

## Enter & View Residential Care Home Report

# Aarondale House

49 Eastgate, Hornsea, East Yorkshire HU18 1LP

Date of visit: 21<sup>st</sup> March 2017

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HWERY Representatives: Carol Dyas, Peter Horrocks

**Disclaimer:** This report relates only to the service viewed on the date of the visit and is representative of the views of the service users who contributed to the report on that date.

### Main Purpose of Visit

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

Previous Recommendations:

- Perhaps more could be done to maintain the individuality and memory of residents, perhaps by having a part-time trained activities organiser, and by encouraging residents to partake in normal daily activities such as keeping their own rooms clean and tidy, making their own cups of tea and doing their own laundry.

### Summary of Key Findings

Since the last HWERY visit the improvements in the environment are striking.

The principal recommendation last time concerned the need for a more developed approach to organised and stimulating activities for the residents. Although the limited existing activities are now clearly displayed in the home there has not been a more informed approach so far.

### Recommendations/Observations

Aarondale House remains a small care home providing good support to its residents in an efficient and economical fashion. The homely décor and furnishings are being progressively upgraded.

Perhaps the question of activities for the residents could be reconsidered after a visit to one or two other homes with a good record of such provision.

HWERY will seek an opportunity to raise the issues about community and hospital health services (see below)

## Full Report

### Background

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

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

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

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

### Main Findings

#### How safe is the setting for service users?

The home is reasonably clean with no unpleasant odours. The atmosphere is perhaps a little stuffy but opening windows for fresh air is resisted by several residents.

Medicines management and questions of restraint have been reconsidered and improved following the CQC visit in July 2016.

Fluids are easily available in the lounge/dining areas.

We asked the home to review some signage concerning fire precautions.

Residents said they liked the homely and friendly nature of the home.

There is a modern movement-detecting system covering sleeping areas at night (supplied and maintained by ERYC)

#### How effective do service users consider the service to be?

There are issues with hospital and community health services. Community nursing input to the home is frequent and much valued. However assessment of incontinence needs is often very slow; incontinence supplies are delivered in massive amounts which make storage a problem for the home; hospital beds are not removed promptly when no longer needed.

When residents go into hospital, "passport" information is often ignored. And discharges back to the home are still occurring in the middle of the night. Home staff feel that their residents would benefit from a more collaborative patient-centred approach.

GP support is good.

Residents appreciate the fortnightly menu, menu choices, and the quality of the in-house catering.



### How caring do service users find the service?

There were 19 residents at the time of our visit, three need help with feeding.

Residents told us that staff are consistently friendly and helpful; they mentioned that staff are sometimes very busy and overstretched. At the time of our visit there were two care staff on duty supported by the manager; one staff member had accompanied a resident to a hospital appointment.

There are three rooms with en-suite toilets. Rooms are homely and individually furnished. A steady upgrade of facilities is continuing following a two-year plan. A new upstairs wet room is proving very useful. Rooms would benefit from some form of personalisation (a photo or just the resident's name) applied to the entry door.

Care plans are in place though input from relatives was said to be hard to obtain. We did not meet any of the residents' relatives on this visit.

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

Activities continue to be sporadic, more activities take place in the summer months and a new outdoor area is being created soon. One resident said that they found life "boring". No member of staff takes specific responsibility for developing more activity.

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

The current manager Mrs Ellis provides clear leadership combined with hands-on involvement in caring and a full time on-call commitment. She would welcome more opportunities to compare notes with managers of other homes.

The staff form an experienced team of carers with low turnover. Their training needs are carefully documented and met on time.

<i>Signed on behalf of HWERY</i>	<i>Matthew Fawcett</i>	<i>Date: 13/4/17</i>
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