

Enter & View Residential Care Report

The Old School House

13 New Walkergate, Beverley, East Yorkshire HU17 9BP

Date of visit: 25th October 2017

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HWERY Representatives: Peter Horrocks & Steve Mottershaw

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 Old School House provides residential care for up to 40 people with dementia and complex care needs. The home is purpose-built to allow safe, secure opportunities for service users to walk freely about the home.

There are strong links with one particular group of general practitioners close to the home.

There are three activity organisers offering a very full programme. We noted the friendly interactions between staff and residents. A strong point at the Old School House is the support and involvement given to the relatives and friends of the service users.

Recommendations/Observations

- An impressive care home providing individualised care to a group of people with advanced dementia and their families. The Old School House should be supported to demonstrate a model of quality dementia care for other providers to follow

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?

All rooms are spacious and have en-suite facilities.

The home is purpose-built to allow safe, secure opportunities for service users to walk freely about the home. The environment is being improved to individualise bedroom doors, to domesticate some rather bare areas with soft furnishings and seating, to create a cinema. Colour coding follows Kings Fund guidance on dementia-friendly environments.

Fire prevention equipment was being serviced at the time of our visit.

The kitchen and food preparation have been awarded 5-star status.

Medicines are safely stored and administered by senior staff with specific training.

Call systems are in place and can detect movement where needed.

How effective do service users consider the service to be?

There are strong links with one particular group of general practitioners close to the home who are responsive when called upon. A clinical psychologist conducts a valuable monthly clinic at the home with a CPN. District nursing provides much appreciated daily support.

Opticians visit regularly to check on the service users eyes. The dentists used to visit often but visits have decreased due to shortage of dentists.

Continence assessments can be unduly delayed.

Regular hairdressing visits have been interrupted recently, but had recommenced the day of our visit.

How caring do service users find the service?

There are currently 35 people resident at the home. Almost all have been admitted from other care homes having proved too challenging to manage. Two residents are bedfast. Almost all need some degree of help with feeding.

Staff told us that they take pride in helping service users to become calmer, to exercise choice and to feel safe in the home.

Care plans are in place and reviewed at least monthly. They are constructed with family members and mostly include end of life considerations.

We noted the friendly interactions between staff and residents and welcomed the invariable use of names rather than diminutives in those transactions.

A strong point at the Old School House is the support and involvement given to the relatives and friends of the service users. Relatives have 24-hour swipe card access to the home, are consulted freely, are welcome at mealtimes, join in monthly relatives' forums.

One relative told us "they don't just care for the patient, they look after us too". Another said "you can go home knowing that your loved one is safe and cared for".

A resident also stated, "They have excellent staff, who have a caring nature"

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

The home provides respite care - two admissions were expected on the day of our visit. There is no day care at the home.

There are three activity organisers offering a very full programme which features in the home's impressive newsletter. A pet animal for the home is being considered and other pets visit.

One resident commented "The quality of care is great; there is a lot of good entertainment".

Via a relative questionnaire, one relative commented "The manager has really moved things forward. He really gets on with things and is always accessible".

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

We were much helped on our visit by the registered manager Barrie Cransfield and senior carers Tracey and Debbie.

There are three 8 - hour shifts at the home with 7 - 8 care assistants on duty during the day with senior support, caretakers, kitchen staff, clothing managers, cleaners etc.

Training is given high priority, both statutory and additional training needs which emerge from individual reviews. Much of the training is provided by ERYC.

Volunteers play a big part in the home, including some providing daily assistance.

The home has recently gained an "outstanding" rating from the CQC

The Old School House was built in 2007 and is still in the ownership of East Riding of Yorkshire Council. Current weekly charges are £958.00

Response from Setting:

The home has offered no response to the report (3rd January 2018).

Signed on behalf of HWERY	<i>Matthew Fawcett</i>	Date: 10/1/18
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