

## Enter & View Residential Care Home Report

# Granville Court

The Esplanade, Hornsea, East Yorkshire HU18 1NQ

Date of visit: 25<sup>th</sup> July 2017

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HWERY Representatives: Carol Dyas & Sheila Mahon

**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 carry out a required number of Enter & View visits per year to collect the views of people whilst they are directly using services. This will then contribute to its remit of helping ensure that the views and feedback from patients and carers are an integral part of local commissioning across health and social care.

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.

### Summary of Key Findings

Granville Court is part of Humberside NHS Foundation Trust providing care for people with profound learning disabilities. On the day of our visit we were greeted by the manager who gave us great insight into the residents their needs and the care they received.

There was a homely feel and residents were well cared for there is a high staff ratio. From observing interactions between staff and residents, it was clear to see that this led to a happy, calm environment.

There are many themed days during the year; residents also visit the Floral Hall often which is opposite the home as well as going on days out to other places.

Relatives are kept informed of important events and issues that occur with their relatives.

The service is very well led by the manager, her care and compassion for what she does seems to cascade down to the staff and this is felt when you visit the home - there was a lovely atmosphere.

### Recommendations/Observations

- En-suite rooms would be of benefit to residents
- Planned improvements to the outdoor space will enhance the accommodation on offer



# Full Report

## Background

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

Within the context of Enter & View:

Under its remit of 'Community Voice & Influence', Healthwatch has a responsibility to support local people to share their experience and opinions of local services.

Under its remit of 'Making a Difference Locally', Healthwatch has a responsibility to capture the experience of local people in our research and reports, use the opinions and experiences of the public to produce recommendations for change and ensure our recommendations for change are heard and responded to by relevant decision makers.

Under its remit of 'Informing People', Healthwatch has a responsibility to ensure that we provide the public with accurate, reliable, relevant and useful information about local services, when they need it, in a format that meets their needs.

## Main Findings

Granville Court is part of Humberside NHS Foundation Trust providing care for people with profound learning disabilities. On the day of our visit we were greeted by the manager who gave us great insight into the residents their needs and the care they received.

The home is registered to provide accommodation for twenty residents but there were only twelve aged between 24 and 88 on the day of our visit.

The home consists of two separate units on the same site an admin unit and the residents units there are two rooms for respite care. None of the resident's rooms have en-suite facilities. The rooms we saw looked comfortable and personalized.

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

The home was very clean in all the areas and there were no odours; fire exits were clearly marked and fixtures and fittings were well maintained.

All residents have a patient passport. A member of staff accompanies the resident should they need to go to hospital which helps to make them feel safe and secure.

There was plenty of evidence that staff are well trained, with the many qualifications on display in the office and reception areas. There are strict medication policies and procedures in place for which the staff are trained. Staff are also trained in safeguarding adults from abuse.

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

The residents have access to health care professionals, GPs, dentists, community learning disability team, occupational health and speech and language therapists. Nursing needs are usually met in house wherever possible as this helps the residents to be treated by people they know well. District Nurses are on hand if required. All advice given by professionals is incorporated in the care plans.

All the food is freshly cooked and meal times are protected due to the complex needs of the residents; staff support and help residents with their food. Nutritional needs are assessed and met for the different types of meals provided.

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

There was a homely feel and residents were well cared for there is a high staff ratio, forty five in total and residents receive a lot of one to one care.

From observing interactions between staff and residents, it was clear to see that this led to a happy, calm environment.

Due to the incapacity of the residents it is difficult to involve them in their care plans but relatives are actively involved in this aspect of care.

On the day of our visit the residents were involved in an Hawaiian themed afternoon, staff were making streamers and garlands and the meals were also being based on the theme. Some residents were also visiting a garden centre later that day.

There are many themed days during the year. Residents visit the Floral Hall often which is opposite the home as well as going on days out to other places.

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

Granville Court provides respite care as well as full time residential care; however the manager felt that not enough professionals know about the home.

There are end of life care plans for the residents, this is well supported. As part of the end of life plans, it is planned that someone will always be with them.

Relatives are kept informed of important events and issues that occur with their relatives.

The home is going through a period of transformation this year, there will be more safe outside space for the residents to enjoy once completed.

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

The service is very well led by the manager, her care and compassion for what she does seems to cascade down to the staff and this is felt when you visit the home - there was a lovely atmosphere.

A lot of members of staff are recruited via the NHS job forum and there is a robust staff induction policy in place.

#### **Response from Setting:**

*It was a pleasure to welcome Healthwatch East Riding of Yorkshire to the home. Thank you for the kind words in the report and are pleased that this reflects the care delivery in this very specialised and unique home.*

Signed on behalf of HWERY	<i>Matthew Fawcett</i>	Date: 5/9/2017
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