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Premises visited: <b>The Old Vicarage Care Home, 84 Main St, Skidby, Cottingham, East Riding of Yorkshire HU16 5TH</b>	Date of Visit: <b>20 July 2015</b>	HW Reference: <b>20150720</b>
	Duration of visit: <b>2 hours</b>	
	HWERY Representatives: <b>Matthew Fawcett Steven Mottershaw</b>	Staff met during visit: <b>Laura Hardy - Care Home Manager, Assistant manager and three carer's</b>

**Purpose of visit**

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

**Policies, procedures and care plan:**

The home appears to have a thorough and conscientious approach to policies and procedures. A staff incentive of reading minimal 1 policy extra a month has been staff were up to implemented.

Every resident has a care plan that has been shaped and shared with the service user and their family. These are reviewed monthly and twice a year these are reviewed with residents and relatives.

The care home also does a twice yearly questionnaire to residents to make sure standards are being met. This improves the care provided and also keeps residents involved in their own care.

**Environment:**

The home is set in large, private gardens down a long drive and is well away from the main road. Walking into the building there is a large courtyard which is used to host events to encourage residents to get out of their room. We were greeted with a warm welcome and the atmosphere was calm and friendly. The Staff were more than happy to speak to us and answer any questions we had. The building had a nice environment with lots of light and space for the residents and appeared clean and safe with no strong odours. The residents seemed more than happy to smile at us and say good morning.

**Privacy, dignity and respect**

Residents all have their own room, with their own bathroom. The staff regard choice to be very important e.g. all residents get a choice of food in addition to being able to request whatever they wish to drink at any time.

The kitchen service has been rated prior to our viewing and had received five stars.

There is no pressure for residents to leave their room and throughout our visit we saw staff making sure that residents did not feel isolated. Additionally, we noted

staff always knocked and waited before entering rooms which respects the dignity of the residents.

Each resident has an assigned Key Worker/ named carer with whom the family can liaise and build a rapport.

The home has a “No Money Policy”. If a resident uses an outside service such as the hairdresser, the resident or residents family are then invoiced.

The Residents have access to a wide range of services and a good number of activities and events such a cheese and wine evenings, pet therapies and the Strawberry Day.

### Relatives

Unfortunately we were unable to speak to any relatives during our visit.

### Staff

The staff we spoke to were all friendly, positive and open. We did not get a long period of time to speak as we didn't want to disrupt the work flow of the staff. Laura Hardy who showed us around was pleasant and very forthcoming in answering all of our questions. She went through the high standards they have for staff and discussed how this could be a problem for them moving forward as they are not getting applicants who can deliver a high quality service.

All the staff are well trained (dementia trained, first aid trained etc.) and are reviewed in house and externally. An example would be fire training twice a year for staff.

### Conclusions

This home seems a good example of delivering care in a residential setting. The Staff are highly qualified and seem to be developing on a constant basis.

Dignity and respect are at the forefront of service delivery and the residents are put first. There is enough activity for the residents to participate in and they are encouraged (not forced) to get out of their rooms. We spoke with two residents who said how well they were being treated. The environment in the home was pleasant and appeared safe for residents. Policies and procedures all were held in the highest regard.

Safeguarding was also of huge importance.

The home's 'no cash' policy for the residents has proved most advantageous.

Signed on behalf of Healthwatch	<i>T.Smith</i>	Date: 27/7/15
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