

Enter & View Residential Care Home Report

Westfield Park Nursing Home

Westfield Lane, Hook, Near Goole, East Yorkshire DN14 5PW

Date of visit: 3rd July 2017

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HWERY Representatives: Chris Mills & 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

Westfield Park is a large purpose-built care home. The home was very well-maintained and provided bright and comfortable accommodation of an extremely high standard. The home was immaculately clean throughout and the staff were happy and enthusiastic. From speaking to staff, relatives and the manager of the home, patient-centred care is a high priority; this is apparent, not only from observations made from visiting the home, but from comments made by residents who are living there. Although relatively new, there are signs that regular repairs and maintenance are carried out to continue the fresh and new feel of the building. All staff, relatives and residents are clearly very proud of their facilities and happy to share their experiences and feelings about them.

At the time of the visit there were 97 residents with 8 available beds. This is over both nursing home and dementia unit sides of the building. All rooms are en-suite with 16 additional bathroom/toilets available. The home currently has 91 full time staff and 48 part-time. During day shifts there will be 10 staff in the nursing home, 16 staff in the dementia unit and 1 nurse on duty. Night shifts have 3 staff in the nursing home, 8 in the dementia unit and again one nurse on duty.

Recommendations/Observations

- From feedback received from residents we would recommend some consultation with regard to food; we received some comments suggesting that the food can be bland.
- Communicate activities verbally to residents as well as through the notice boards, some residents said they were not aware of activities taking place.



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?

Approaching the setting we walked along the path to the reception which ran between very well maintained shrub gardens which set the scene to the visit. In reception we were greeted by a male member of staff who was very helpful in signing us in and introducing us to another staff member who walked us to the manager's office, towards the rear of the home. Whilst in reception we noticed CCTV signage, fire safety procedures and infection control procedures were all in place.

At the time of the visit the home was having some refurbishment in the entrance hall. There was some expected disruption around the area where a large section of carpet was being replaced, but this was being well-managed and did not impede the movement of residents, staff or visitors who could safely pass through the area when required to do so and access the areas that they needed.

As we were taken to meet the manager we noted the high security levels in place such as key fobs and key pads on each door. This meant that residents had access to most of their floors, communal lounges and gardens but restricted access to medicine rooms or out onto the road etc. The home was extremely well presented, immaculately clean with a luxurious feel to all areas and no odours present; we observed the call system in place in every room. There was a very pleasant, completely secure garden area for residents and visitors use.

The food hygiene rating for the setting was 5 (the highest score possible).

Dementia friendly signs were present around the setting to assist residents.

The relative's questionnaires we received back also fully supported our findings on the day of the visit in relation to safety.

How effective do service users consider the service to be?

Residents have full access to all of the services they require. Residents can access Opticians, Dentists and Podiatrists when necessary, they have their own nurses to monitor medical conditions who will escalate as and when appropriate. The GP carries out annual visits to all residents and the home has an established relationship with a local GP who most of the local residents are registered with. The manager admitted that communication between departments could improve when contacting outside services by calling once with the different needs rather than each of them ringing at different times of the day; however this was an area that the home was working on improving.

All of the setting had adequate fall prevention measures in place in hallways, bathrooms and lounges. We also saw moving and handling equipment being used comfortably and effectively. During all interactions with residents, the staff were very good at communicating, not only with decision making but also explaining what they were doing and why. It was clear that staff supported the resident's independence where possible. We were told of residents with greater capacity controlling their own medication when they requested to do so with adequate risk assessments in place.

The layout of the home with its fixtures and fittings promotes independence for the residents. Every room we saw had individuals own furniture, pictures and ornaments which help make the room more like 'home'. The manager commented 'Westfield is their home - they just share it with others'. The home has its own 'memory lane' with charity shop and cinema room in the dementia wing and was decorated to stimulate the memories of its residents. The home also has its own sweet shop which is used to raise funds for resident trips.

Most comments around the food choices were positive; however some residents commented that the food was bland and seemed pre-prepared with not enough fresh food on offer. The residents have the choice to eat in the dining room or in their own rooms and also have a choice on portion size which was welcomed. One resident said 'I'm not used to going into these places but I have to go somewhere. It's very clean and comfortable. The food has to be good because I'm a cook.'

We were also told of a probiotic trial which the home was involved with to improve the health and well-being of residents; the home demonstrated a pro-active approach to training and initiatives to support very high standards.

How caring do service users find the service?

Interactions between residents and staff were very positive, friendly and caring. It was clear that carers form good relationships with residents, which is especially important with dementia patients. Residents were given as much choice as possible in their daily care and routines. All residents had their own rooms with en-suite facilities. The home has its own 'spa' where a hairdresser visits 3 times a week.

The setting has 3 activities co-ordinators in post and there was a calendar of activities displayed in the corridor with the name of the carer leading the activity. There was a wide range of activities which looked well organised and advertised, although some residents were unclear as to what was offered. A group of residents were observed playing 'Play Your Cards Right' and were clearly enjoying themselves and fully interacting with the activity - the activity co-ordinator ensured that everyone was sufficiently supported to fully take part in the game and a great deal of laughter was observed from those taking part.

The home offers regular trips out through a 'resident's fund' which was supported by the in house sweet shop, charity shop and donations from relatives. All staff had insurance in place to take able bodied residents in their own cars on trips out or to appointments etc. Staff are paid when supporting external trips which promotes fair working policies and lowers the risk of trips having to be cancelled.

All residents have care plans that incorporate the views of residents and their families and are reviewed regularly.

Both the staff and the manager demonstrated care and patience when interacting with residents, we observed the manager stepping in to take over assisting a resident eating cake and ice-cream, and was seen still attending to the resident around 30 minutes later when we re-entered the communal lounge.

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

Care is available for residents with full nursing care needs, respite care and dementia.

Relatives can visit the home at any time, there are areas with facilities to make drinks etc. and spend time together outside of individual rooms. Regular meetings are held that residents and relatives are invited to attend.

We heard one resident tell us that when she came to live at the home there was no offer of dominoes as an activity, the home responded to her request and they now offer dominoes as a weekly activity. The resident's views are listened to and the staff demonstrate that they will respond to individuals requests.

There was a complaints procedure in place should residents need to use it; however the manager offers an open door policy for any concerns.

In the main communal lounge there was also a comprehensive library of books and DVD's available for the residents. There was a computer set up for use with Wi-Fi available throughout most of the home. One of the residents was a pianist and residents would sometimes have a sing-a-long, the pianist would also play hymns during Sunday church service. The home also promoted residents inviting their own priest or vicar into the home where they were less mobile for bedside prayers etc.

The manager spoke of the support that is provided with funeral arrangements, with the bar area off the main lounge being offered to bereaving families for funeral wakes, thereby also allowing the deceased friends in the home to attend and remember lost friends. One resident told us of such an event that he had recently attended.

Only negative comment was received from one resident who said 'it sometimes takes some time for someone to come when you ring your buzzer'

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

All residents, relatives and staff spoke in high regard about the management of the home; one relative remarked 'My father received excellent care. It's like a 5 star hotel. Everyone gives 110% care to the residents. We were so lucky a room was available for dad.'

The staff were well trained and enthusiastic going about their duties. The home had excellent training facilities which allowed training to be completed 'in-house' by both internal staff and outside training providers.

It was evident that all maintenance and repairs were dealt with promptly. There were on-going refurbishments taking place and extremely high standards of décor throughout the building.

Response from Setting:

Thank you for the Healthwatch report for Westfield Park. A weekly timetable of activities is distributed to each resident's rooms. I will ensure staff communicate this information with residents. Also, a timetable is emailed to our relatives contact list.

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