home to support the Residents / Services Users through community connections? (e.g., volunteer networks, entertainment, befrienders).**



## Service Provider Response

“What a fantastic Report - very positive and it will be forwarded onto our Operations Manager. We were pleased with the response from the Report received from the Healthwatch Team.

Our Home was visited Thursday 19<sup>th</sup> October 2023, by Oonagh and her colleague Jacqui. The visit was very positive for the home to be involved in. Residents, staff and family members on the day were greeted by Oonagh and Jacqui who made them feel comfortable with them being in our building. This eased their visit to be able to speak freely and complete questionnaires they had set out for the day. The residents were very keen to get involved and welcomed both of the Authorised Representatives into their home.

In the Recommendations, Training and Qualifications have been highlighted. All staff complete their Annual Mandatory Training through our online training system. We provide in house and face to face training such as fire training.

We also ensure one member of our Senior Staff Team has additional training in respect of “Train and Trainer” for Moving and Handling. This provides continuity of care for our residents and makes our Moving and Handling Training more personal centred to our residents that we care for within our home.

We also work closely with LinCA (Lincolnshire Care Association Limited) and always encourage wider training for staff to attend for continuous development. All of our staff have attended Dementia training through LinCA, enabling them to gain further and more in depth understanding of how to care for Dementia residents. Two Senior Staff members have completed their Assessing the Care Certificate Training to become Recognised Assessors within the building. This is now a mandatory requirement for new starters.

As we move out of COVID restrictions, we are able to access more face to face training to promote the staff’s knowledge. This helps the staff to continue to deliver a high standard of care that Belvoir strives to deliver.

A number of staff hold NVQ qualifications and we also have staff who have completed Honours Degree in Health and Social Care. We are fortunate to have two staff doing this qualification whilst working due to the support of the Home making this possible for them to study whilst being at work.

The report mentioned plans to investigate opportunities to have access of a minibus, unfortunately at present this would not be financially viable for us to source and maintain. This is not to say we wouldn’t explore this in the future if there was an apparent need for this. Although we don’t have a minibus our Activities Co-ordinator and staff make it possible for our Residents to go out of the home to their chosen destinations within town. We are fortunate as a Home, to be in the centre of town so this is just within walking distance. We have just taken our residents to Belton Lights for Christmas. To achieve this was a highlight of our year. It was very heart warming that bed bound residents were able to be transported to feel the sensory benefit from this visit. All the residents loved this visit and were joined by staff, families and our Care Co-ordinator, Elizabeth Reader. This visit had a very positive impact on all resident’s mental well-being.

In the report, it asks if we have plans as a Home to get more involved with our local community. We, as a home, have very good working relationships with our local community. We have visits throughout the month from our local nursery children who do activities and sing with the residents. We have St Wulfram’s Church visit and hold a service and sing with the residents. We have a local

singer, Sue and her husband, that come into the home every month and get the residents up and dancing to them performing.

In the New Year we aim as a Home to start inviting some of our local Care Homes to come and enjoy some activities within our Home. Our residents be supported to visit the corresponding homes to build good working relationships between care settings and share resources and ideas in making our residents days with us a bit brighter.

We as a home would like to thank Oonagh and Jaqui for their visit to the home and for making us all feel very welcome in their presence, we look forward to future visits from them.”

Yasmin Lorne

Acting Manager

Belvoir House

## Distribution

**The report is for distribution to the following:**

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

Published on [www.healthwatchlincolnshire.co.uk](http://www.healthwatchlincolnshire.co.uk)

## Additional Information

**Latest Care Quality Commissioners (CQC) Report July 2022**

<https://www.cqc.org.uk/location/1-3909230770>

**Lincolnshire County Council**

<https://www.lincolnshire.gov.uk/adult-social-care>

## Appendices

- **Appendix 1: Resident / Service User Survey**
- **Appendix 2: Staff Survey**

## Appendix 1: Resident / Service User Survey

### Enter and View Survey – Care Homes

Healthwatch have a legal power to visit health and social care services to see them in action. This power to 'Enter and View' services is a statutory function of Healthwatch and allows us to collect service user and staff feedback on services. This feedback allows us to highlight good practice and make recommendations to services on how they can improve.

**All feedback provided is anonymous.** The feedback will be used to identify areas where the Care Home is working well and where improvements could be made.

If you would like more information about this work, require any support to complete this survey or require it in another format, please contact:

**Phone: 01205 820892 or Email: [info@healthwatchlincolnshire.co.uk](mailto:info@healthwatchlincolnshire.co.uk)**

Firstly, who is completing this survey:

- I am a resident, and these are my own views
- I am a friend/relative of a resident and these are their views
- I am a friend/relative of a resident and these are my views




1. How long have you lived in the care home?

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Less than a month | <input type="checkbox"/> 7 – 9 months   | <input type="checkbox"/> 2 years+          |
| <input type="checkbox"/> 1 – 3 months      | <input type="checkbox"/> 10 – 12 months | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> 4 - 6 months      | <input type="checkbox"/> 1 – 2 years    |  |

2. How would you rate your care? Please circle the face which best represents your feelings.

			
<b>Very good</b>	<b>Good</b>	<b>Poor</b>	<b>Very poor</b>

Please briefly give the reason(s) for your rating:

Your Care				Comments
	Yes	No	Don't know	
3. Do your carers treat you with respect and dignity?				
4. If you were unhappy with your care, could you tell someone?				
5. Who would you tell?				
6. Have you raised any concerns about your care previously?				
7. Do you feel your concerns were taken seriously?				
8. Are you asked for your feedback about the care home?				

9. A) Do you have any concerns around staffing levels?

B) Is there a reason(s) for your concern around staffing levels? *(For example, have you seen or experienced any impact(s) as a result of staffing levels?)*

**Visitors**

10. Are you able to stay in contact with family and friends over the phone?

Yes

Not sure

No

Prefer not to say/ N/A

11. When can visitors come to see you?

12. Do people come into the home e.g., to do your hair?

Yes

No

Not sure




Prefer not to say




**Access to services**

13. When you need to, are you able to access the following? (please tick)

	Always	Sometimes	Never	Not sure	Prefer not to say / N/A
A GP or Nurse					
A Dentist					
A hearing check					
An Optician					
A Chiropodist					

Tell us more if you wish below:

Food and Drinks				Comments
	Yes	No	Don't know	
14. Do you enjoy the meals and drinks you have?				
15. Are you involved in deciding what food and drinks you have?				
16. Are you able to get snacks and drinks when you want them?				
17. Is there anything else you would like to tell us? (in relation to food and drink)				

Activities				Comments
	Yes	No	Don't know	
18. Are you asked about the different hobbies or activities you would like to do?				
19. Are the activities in the home fun and interesting?				
20. Are there ever any days out e.g., to the seaside?				
21. Is there anything else you would like to tell us about? (in relation to activities)				

22. What is your favourite thing about living here?

23. If you could change one thing, what would it be?

**Tell us a bit about you!**

*By telling us a bit about yourself we can see if all residents are treated the same or if some groups of people have different experiences. **This information is strictly confidential and you will not be able to be identified from your answers.***

*If you are a friend/relative of a resident, please answer the following questions in relation to the resident.*

24. What is your gender?

- Woman
- Man
- Prefer not to say

25. Can you tell me how old are you? Alternatively, do you know how old you will be next birthday?

If you would prefer not to say, please leave blank.

**Thank you for sharing your thoughts 😊**



## Appendix 2: Staff Survey

### Enter and View Survey – Care Homes – Staff Survey

Healthwatch have a legal power to visit health and social care services to see them in action. This power to 'Enter and View' services is a statutory function of Healthwatch and allows us to collect service user and staff feedback on services. This feedback allows us to highlight good practice and make recommendations to services on how they can improve.

**All feedback provided is anonymous.** The feedback will be used to identify areas where the Care Home is working well and where improvements could be made.

If you would like more information about this work, require any support to complete this survey or require it in another format, please contact:

**Phone: 01205 820892**

**Email: [info@healthwatchlincolnshire.co.uk](mailto:info@healthwatchlincolnshire.co.uk)**

#### 1. How long have you worked at this care home?

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Less than a month | <input type="checkbox"/> 7 – 9 months   | <input type="checkbox"/> 2 years+          |
| <input type="checkbox"/> 1 – 3 months      | <input type="checkbox"/> 10 – 12 months | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> 4 - 6 months      | <input type="checkbox"/> 1 – 2 years    |  |

#### Visitors

#### 2. Are residents able to stay in contact with family and friends over the phone?

- |                              |  |
|------------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> Not sure          |
| <input type="checkbox"/> No  | <input type="checkbox"/> Prefer not to say |

#### 3. When can visitors come to see residents?

Do people come into the home to do e.g. resident's hair?

- |                              |  |
|------------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> Not sure          |
| <input type="checkbox"/> No  | <input type="checkbox"/> Prefer Not to Say |

**Access to services**

4. When you need to, are you able to access the following for residents? (please tick)

	Always	Sometimes	Never	Not sure	Prefer not to say
A GP or Nurse					
A Dentist					
A hearing check					
An Optician					
A Chiropodist					

Tell us more if you wish below:

**Food and Drinks**

5. Are residents involved in deciding what food and drinks they have?

6. Are residents able to get snacks and drinks outside of mealtimes?

## Activities

7. Are residents asked about the different hobbies or activities they would like to do?

8. Do you think the activities in the home are fun and interesting?

9. Are there ever any days out e.g., to the seaside?

## Recruitment

10. How often is the Care Home recruiting for frontline care staff?

- |   |   |
|---|---|
| <input type="checkbox"/> Continuous         | <input type="checkbox"/> Every 10-12 months |
| <input type="checkbox"/> Every Month        | <input type="checkbox"/> Every 1-2 years    |
| <input type="checkbox"/> Every 2-3 months   | <input type="checkbox"/> Every 2 years+     |
| <input type="checkbox"/> Every 4-6 months   | <input type="checkbox"/> Not Sure           |
| <input type="checkbox"/> Every 7 – 9 months | <input type="checkbox"/> Prefer not to say  |

**11. In your opinion, what impact does current staffing levels have on service delivery and the quality of care provided?**

**12. In your opinion, what impact do you feel current staffing levels have on Service Users/Residents?**

***Questions for Managers***

**13. In the past 12 months, how many frontline care staff have been recruited?**

**14. How many of these recruits are still employed by the home today?**

**15. From your understanding, what are the top reasons for leaving?**

**16. Have you noticed any improvement in the care and services provided in the last 6 months?**

**17. If you could change one thing, what would it be?**

**Thank you for sharing your thoughts 😊**



**healthwatch**  
Lincolnshire

Healthwatch Lincolnshire  
Rooms 33-35  
St Georges Road  
Boston  
Lincs  
PE21 8YB

Website: [www.healthwatchlincolnshire.co.uk](http://www.healthwatchlincolnshire.co.uk)

Phone: 01205 820892

Email: [info@healthwatchlincolnshire.co.uk](mailto:info@healthwatchlincolnshire.co.uk)

Twitter: [@HealthwatchLinc](https://twitter.com/HealthwatchLinc)

Facebook: [Facebook.com/healthwatchlincolnshire](https://www.facebook.com/healthwatchlincolnshire)