

Enter & View Residential Care Report

Westerlands Care Village

Elloughton Road, Brough, East Yorkshire HU15 1AP

Date of visit: 31st August 2017

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HWERY Representatives: Martin Davies & Pamela Wakelam

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 site is one of 50 care homes owned by Prime Life, the original home is a large old building with the newer section purpose built. The site has large grounds and good car parking facilities and residents rooms were maintained to an excellent standard.

There are 26 residents, 19 women and 7 men. 90% of the residents have some form of dementia. The site had a CQC report graded Inadequate, and was then moved to Requires Improvement in March 2017. The company has employed a compliance manager to oversee the group in this regard. Improvements are on-going, one relative stated '...great strides and improvements have been made. It is time Westerlands is shown to be the place that both residents and relatives are happy to be part of'.

Recommendations/Observations

Healthwatch East Riding have no specific recommendations to make; however we recognise the hard work that is being put into current improvements which should continue.



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?

On arrival we were asked for ID before we were allowed to enter the building.

There were no unpleasant odours. The medicine management was operated with a NOMAD system and infection control procedures were in place. Any areas the residents cannot go are secured by key codes i.e. the laundry and a call system was in place in every room.

The food hygiene score was the maximum 5. Maintenance and repairs are dealt with promptly, with a full internal compliance audit done annually.

The site was very clean and well decorated. The rooms were bright and airy and all rooms are en-suite.

The relative's questionnaires all stated they felt the home was safe for service users.

A resident we spoke to said, 'The staff treat me well, my daughter visits me and I can get a drink when I want'.

How effective do service users consider the service to be?

Access to other services such as Dentists, Chiropodists and opticians are readily available. The site makes use of the falls team and has falls prevention measures in place. The site has a varied menu available and it is presented pictorially daily. The staff are aware to support those who have difficulty eating. Residents can choose where they eat, either in their rooms or the communal area. Regular surveys are done regarding the menu.

One relative stated 'All the hard work and efforts by the management and staff need to be recognised, particularly by the media, to show what great strides and improvements have been made. It is time Westerlands is shown to be the place that both residents and relatives are happy to be part of'.

Residents are encouraged to make their own choices, one relative stated 'They do communicate with residents, but make the decisions for those with dementia in their best interests as they cannot do it for themselves'.

How caring do service users find the service?

New residents have a 'getting to know you' form and photos from the family are encouraged. Care plans are reviewed monthly, and relatives meetings are also held monthly. A weekly newsletter is also produced.

Residents are offered a wide range of activities including Sports Ability and Movement to Music as well as two external bus trips per month. A visiting keyboard player attends for those not wishing to go on the trips.

Residents all have their own rooms with brass door knockers on the doors. This makes it look like their own front door; we thought this was a very good idea. The residents also have a choice of wallpaper in their rooms.

The residents have access to their own money to spend as they wish and there is a hairdressing room.

Regular staff, clients and residents meetings are held. Residents are encouraged to participate and help to make decisions around menus and activities.

A quiet room is provided so residents can entertain visitors; this gets them out of their room for a while.

One staff member stated 'The day trip activities need planning better and deciding which residents will enjoy the trip, as some don't get off the bus because they are agitated'.

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

Respite care is offered when required.

With this home being residential end of life plans are not a crucial part of the care. Relatives can attend when they wish and are an integral part of their loved ones care and there is a complaints procedure in place.

The manager showed us round the site and took us into many of the resident's rooms which were maintained to an excellent standard.

One staff member told us that surveys are completed on a regular basis by residents, and activities are provided using their suggestions.

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

The site appears to be well led with quality assurance systems in place, an annual compliance audit and a training matrix. All certificates were in date and appropriately displayed i.e. Insurance, Fire and CQC registration.

Maintenance problems are dealt with quickly.

Regional directors visit the home on a regular basis. From the staff questionnaires returned staff feel supported. One member of staff stated 'The service has improved greatly since the new manager came in. Staff morale and training is now a lot better, staff feel more

supported in their job role and the residents are happier'. Another member of staff stated 'The service has improved greatly over the last year. Staff are settled and content and along with the residents everything is more organised and the management team are running well'.

Staff made no adverse comments regarding the leadership of the site. A care assistant we spoke to stated that they 'felt valued and appreciated and it was a lovely environment to work in. training is good and included medication, safeguarding, infection control, health and safety and manual handling'.

Response from Setting:

The home responded to acknowledge the report was factually accurate, but offered no further comment.

Signed on behalf of HWERY	<i>Matthew Fawcett</i>	Date: 9/10/17
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