

Enter & View Residential Care Report

The Beeches

Frodingham Road, Brandesburton, Driffield, East Yorkshire YO25 8QY

Date of visit: 2nd May 2017

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HWERY Representatives: Carol Dyas & Michelle Harvey

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

The Beeches is a privately owned, family run care home providing care and accommodation for people who have learning difficulties and mental health conditions.

The home promotes a family-centred approach to life and care at The Beeches and this was evident from the interactions that were observed between both staff and residents and the interactions between residents themselves.

The range of activities and external trips and visits was very impressive. Residents regularly enjoyed everything from routine trips to the shops/supermarket to trips to the seaside, concerts and visits to the theatre. Hobbies and interests were keenly supported and promoted amongst residents and staff supported residents to live as independently as possible as individuals.

The management team have a clear vision to develop the home and continually strive to improve and provide the very best care for their residents.

Recommendations/Observations

Internally the building was well-maintained and there were no visible repairs which needed to be carried out, however the décor could be made brighter and more modern. Externally the building could be better signposted so that visitors can more easily find the entrance and parking area. The outbuildings would benefit from some painting/redecoration to improve the 'kerb-appeal' of the premises which are set in spacious and well-kept grounds; however these are areas for improvement do not directly impact upon the level of care that residents receive which is extremely high.



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

How safe is the setting for service users?

The Beeches was clean, tidy and free from any unpleasant odours and provided a safe environment for its residents. Fixtures and fittings were safe and appropriately maintained and residents were seen to be able to access all areas of the home independently. The outside area could be accessed via a ramp at the rear of the property to enable access/exit for any residents with a physical disability.

There was an extensive outdoor space for residents to enjoy which included a summer house, a bicycle shed and a large grassed area where some residents enjoyed playing sports such as football; some residents were keen and able to explain how physical exercise helped them to lead a healthier lifestyle. Some residents enjoyed regular bicycle rides to promote physical exercise, using local country lanes and avoiding traffic on the roads.

Access to some areas of the home was restricted by the use of key pads e.g. the laundry and a bathroom without temperature controlled taps was restricted for use only by residents who had been risk-assessed and this further promoted their personal choice and level of independence. There was a service user kitchen with an isolated power supply and residents were encouraged to use this area under appropriate supervision to learn new skills, promote independence and enjoy activities such as baking.

There is three-weekly menu on offer for residents which follows the main principles of healthy eating and one resident was able to explain how he had learned about making appropriate food choices which would help him lower his cholesterol levels. The home had a food hygiene rating of 5 (the highest score possible).

Medicines were administered by staff and stored securely, a two person policy is in place for the administering of medication; no residents currently self-medicate.

All of the residents that were spoken to on the day said that they felt safe and well cared for at the home.

How effective do service users consider the service to be?

Residents have access to the services that they need. The local G.P. visits the home to administer Flu vaccinations and carry out annual health checks with residents. 'Visioncall' visit the home to deliver expert eye-care and offer a highly personalised service which effectively supports residents to make their own choices.

Staff were observed as having extremely positive, trusting relationships with residents and promoted the independence of residents at every opportunity. With the support of staff, residents took responsibility for organising their own social calendar and great emphasis was placed upon residents using their own strengths and skills to contribute to all aspects of life within the home. Some residents described how they enjoyed helping prepare meals in the kitchen or laying the tables in the dining room, one resident commented 'I like the food and I like to help in the kitchen - I help out there quite a lot.' Others enjoyed helping out with cleaning and tidying the communal areas of the home.

On display in the dining area was the notice board which was full of a variety of events and a 'birthday board'. One resident eagerly described how he was arranging a Friday night fancy dress disco with the help of another resident who had made posters to advertise the event. He told us 'I get my friend to make the posters because he is good at writing. He likes writing a lot'. The residents that we spoke to were all very much looking forward to the event and spoke to staff and each other about what they might wear with good humour. Also advertised was a Monday night quiz, which was again planned, written and organised by one of the residents, alongside other external trips and events which had been chosen by residents and staff who had an excellent knowledge of the likes of the residents. Residents were able to describe numerous visits that they had been on to venues such as The Deep, Xscape, The Millars Disco and Bingo (Beverley) and Hornsea for lunch and ice-cream; clearly demonstrating a very active and enjoyable social life. The home has its own transport which ensures residents can access a wide range of venues and facilities despite being situated in a rural location.

Also on clear display in the dining areas was the acronym TEMPO (Teamwork, Equality, Motivation, Person-centred, Opportunity) which was used as a motto for the home and helped residents understand the skills and attributes they needed to promote both independence and care and support for each other. Residents were able to understand how this ethos helped them make a positive contribution and live successfully together. We observed how residents also personalised their bedroom doors with their names and other pictures and posters representing their individualism.

Residents have access to their own money and are well supported by the staff to make sensible budgeting decisions; the planning of trips and outings are tailored to coincide with the issuing of personal allowances to help residents plan and budget as effectively as possible and make the best possible use of their personal finances. Residents also explained how they hold regular 'House Meetings' to choose what they would like to buy to eat and where they might like to go etc. and also made their own questionnaires for consultation on a variety of subjects.

The registered manager described how the home currently accommodated a couple who were engaged to each other and were being supported to live as independently as possible as a couple, having been designated their own living space and bathroom to organise and manage as an intermediate step towards possible independent living at a later stage. In the past a married couple have lived at the home and successfully progressed to living independently away from the home.

How caring do service users find the service?

All interactions between residents and staff were observed as positive, friendly and caring and residents were given freedom of choice with regard to their daily routines and activities. The home promotes a family-centred approach to life at The Beeches and this was evident from the interactions that were observed between both staff and residents and the interaction between residents themselves. The manager and staff promote the use of 'reflection time' for residents who have had any kind of negative experience or might be feeling a little down or upset. One resident said 'I do a lot of reflection; it helps sort things out in my head and helps me. I talk to the staff too.'

Residents have their own rooms and were able to personalise their own personal spaces; one resident described how he had a record player in his room and liked Cliff Richard, Elvis and Roy Orbison, he was pleased to show us some of his record collection and staff were observed to help him try to find a new needle for a record player in a communal area, which was clearly important to him.

Residents at the home feel well cared for, one resident said 'There is a family atmosphere here that makes you feel cared for', another resident commented 'There are nice staff and nice people living here and I get to do lots of different things.' Others described how they enjoyed living at the home and one said 'I am well cared for and get help from the staff when I need it.'

The range of activities and external trips and visits was very impressive. Residents regularly enjoyed everything from routine trips to the shops/supermarket to trips to the seaside, concerts and visits to the theatre. Hobbies and interests were keenly supported and promoted amongst residents who enjoyed horse-riding, bike-riding, football and visits to the gym; others who preferred a more sedentary lifestyle described how they enjoyed watching the TV, listening to music, playing board games and playing on the Wii or using the computer - differing choices of activities were well catered for. One resident who had a particular love of football had attended a Lions Club football competition in Doncaster.

Staff also support and encourage residents to take part in charity fundraising events and have raised money for the Yorkshire Air Ambulance, Sports Relief and the British Heart Foundation, demonstrating the importance of a caring and compassionate culture in all aspects of life at the home.

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

Monthly meetings are held with residents to plan and organise activities with a focus upon 'making memories', there were photos on display in the communal living spaces showing the numerous visits and activities that residents had clearly enjoyed. All activities are organised in very close consultation with the residents and are entirely responsive to resident's needs and requests.

One resident took some time to tell us about the death his parents and understood that this was why he now had to live at the home; despite having lived at the home for a number of years, it was still obviously a very emotional subject for him and affected him daily. Staff had dedicated the summer house to the memory of his parents which gave him a special, quiet place to visit to remember them should he wish to do so.

There is a complaints procedure in place; however residents felt that their views are listened to and are very confident that any issues are resolved as they arise.

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

Residents spoke positively about the management of the home and all interactions between residents and the Manager and Deputy Manager were extremely positive, supportive and caring and demonstrated the family-centred approach to care that the home promotes.

Internally the building was well-maintained and there were no visible repairs which needed to be carried out, however the décor could be made brighter and more modern. Externally the building could be better signposted so that visitors can more easily find the entrance and parking area. The outbuildings would benefit from some painting/redecoration to improve the 'kerb-appeal' of the premises which are set in spacious and well-kept grounds; however these are areas that do not impact upon the level of care that residents receive which is extremely high.

Staff questionnaires indicated that the staff are very happy working at the home, one staff member commented 'I have worked in many homes, but seldom one as well run and happy as The Beeches'; another described themselves as 'A very loyal staff team, putting resident's needs first.' Staff felt adequately trained to carry out their roles, however they were also keen to continue developing and welcomed any additional training that could be offered. Staff retention at the home was good and offered consistency for its residents. There was a good balance of both male and female staff which is quite rare and difficult to achieve in many residential care settings.

Staff levels at the home are sufficient with the manager and deputy being in addition to required staffing levels; however one member of staff via a questionnaire said that occasionally they feel that the home would benefit from more staff, particularly when 1:1 activities are taking place or activities are being organised for multiple clients.

Through discussions with both the Manager and Deputy Manager, it was clear that they are keen to develop the home and continually strive to improve. The management team have adopted a range of strategies to recruit and train staff and investigate best practice methods. The Healthwatch Enter & View visit was arranged at the request of the management team with a view to acting upon any recommendations for change based upon the wider experience of Healthwatch.

Response from The Beeches:

Thank you for your support in ascertaining the views of service users, staff and relatives. Some valuable feedback that can help us on our journey of improving.

Signed on behalf of HWERY	<i>Matthew Fawcett</i>	Date: 5/6/17
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