

## Enter and View Report

Name of Setting: Lindsey Lodge Hospice and Healthcare

Director of Clinical Services: Helen Turner

Insert address: Burringham Road, Scunthorpe DN17 2AA

Date of visit: Thursday 14 September 2023, 10am to 1.30pm Date of publication: 20<sup>th</sup> November 2023

HWNL staff & volunteers involved in the visit: Annabel Tindale, Jessica Gibson, Wendy Chester, Jackie Rae and Linda Robinson

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

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 and 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

## Main Purpose of Visit

Usually, Enter and Views are carried out as part of the Healthwatch prioritised work plan or in response to local intelligence. Broadly, the purpose fits into three areas of activity:

1. To contribute to a wider local Healthwatch programme of work
2. To look at a single issue across a number of premises
3. To respond to local intelligence at a single premises

This visit, however, was requested by the facility, to make sure that both service users and their families were satisfied with the service provided.

## Lindsey Lodge Hospice and Healthcare Background

Lindsey Lodge Hospice and Healthcare is an independent charity providing care for adults with life limiting illness, specialist palliative and end of life care. Services include day and inpatient care (16 beds) symptom management and emotional support (Lindsey Lodge Hospice and Healthcare, 2023).

Other healthcare services at the hospice and in the community include; symptom management, physiotherapy, lymphedema service, nursing, practical care, complementary therapies and bereavement and family support services.

During the Enter and View visit, Healthwatch spoke to seven inpatients, four patients in the Wellbeing Centre, three volunteers and twelve staff. The sections below summarise the findings of the conversations had with people during the visit.

## The visit - on arrival

The Enter and View visit (E&V) was announced, so the Director of Clinical Services knew the date and time that Healthwatch would be attending.

On arrival, the Healthwatch team were welcomed into the hospice by the reception team, Clinical Director and Inpatient Manager. The staff were all very welcoming and the Clinical Director gave the Healthwatch team a tour of the hospice including all communal areas, the Wellbeing Centre and Inpatient Unit.

## What did patient's in the Wellbeing Centre say?

During the Enter and View visit, Healthwatch spoke to four patients in the Wellbeing Centre. Patients had been visiting the centre anywhere from a few weeks to over a year. Most patients visited the centre once a week. When asked 'What do you like about visiting here?' patients responded:

*“Having people to talk to.”*

*“Games to play.”*

*“Family visit me here. It’s better than staying at home.”*

*“Staff and volunteers are very good.”*

*“Everyone is very friendly”*

*“It’s a welcome day out - company and friendship.”*

When asked ‘Can you think of anything that would improve your visit?’ Three patients said no and one said more volunteers could help support additional activities. They said pre-covid there was more choice of activities such as flower arranging and painting. All four patients spoke highly about the staff:

*“The staff are fantastic - how do they put up with me!”*

*“[The staff are] brilliant, they can’t do enough for you, treat everyone the same, not left out.”*

*“Will do anything for you. I could swim in the cups of tea they serve you!”*

When asked ‘If you had any concerns, who would you tell?’ all four patients said they could approach staff. All patients spoken with took part in activities and said they were happy with the choices available (even though one person previously said that they would like more options, see comment above). Favourite activities included bingo, dominoes and cards. All patients confirmed they could spend time in the garden if they wanted to.

Healthwatch reps asked patients in the Wellbeing Centre about food. Prior to the visit, staff explained to Healthwatch that meals in the Wellbeing Centre had changed to sandwiches or a lighter choice, so they were interested in gathering feedback from patients about the changes. All the patients spoken with said the food was good, but three out of the four said that they missed having a full cooked lunch as an option. All said they do get a choice of a hot or cold option, but they would prefer more choice. When asked ‘Do you get to choose where you eat your meals?’ all patients spoken with said they now eat in the dining area in the Wellbeing Centre. They used to eat in the restaurant, but not anymore.

Three out of the four patients that we spoke with accessed complementary therapies during their visits. Two had reiki and one said they had tried calming therapy, but it was not for them.

When asked ‘Is there anything else you would like to tell us about visiting the Wellbeing Centre?’ one patient said communion would be nice. All the patients said they enjoyed visiting and found it a relaxed environment.

## What did patients, family and friends in the Inpatient Unit say?

Healthwatch spoke to seven inpatients and their families during the visit. When asked 'How do you find the staff?' patients, friends and relatives said:

*"Wonderful, caring and human."*

*"Lovely."*

*"Brilliant, approachable, adaptable."*

*"Couldn't get better staff."*

*"Wonderful."*

*"Brilliant, couldn't get any better."*

When asked 'How do you find your room?' All the inpatients said they liked the room. Comments included:

*"Clean and tidy"*

*"I like it - it's fit for purpose."*

*"Flowers and pictures are nice."*

*"Light and airy and easy to access outdoors."*

One patient did say that they found the bed a bit small for turning and hoisting. All patients and relatives spoken with said they can spend time outdoors in the patio area and garden if they want to. Patients can also use the restaurant if they want to. All patients and relatives spoken to said they had everything they needed and could ask if they needed anything additional. When asked 'Do you feel supported by staff to meet you/ your relative/ friends needs and wishes?' all said yes definitely, all wishes and needs are considered and acted upon. One relative told us that hospital care was brilliant, but her husband seemed more settled at the hospice.

Healthwatch asked if there were any activities that inpatients or relatives would like setting up. Everyone spoken to said that they didn't want anything in addition to what was on offer and if they did, they felt they could ask staff. All relatives spoken with felt supported by staff and volunteers and both relatives and patients felt they could raise any concerns with any staff members should they need to. When asked 'Is there anything else you would like to tell us about Lindsey Lodge?' comments included:

*"The doctors are marvelous."*

*"Why isn't there more funding? It's well worth every penny."*

*"It's a lovely place, friendly."*

*"The charity shop has very reasonable prices!"*

*"You've covered it all!"*

## What did volunteers say?

Healthwatch spoke to three volunteers during the visit. The volunteers spoken with had volunteered at Lindsey Lodge anywhere from a few months to nine years and volunteered in various roles including reception, helping at the Wellbeing Centre and retail in Lindsey Lodge Charity Shops. When asked ‘What do you like about volunteering?’ volunteers told Healthwatch:

*“It gives me a good social life.”*

*“I love making residents happy and taking care of their wellbeing.”*

*“I enjoy talking to people and enjoy the receptionist role.”*

*“The environment and meeting people.”*

All volunteers spoken with said that they felt that patients were treated with kindness and compassion and that as volunteers they felt supported in their role. When asked ‘What makes you feel supported?’ volunteers said:

*“Staff are so thankful. I am included and feel wanted.”*

*“I know that I am listened to. I know that what I think might seem a silly problem will still be recognised and acted upon.”*

*“Training, meetings and networks.”*

Volunteers said they wouldn’t change anything about volunteering. One volunteer said more people should be open to trying volunteering at Lindsey Lodge. When asked ‘Is there anything else you’d like to share about volunteering here?’ volunteers said:

*“I love giving back. I would come here every day if I could.”*

*“I would recommend to anyone, good people and you’re part of a team.”*

*“It’s worthwhile. I am giving to a service which I may need in the future.”*

## What did staff say?

Healthwatch reps spoke to 12 members of staff during the visit. Staff worked in various roles at the hospice, not just clinical roles and had worked there anywhere from two months to 17 years. Staff retention was high as most had been there at least eight years.

When asked ‘Do you feel there are adequate staff on duty?’ nine staff said yes and three said sometimes. All staff felt that staff absences were well managed. All staff spoken with said they understood the systems in place to safeguard patients and felt

they could raise any concerns within the setting and that they would be acted upon. All staff spoken to found management approachable and helpful.

Healthwatch asked staff if they felt adequately trained for their role. 11 staff told Healthwatch that they felt adequately trained and one person said sometimes. When asked what additional training staff would like, staff told Healthwatch:

*“Research forums can bring ideas for training.”*

*“I would like to train for using the lymph assist machine - plans ongoing.”*

*“Training has recently been suggested and will take place shortly.”*

*“Always offered training. I would like more around UTI’s, dementia and sepsis.”*

*“Regular training has been picked up in the last few months.”*

*“Induction training for starters.”*

All staff said their training needs were regularly reviewed and updated and only one staff member said they didn’t feel they had an adequate induction when they started.

When it came to patient care, all staff spoken to said that they felt the setting provided person centred care and that they were familiar with the personal preferences of patients. Staff said patients were treated with kindness and compassion and that they get to spend enough time with patients.

When asked ‘What is the most enjoyable part of your job?’ staff told Healthwatch:

*“Spending time getting to know and resolve problems - making a difference.”*

*“I like all of it - I enjoy getting to know the patients and families and supporting them.”*

*“I love my job. I do a lot of memory work and work with patients towards their end goals (weddings, celebrations) being able to give back and caring for them like a family.”*

*“I love coming to work. Staff are very supportive here. I love being able to give people the best end of life care here.”*

*“Making a difference - can add a personal touch in a hospice, it’s not like a hospital.”*

*“Everything, atmosphere, time spent with patients - it’s a lovely place.”*

*“Being able to make an impact on someone’s end of life journey.”*

*“It’s a happy place to work - we all look out for each other.”*

*“Continuity of patient care.”*

*“Feeling as if I make a difference at a time when they are feeling vulnerable.”*

*“The people I meet and the interactions with them - staff and patients.”*

*“I love my whole job - nothing is more satisfying than making a patient feel settled.”*

When asked ‘If there was one thing you could change about your setting what would it be?’ staff commented:

*“Inpatients medicine door- slams shut due to the magnet lock even when you’re trying to be gentle. It’s so loud to the patient in the room close by.”*

*“The ability to make decisions without having to worry about the financial constraint.”*

*“Being able to do this on a bigger scale.”*

*“Spend more time with patients.”*

*“Medicine treatment room door - it slams shut and disturbs patients - needs to be soft close door.”*

*“More space - bigger wellbeing lounge and bigger inpatient rooms for some patients.”*

*“New chairs with better backs in the Wellbeing Centre.”*

*“An activities coordinator would be helpful to be able to offer more activities.”*

When asked ‘Are there any other comments you’d like to add?’ staff said:

*“Housekeeping staff are great - we have low infection rates.”*

*“I love coming to work.”*

*“It’s a beautiful place, peaceful and calm.”*

*“It’s just a lovely place.”*

*“Lovely place to work - more like a family.”*

*“Care here is second to none and I have a lot of respect for my colleagues.”*

## Observations

Healthwatch spent time observing interactions in the Wellbeing Centre and Inpatient Unit during the three-hour visit. A summary of the observations are as follows:

### Arrival

All Healthwatch Reps found the entrance easy to find and well signposted. Only one rep said they felt more signage or larger signage might be helpful. All Reps felt the reception staff were welcoming and friendly. First impressions of the reception and building on a tour round were that was clean to a high standard, well-decorated and welcoming.

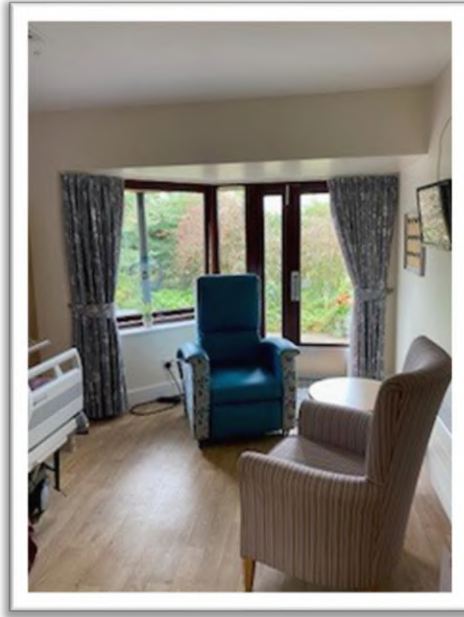
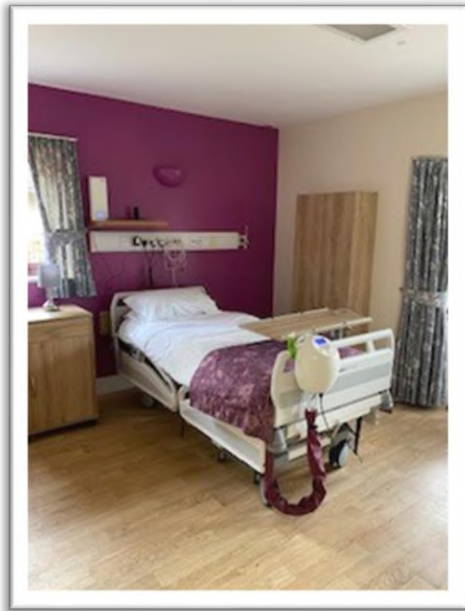
### Safety and Infection Prevention and Control

All fixtures and fittings were observed to be safe and in good repair. No slip or trip hazards or safeguarding incidents were identified during the visit. Healthwatch reps observed fire evacuation procedures on an information board and noticed that infection control procedures were in place. It was clarified that all staff follow policies and procedures.

Hand gels were located throughout the setting and some reps observed staff using PPE. On request, hospice staff showed Healthwatch reps that all medical cabinets were locked. Healthwatch did not look in the kitchen where food is prepared due to it being busy for the lunch service, but staff confirmed the food hygiene rating at 5 (out of 5 - the top rating).

### The Environment

High levels of cleanliness were observed throughout the setting and no odour was present. All staff wore uniforms and name badges. Furniture was in good repair, clean and all décor was to a high standard. Image 1 and 2 show the high standard of inpatient rooms.



**Image 1 and 2: Inpatient Room**

### **Patient Wellbeing**

All Healthwatch reps observed staff and volunteers supporting patients to meet their needs. All patients in the Wellbeing Centre and Inpatient Unit looked clean and tidy, staff were interacting with patients making drinks, playing games etc. There was an activity schedule displayed in the Wellbeing Centre and a memory display (see image 3).



**Image 3: Memory Display**



## Nutrition and Hydration

Healthwatch asked about the food menus. Staff confirmed that in the Wellbeing Centre, patients are shown a list of meals and asked on arrival what they would like for lunch. There is a choice of sandwiches and a light hot meal, but not a full cooked dinner. Image 6 shows the menu available on the day of the visit for inpatients and members of the public attending the restaurant. The menu on display was not a picture menu, so for patients with dementia this may make choosing their meal more difficult. Healthwatch observed drinks rounds taking place - patients can have a drink and biscuit whenever they like, all they have to do is ask. There is a choice of hot and cold drinks. Different dietary needs are catered for on request in terms of allergies, vegetarian, gluten free or soft food meals. Healthwatch observed lunch being served to inpatients and the meals looked well presented. Healthwatch had the opportunity to try sandwiches and cakes and found these to be of a high quality.



Image 6: Inpatient and Restaurant Menu

## Other Observations

Although Healthwatch observed dementia friendly displays and activities in the setting and flooring was plain and non-slip, different coloured fixtures and fittings in bathrooms such as coloured doors or toilet seats might help patients with higher dementia needs identify different rooms in the setting (Alzheimer's Society, 2020). Picture menu's may also help patients with dementia to make their meal choices.

## Conclusion

Overall, Healthwatch found Lindsey Lodge to be a warm welcoming setting. Staff and volunteers couldn't do enough for patients and visitors. Management and staff were open and transparent and accommodated all requests made by the Healthwatch Team. The setting demonstrated high standards of cleanliness and care. Indeed, Healthwatch observed excellent patient care echoed by the feedback given from patients and their families.

Healthwatch would like to thank Helen Turner and all the staff and volunteers at Lindsey Lodge Hospice and Healthcare for accommodating the Enter and View visit.

## Highlighting Good Practice

Healthwatch would like to highlight the following good practice observed during the visit:

- Healthwatch were impressed with the scope of services on offer at the setting and in the community. Most people assume a hospice only offers end of life care, but the scope is much wider. Services such as the Butterfly Helpline, available 24/7 for anyone needing support about end-of-life care can really make a difference in the local community.
- Talking to patients and their relatives, it was clear that patient wellbeing and care is of a high standard. Patients feel heard and that they can raise any concerns or make requests and they will be listened to and acted upon. Patients told Healthwatch that all their needs are met and they feel they are treated with kindness and compassion.
- Healthwatch found all staff and volunteers to be open and transparent and willing to share what they like about working and volunteering and any improvements they feel would enhance their work.

## Themes and Recommendations

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

### Theme: Wellbeing Centre

#### Recommendation:

1. Consider additional activities such as crafts or communion (as mentioned in patient feedback).
2. Consider a full cooked meal choice for Wellbeing Centre patients.

Healthwatch understand that considerations such as staffing and budgets need to be taken into consideration for such recommendations.

### Theme: Staff Training

#### Recommendation:

Consider offering the following training based on staff feedback:

3. Consider offering some of the training that staff are interested in when Healthwatch asked about additional training:
  - UTI's, dementia training and sepsis
4. Ensure new starters get full induction training.

### Theme: The Environment

#### Recommendations:

5. Based on staff feedback, consider changing the way the medicine cabinet/ cupboard door closes in inpatients to soft close so as not to disturb patients in nearby rooms.

### Theme: Dementia Friendly Environment

#### Recommendations:

6. Good practice guidance (Alzheimer's Society, 2020) suggests grab rails are in a contrasting colour to walls to ensure patients can move safely around settings and to reduce the risk of falls.
7. Consider ensuring that bathroom and toilet doors are a contrasting colour with picture signage on the doors at a height suitable for patients (see guidance, SEIC, 2020) to help them identify different rooms.

8. Consider the use of picture menus alongside written text menus so patients with dementia can visually select their meal choices.
9. Consider use of a picture activity schedule so patients with dementia can visually select their activity choices.

## References:

Alzheimer's Society. (2020). *Making your home dementia friendly*. Available at: [https://www.alzheimers.org.uk/sites/default/files/migrate/downloads/making\\_your\\_home\\_dementia\\_friendly.pdf](https://www.alzheimers.org.uk/sites/default/files/migrate/downloads/making_your_home_dementia_friendly.pdf) [Accessed 20 September 2023].

Lindsey Lodge Hospice. (2023). *About Us*. Available at: <https://www.lindseylodgehospice.org.uk/about-us/> [Accessed 20 September 2023].

Social Care Institute for Excellence. (2020). *Dementia-friendly environments: Toilets and bathrooms*. Available at <https://www.scie.org.uk/dementia/supporting-people-with-dementia/dementia-friendly-environments/> [Accessed 20 September 2023].

## Provider response to recommendations:

Providers have 20 working days to respond to recommendations. This can include why they may or may not take on board the recommendations.

Theme: Wellbeing Centre   Recommendation 1	
Specific	What is the recommendation?
	Consider additional activities such as crafts or communion (as mentioned in patient feedback).
Measurable	How can you measure progress and know if you've successfully met the recommendation?
	See an increase in activities across clinical services
Achievable	Is the recommendation achievable? Do you have the skills to achieve it?
	Activity co-ordination to be incorporated into the Advanced Assistants roles to support the planning and coordination of activities
Relevant	Is the recommendation relevant?
	Yes - this was already in consideration prior to the visit from Health Watch
Time-bound	When will the recommendation be completed?
	Jan 2024

heme: Wellbeing Centre   Recommendation 2	
Specific	What is the recommendation?
	Consider a full cooked meal choice for the Wellbeing Centre patients.
Measurable	How can you measure progress and know if you've successfully met the recommendation?
	Menu available providing a cooked meal choice. Survey developed to gather feedback in relation to meals and to be used across the clinical areas.
Achievable	Is the recommendation achievable? Do you have the skills to achieve it?
	This has already been implemented with a 6 week rolling menu with a hot and cold food offer. The menu will be review frequently with the catering and clinical team.

Relevant	Is the recommendation relevant?
	Yes - asked to be reviewed as part of the visit due to our recent changes within the Wellbeing centre
Time-bound	When will the recommendation be completed?
	Menu implemented October 2023. Survey to be implement by Dec 2023

Theme: Staff Training   Recommendation 3	
Specific	What is the recommendation?
	Consider offering some of the training that staff are interested in when Healthwatch asked about additional training: <ul style="list-style-type: none"> <li>○ UTI's. dementia training and sepsis</li> </ul>
Measurable	How can you measure progress and know if you've successfully met the recommendation?
	Training offer to be expanded and included in the hospice core training offer.
Achievable	Is the recommendation achievable? Do you have the skills to achieve it?
	Additional resources may be required external to the organisation. The training needs may change dependent on changes to patients and staff. To be regularly reviewed and amended.
Relevant	Is the recommendation relevant?
	Yes - and to be continually reviewed
Time-bound	When will the recommendation be completed?
	6 week Palliative and end of life course starting Dec 2023 and increase in bite size learning session since September 2023. Additional training to be reviewed and implemented in 2024

Theme: Staff Training   Recommendation 4	
Specific	What is the recommendation?
	Ensure new starters get full induction training.
Measurable	How can you measure progress and know if you've successfully met the recommendation?
	Attendance at the clinical induction and feedback from staff.

Achievable	Is the recommendation achievable? Do you have the skills to achieve it?
	Yes - achieved, the first clinical induction planned and date set
Relevant	Is the recommendation relevant?
	Yes - and was in planning at the time of the visit
Time-bound	When will the recommendation be completed?
	New Clinical induction program was in planning and first cohort to be undertaken week commencing the 13 <sup>th</sup> November 2023. This will be evaluated and adapted accordingly.

Theme: The Environment   Recommendation 5	
Specific	What is the recommendation?
	Based on staff feedback, consider changing the way the medicine room door closes in inpatients to soft close so as not to disturb patients in nearby rooms.
Measurable	How can you measure progress and know if you've successfully met the recommendation?
	The door closes without banging
Achievable	Is the recommendation achievable? Do you have the skills to achieve it?
	Options being explored as to how we can ensure that the door does not bang when closing.
Relevant	Is the recommendation relevant?
	Yes- the door has the potential to disturb patient especially at night
Time-bound	When will the recommendation be completed?
	December 2024

Theme: Dementia Friendly Environment   Recommendation 6	
Specific	What is the recommendation?
	Good practice guidance (Alzheimer's Society, 2020) suggests grab rails are in a contrasting colour to walls to ensure patients can move safely around settings and to reduce the risk of falls.
Measurable	How can you measure progress and know if you've successfully met the recommendation?
	Amendments to the environment in line with Good Practice guidance.
Achievable	Is the recommendation achievable? Do you have the skills to achieve it?
	Additional funding may be required and will need to look at potential grants
Relevant	Is the recommendation relevant?
	Yes - to review the good practice guidance and formulate a potential action plan
Time-bound	When will the recommendation be completed?
	Due to the potential for additional funding this may take a while to achieve. December 2024

Theme: Dementia Friendly Environment   Recommendation 7	
Specific	What is the recommendation?
	Consider ensuring that bathroom and toilet doors are a contrasting colour with picture signage on the doors at a height suitable for patients (see guidance, SEIC, 2020) to help them identify different rooms.
Measurable	How can you measure progress and know if you've successfully met the recommendation?
	Amendments to the environment in line with the guidance
Achievable	Is the recommendation achievable? Do you have the skills to achieve it?
	Additional funding may be required and will need to look at potential grants / funding.
Relevant	Is the recommendation relevant?

	Yes - to review the good practice guidance and formulate a potential action plan
Time-bound	When will the recommendation be completed?
	Due to the potential for additional funding this may take a while to achieve. December 2024

Theme: Dementia Friendly Environment   Recommendation 8	
Specific	What is the recommendation?
	Consider the use of picture menus alongside written text menus so patients with dementia can visually select their meal choices.
Measurable	How can you measure progress and know if you've successfully met the recommendation?
	Pictures available on menus to enable for visual selection of meals
Achievable	Is the recommendation achievable? Do you have the skills to achieve it?
	Yes - photos being taken of meals on menu to build up library to develop visual meal choices
Relevant	Is the recommendation relevant?
	Yes
Time-bound	When will the recommendation be completed?
	December 2024

Theme: Dementia Friendly Environment   Recommendation 9	
Specific	What is the recommendation?
	Consider use of a picture activity schedule so patients with dementia can visually select their activity choices.
Measurable	How can you measure progress and know if you've successfully met the recommendation?
	Pictures available of activities for patients
Achievable	Is the recommendation achievable? Do you have the skills to achieve it?
	Yes - pictures to be sourced of activities and displayed.

<b>Relevant</b>	Is the recommendation relevant?
	Yes
<b>Time-bound</b>	When will the recommendation be completed?
	December 2024