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Premises visited: Westwood Park Langholm Close, Beverley, East Yorkshire HU17 7DH	Date of Visit: 29/01/2015	HW Reference: 20150129
	Duration of visit: 2 hours	
	HWERY Representatives: Maggie Whitlock Val Longden	Staff met during visit: Ms Adelina Escario Pineda (Manager) 2 NVC Care Assistants

**PURPOSE OF VISIT**

The visit was part of a HWERY programme to review the quality of provision of residential care in East Yorkshire. The visit was pre-arranged.

**INTRODUCTION**

Westwood Park is a purpose built residential care home in Beverley having 47 single rooms and 2 double rooms all with shared bathrooms and toilets over 2 floors. The care home is owned by Londesborough Healthcare Ltd and has a registered manager.

**POLICIES, PROCEDURES AND CARE PLAN**

The Manager stated that relevant policies and procedures were in place and residents had care plans.

Care plans are updated monthly or as needed e.g. after a hospital visit. Relatives are involved with the care plans and are informed of any changes in their relative's condition.

**ENVIRONMENT**

The care home has a large reception area leading to communal sitting areas including a café style sitting area where residents were having tea and coffee when we arrived. This sitting area looks out onto a pleasant enclosed garden which is reportedly well used in the summer.

There are 2 wings on two floors leading from the reception area where there are the residents' rooms and other shared areas including a chapel. There are lifts and stairs in both wings of the building.

The home offers various activities throughout the week and visiting times are extensive but discouraged at mealtimes.

There is a laundry area on the ground floor with a dedicated worker, systems were in place to separate soiled and clean laundry.

Access to the home was by a secure entrance and, for security reasons, we were required to sign in. There was a small office where we could wait for the manager and we were able to use this to talk to her. The manager did not appear to be expecting us and seemed a little at a loss as to why we were there but did manage to give us the time needed to answer questions and show us around.

The communal areas were all well set out, clean and tidy with good natural light and were well used at the time of our visit.

Individual rooms were clean and tidy and most were personalised with resident's own furniture or belongings.

The ground floor bathroom was cluttered, had a stale smell and was obviously not used - this does raise a question about access to a bath or shower. The upstairs bathroom consisted of a shower that smelt of urine. There were two bathrooms for 51 residents. However in conversation with residents they all said they shower or bathe as frequently as they wished and were well satisfied.

A lower stair lobby was used as a store for discarded wheelchairs and Zimmer frames because they are not collected when requested.

Storage space is required for commodes and other resident aids that are currently stored in the bathroom.

There was one bottle of antiseptic hand gel which was not offered to visitors.

There was three notice boards with information related to prevention of NoroVirus, Complaints and Fire Control Area.

This care home did not have difficulty in obtaining specialised beds and mattresses via the District Nursing Team

## **PRIVACY, DIGNITY AND RESPECT**

We spoke to a number of residents, all were very happy with the care they were receiving. They all felt they were treated well with dignity and respect.

Each patient has a key worker who will keep their room in order and may get them personal things e.g. toiletries if family are not able.

Residents have access to visiting hairdresser and podiatrist. The community nurse visits regularly.

The home is served by a number of GP practices and if the resident is from the locality they will retain their original GP.

There was a varied menu available so residents have a choice and drinks are available at mealtimes, mid-morning, mid-afternoon and through the night There was no limits to the amount of drinks given and the manager said that the need for good hydration was regularly brought up at staff reviews. Residents are free to eat where they wish some preferring to eat in their rooms.

End of Life care is discussed with residents and their relatives when appropriate and within the abilities of the resident however, the manager appeared to take "End of Life Plan" to mean that if there was deterioration in a residents condition they informed who needed to know. District nurses and the Macmillan nurse are involved when needed as well as the individual's GP.

Some residents had their own social worker.

There were a number of residents still in their rooms through choice or because of health reasons but there were a number in the communal areas who were happy to talk to us.

We spoke to 11 residents who were suffering from mild to fairly advanced dementia, various disabilities to one resident that was compos mentis.

All the residents that we talked to said they were very happy with the care that they received and said that they found their rooms and the communal areas to be pleasant and had no complaints at all.

The manager stated that they held some of the residents' money which paid for hairdressers etc. This money was regularly audited and residents had access whenever they wanted.

## **RELATIVES**

One relative said that they "felt very confident with the care (their relative) was receiving.

## STAFF

Two members of staff were spoken with, one was doing her NVQ level 2 and the other had completed her NVQ level 3. They were both up to date on mandatory courses such as Moving and Handling, Food Hygiene and Fire Safety. Some staff have also done some specialised training in Dementia, Stroke and Parkinson's Disease.

Both staff members said that they enjoyed working at Westwood very much.

There were no related individuals working in the care home

We did not see any interaction between residents and staff

There were a lot of jigsaws and games, however there was no memory boxes or albums

Residents informed us that on occasions they have been unable to stay up and watch TV if they wished.

## CQC AREAS

Safe - All residents spoken to said they felt safe

Well Led - The manager and staff are well trained however on some occasions there may be a language barrier occasions due to accents.

Effective - this care home provides basic care.

Caring - all residents that were spoken to said they were well cared for

**Responsive to Needs** - the care home is responsive to most needs of the residents.

## RECOMMENDATIONS


We recommend that the home considers

1. Enabling Increased storage capacity to free up the bathroom for more appropriate use.
2. Gaining clarification on the arrangements re collection of unused mobility aids to free up the lower stairs lobby for more appropriate use.
3. The use of memory boxes to facilitate greater interaction between staff and patients
4. More attention to hand disinfection of visitors

## CONCLUSION

This care home is providing safe basic care.

Disclaimer: This report relates 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 day.

Signed on behalf of HWERY Board		Date: 3 <sup>rd</sup> May 2015
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