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Premises visited:  Bluebell House, 408 Boothferry Road, Hessle, HU13 0LJ	Date of Visit: 23/02/16	HW Reference: HWERY 20160223
	Duration of visit: 2 Hours	
	HWERY Representatives: Matthew Fawcett Don Waudby	Staff met during visit: Jane Tanner - Manager

### **PURPOSE OF VISIT**

The visit was part of a HWERY programme to review the quality of provision of residential care in East Yorkshire.

### **INTRODUCTION**

Walking into the care home we were welcomed by a member of staff who asked us to sign in. On the main door there was a keypad for putting in codes for secure access to the building. The staff member who greeted us asked who we were and who we wanted to see, she then promptly got the manager for us. The manager (Jane Tanner) then asked what it was we wanted to do first so we went to a quiet room and had a chat so we could go through our questionnaire.

There was no distinct smell upon walking into the building and it appeared to be clean and well maintained. The building also let in a lot of natural light and the environment was very pleasant.

### **POLICIES, PROCEDURES AND CARE PLAN**

The care home manager explained the procedures that the home have in place to ensure the care plans are inclusive and written in correspondence with the resident, family and key worker. She also showed us where records are kept securely in the main office which is occupied by staff.

We were impressed with the policies that the home have in place for staff development. They are very eager to continue to develop staff and asked if Healthwatch could help them in the future, by signposting any training opportunities that may be available to staff. The manager told us that all current staff meet a basic level of training and safeguarding to work in the home and that safeguarding is an issue they take very seriously, which was an extremely positive point of the visit.

## ENVIRONMENT

As we walked around the venue the overall atmosphere was extremely pleasant. We even interrupted a communal sing along and the residents seemed to be in high spirits.

Overall the venue was light and clean. There weren't any distinct smells as we walked around and the corridors were spacious and allowed residents who needed aid to walk to utilise these without any issues.

In the main communal rooms the chairs looked comfortable and residents seemed to get a choice of how social they wanted to be as the size of the communal rooms varied to allow for social interaction or quiet time for those who wanted it.

In the home there are certain areas that the residents are not allowed to go into, for example, the kitchen and the laundry room. Rooms where residents are not permitted are locked with a deadbolt that goes across the door. The manager pointed out that even though these deadbolts could be opened there had been no incidents to highlight the need for keypads on these doors.

## PRIVACY, DIGNITY AND RESPECT

The manager was keen to point out that this is the residents' home and should be treated as such. Most residents do have the privacy of their own rooms and there are some residents who elect to share a room with another resident. In shared rooms there is a curtain that can be pulled across to ensure that the residents can have privacy when they so choose.

Residents get a choice of food and they have access to fluids throughout the day. There is a regular tea time during the day which allows residents to have hot drinks. There is also juice and water available in the main communal rooms as well as in bedrooms.

## RELATIVES

During our visit there were unfortunately no relatives that we were able to engage with. Only one resident had a visitor during our visit - both the resident and their visitor seemed in good spirits.

## STAFF

The staff team is relatively small to reflect the size of the home. During the visit we didn't manage to get to sit down with staff members other than the manager, however, as we walked around staff were very polite and the feeling was very positive about working at the home. The manager told us that her staff were very experienced, and she felt the home runs very smoothly because of this.

## SAFE

Although there is a key pad that stops residents going out the front door into the car park the rest of the building is self-contained so residents are safe within the grounds. The car park can be an issue as the manager pointed out “Cars come flying into the car park”. However, as residents don’t go into the car park this is a small risk, but still worth looking at solutions where resources allow.

Walking round, we observed the fire safety procedures that the home has in place with fire doors and segregated zones around the building.

## WELL LED

One thing that was apparent throughout the duration of the trip was that the home was making improvements and residents attributed that, at least in part, to the new management team. Having taken over during the last twelve months the residents believe the new management are making strides and going in the right direction.

Having been shown around by the manager you could tell that there was a great deal of respect for the staff and the residents and that was reciprocated.

## CARING

We saw evidence in the interactions between staff and residents that the staff do care about the residents. As we walked around we saw staff asking residents if they were ok and whether they needed anything.

One of the issues that some of the residents explained to us was that they can, at times, feel lonely and isolated, despite the opportunities the home offers for them to socialise with other residents should they choose. There may be some who will find that overwhelming so perhaps contacting external agencies such as Age UK about a befriending service may be of some benefit to Bluebell house.

## RECOMMENDATIONS

- Consider changing the locking system used on the kitchen and laundry room doors to a key pad system.
- Contact Age UK regarding their befriending service for some of the residents who don’t find it so easy to socialise in the home.

## CONCLUSION

Overall Bluebell House appears to be a well run and pleasant home. The residents seem to be happy and enjoy living there. The only issues residents raised were about the quality of food and that they would like to have more consistency in their activities.

Staff were all friendly, polite and courteous to the residents and management appear to have a grasp and the changes they are making to the home.

Signed on behalf of HWERY	<i>Carol Dyas</i>	Date: 10.05.16
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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.