

**Details of visit****Service address:****Date:****Length of visit:****Authorised****Representatives:****The Limes Residential Home****43 Foreland Road Bembridge, Isle of Wight.****PO35 5XN.****24<sup>th</sup> April 2024****2 hours 30 minutes****Gilly Skeats and Tina Stuart****Acknowledgements**

Healthwatch Isle of Wight would like to thank the service provider, people who live at the home and staff for their contribution to the Enter and View programme.

**Disclaimer**

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff. It is only an account of what was observed and contributed at the time.

**What is Enter and View?**

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to people, their families and carers in premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation – so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they will inform their lead who will inform the service manager, ending the visit if necessary. Safeguarding concerns will be reported to the IOW Council safeguarding team without delay.

In addition, if any member of staff wishes to raise an issue about their employer they will be directed to the Care Quality Commission where they are protected by legislation if they raise a concern.



## **Purpose of the visit**

This visit was arranged as part of an ongoing workplan, looking at the experiences of people living in residential care or nursing care homes on the Island. Six local care and nursing homes were visited as part of this work.

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## **Methodology**

This visit took place unannounced. The home was made aware (via email) that Healthwatch Isle of Wight would undertake visits related to their residential care home/nursing home work plan and was given a 2 week window but was not informed exactly when the visits would occur. They were informed that two Healthwatch authorised representatives would be visiting the home and would wish to speak to people living at the home, visitors and staff if appropriate. The authorised representatives may also wish to observe a meal time, but this would be confirmed with the person in charge at the time of the visit.

A follow up telephone call was made to the home two weeks after the email, to enable the manager to ask any questions and to confirm arrangements.

The focus areas of the visit were as follows:

- **Quality of care**
- **Provision of activities**
- **Visiting**
- **Food and drink.**

**Description of home taken from their website:**

### **‘Care is the centre of what we do**

We adhere to the principles of Person Centred Planning, placing our residents at the very centre, and constantly working to ensure that their wishes and needs are incorporated into their daily life.’

## Results of Visit



### Quality of Care

The Limes was the first care home on the Island to receive the Gold Standard Framework accreditation for end of life care and is currently awaiting a review for this.

Last year, the home won two awards from the Isle of Wight Care Partnership, for 'Dignity in Care' for their work on end of life care and for 'Dementia Carer of the Year'.

The home also follows the Geriatric Depression Scale, this has enabled staff to seek out people who may have unidentified depression and then work with them to provide appropriate support. The management team is an active part of the Care Home Senate which is supported by Mountbatten.

A recent visit from the Integrated Care System Medicines Optimisation Team was highly successful and had no requirements in relation to the management of medication at the home.

One person we spoke to held the role of residents committee spokesperson and said that she is able to help support and speak for people who are unable to speak for themselves. The home supports and promotes this. She said she is so lucky and could not be in a better home. The home has enabled her to access the community by providing her with a mobility scooter, she said this has changed her life and means she feels part of the community again.

Another person who liked to smoke was supported out to the seating area outside and helped to light a cigarette.

The Limes has an excellent working relationship with the local GP practice who could not be praised enough for the support they give the home. Their GP Dr Briggs supports the home to 'think outside the box' and ensures people are seen by the practice every month. The manager confirmed that she is extremely lucky to have such good support from them.

During the visit it was noted that the home uses a silent call bell system. Staff wore an earpiece which was connected to a mobile call bell alert system. This meant that call bells were not heard by people living at the home so did not disturb them, but staff could hear and were able to communicate with each other so they knew who would be responding.

One person told us that she was allowed to bring a lot of things from her home, and we were invited to see her room. It was clear that the room was furnished with the person's own belongings. She had a small fridge and other items unique to her.

## Activities



Within the relatives / visitors room there were various folders showcasing some of the work the home does with people, this included a memories remembrance folder where residents who have died are remembered and many wonderful comments have been written about them.

A book called 'The Limes Life' showcased pictures and quotes from residents and monthly newsletters going back to January were also available. They were very informative and included games, up and coming activities, birthdays or special days of celebration.

The Limes Happiness Project encompasses the values of the organisation with the focus being on the happiness of people living at the home.

Every Friday in the summer, the home holds a friendship group coffee morning for anyone in the community who wishes to attend, the home is highly focused on being part of the community and welcoming the community in.

One person we spoke to said there are constant activities and things happening and because there are many activity staff, there is always someone available.

The garden was easily accessible and in the summer months is a hive of activity. We were told there are barbeques, the home celebrated Pride last year and the garden was an array of colour.

The activities for the home are set a month in advance. These are open to change if necessary and also occasionally (like today) additional activities are put in place, this was due to a booked singer cancelling due to ill health. People had been made aware of the cancellation and were able to participate in the decision making of what would take place instead.

Activities include: games, quizzes, bingo, pampering sessions, arts and crafts, trips out in the minibus.

Other examples of activities chosen by people that will appear on the activity plan include a cocktail party, barbeque, military museum visit, ten pin bowling and a trip to the Needles Battery. There is also a visit to the Island Riding Centre planned, where people with dementia can groom, ride and feed the horses.

One person we spoke to said he said he had been an artist and was encouraged to keep painting. He had run classes for other people at the home which he enjoyed.

There is a dog who visits every Monday and this is a particularly popular activity.

A large interactive tablet can be wheeled around the home enabling people who cannot get out of their bed or who do not wish to leave their room to be included in activities. This includes an activity simulating a 'virtual walk' which was one of the person's favourite walks, enabling them to participate from their room.

People's birthdays are always celebrated and they are made to feel very special for the day.

People are also supported to make items for others who are unable to attend an activity or who are unable to join in.

The Home benefits from 7 dedicated activity staff, and the manager told us about their innovative approach to staffing models. They found that as there was engagement with residents from 9.00am to 8.00pm from the activities team, this freed up time for care staff to dedicate to people that were less mobile, had advancing dementia or preferred to stay in their rooms. That said, activities are also offered to residents on a one-to-one basis.

The Home also has a residents committee which ensures that the voice of the people is heard, and ideas and choices are taken on board. We saw evidence of these meetings where people could give feedback or share their ideas for future activities etc.

Staff confirmed that the high level of staff responsible for supporting people with activities, means that all people's individual needs are met. This gives them scope to take people out and have a variety of people led activities including an art club, crotchet and poetry club.

One staff member also said activities are a priority at the Limes and are inclusive to all. Space has been made for those people with dementia and included objects to stimulates a person's memories i.e. manual typewriter, record player and vinyl records, singer sewing machine, knitting basket and telephone with dial.

Extensive activity plans were seen and were up to date. They were seen displayed on notice boards and copies were in individual rooms and lounges.

Carpet bowls was in progress on our arrival.

The garden space was well maintained and there was a large seating area and raised beds. People told us that the garden was used a lot in the good weather, and they could have their meals outside if they wanted to.

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## **Food and Drink**

There was an extensive menu, offering a choice of full cooked breakfast, cereals, toasts every day for breakfast. Various juices were also available. There were 3 main choices for lunch and there were a good variety of desserts to choose from.

Supper was a main meal or a choice of sandwiches and a choice of cakes, jellies or mousse. There was a stocked café / bar in the dining room area where people could choose what they liked. We witnessed choices being offered of both hot / cold drinks, soft and/or alcoholic.

During the lunch time period, people appeared settled and happy, the dining room was bright and spacious with 2 large tables set up, the manager said that this could be changed to suit how the people were feeling and if they wanted one big table this would be accommodated, or it could be split into smaller tables. One person requested her meal in a smaller room while watching the television. She had a cold soft drink on her table and requested a glass of white wine with her meal, this was promptly brought in.

A person was supported in his room and others who wished to remain in their room for their meal were served promptly as the whole staff team were available to support. The mealtime atmosphere

was happy and relaxed, staff interacted appropriately, whilst also giving people the time and space needed, the chef served the meal and was available for further support if required.

Some plates and bowls were coloured for people with dementia to support with their eating and enabled them to see their food. The chef was supporting in the serving of the food and the food looked appetising and well presented. There was a wide choice of desserts, with both hot and cold options available.

There was fruit available throughout the house and fruit baskets in the bedrooms of people who want them. They are replenished regularly. All people we spoke to appeared happy and content. The atmosphere was relaxed and homely, with laughter at lunchtime, but quieter areas for those that wanted to be alone.

The home achieved a rating of 4 (good) from their last environmental health inspection in January 2024.

One person described the food as “first class” and they confirmed that they were offered a good variety of choice.

Another person’s husband visits every day and has supper with her. We were informed that family members are welcome to join their relative for meals and the chef can be very flexible in this respect.

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## Visiting

There are no restrictions on visitors to the home, and this was confirmed by people we spoke to.

## Staff feedback

During the visit, we spoke to one of two Registered Managers, a Director, head of care, administrator, activities coordinator and we observed many other carers and senior staff supporting people.

Having 2 registered managers means the home has someone from the management team available 80 hours every week. Both Managers have separate strengths which enables the home to have valuable support in all areas and this arrangement ensures that both managers have quality time off to support their work/life balance. Both managers have joint responsibility for CQC and Local Authority compliance.

One director was present at the home and was very understanding and supportive of the management team. The Directors of the home are very invested in the operational running of the home and both hold relevant care qualifications.

One staff member said the management could not do enough to support them. The managers are approachable, they offer support with personal sanitary issues, they also understand and support issues such as menopause. They go above and beyond to help.

People we spoke to feel that the home is focused around fun and resident happiness and wellbeing.

All staff members had name badges on which could be clearly read and each of them wore a uniform which matched their role. All the staff we observed worked in a calm and professional manner. They communicated well with people at all times and appeared happy and relaxed.

Another member of staff described excellent support from the managers and Directors, who were “hands on” and passionate about high quality care.

A person we spoke to described the staff as “wonderful” and said they are always on call. They said “I have no complaints at all”.

Another person said the home was ‘absolutely perfect’. He said “ what makes it special is the dedication of the staff’.

**The home is registered to support 32 people. At the time of our visit there were 18 residents living at the home.**

## General observations

As we arrived at the home a member of staff was at the door seeing someone out. We were met with a smile and a warm welcome; they knew who we were and were expecting us. She introduced herself, asked for our ID and asked us to sign in. She apologised, said she had to go back to the person she was supporting and introduced us to the Head of care. She also was aware of who we were and introduced herself. She informed us that the manager was busy on the phone but would be with us shortly. On entering the home it was bright and clean, there were no unpleasant odours. The signing in register was a confidential register which contained security sheets enabling privacy for visitors.

There was a ‘who’s who’ display board with photos and names of the staff team on display. The manager joined us a few minutes later, apologised for the delay and said she was expecting us. She said she welcomed our visit and was happy to welcome our feedback following the visit.

There were no visitors at the home at the time of our visit however the manager has



confirmed she will email families and ask them to send feedback directly to Healthwatch Isle of Wight.

People were observed moving freely about the home and there was a 'quiet' lounge available on the first floor for any person who feels anxious and may prefer a more peaceful environment. The door to the landing for that area was key coded if needed, it was also superbly decorated to look like an outdoor scene. The fire escape door had also recently been painted this way and the Director explained that since doing this, people who tended to walk with purpose stopped going towards the fire door.

The home was tastefully decorated, there was an area for people with dementia which was painted in different colours, bedroom doors were also painted different colours enabling people to easily know which was their room.

The furnishings created a welcoming, cozy, homely atmosphere, which created an environment of comfort, warmth and space. The home was clean, odour free and bedrooms observed were all personalised. We were shown one room and the person stated "this is my home now so I have made my space 'my' home. I love the garden and the outdoors and I've been supported in bringing the outside in".

Another person we spoke to liked the fact that one door had its panels painted a different colour to help the person who lived in that room, she requested that her door was also painted and chose her colour and this request was met.

Each area has clearly been carefully thought about, there was a dedicated area to all things old, which gave people a feel of past times.

The Limes has a very positive and inclusive culture with happy staff and people. We observed good leadership, with staff feeling valued and able to contribute to improvements at the home. There were some very good initiatives, including the Life Book, memory book and a Happiness project.

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## **Recommendations:**

**No improvements required.**





# For more information

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