

## Enter & View Residential Care Report

# Allendale House

21 George Street, Hedon, East Yorkshire HU12 8JH

Date of visit: 11<sup>th</sup> July 2017

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HWERY Representatives: Michelle Harvey & Jessica Mell

**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 measure the impact of previous visits to Residential Care Homes across the East Riding of Yorkshire conducted between January 2015 and March 2016 and check on recommendation progress.

### Previous Recommendations:

- A guard rail at the top of the main stairs to prevent anyone tripping over the chair lift rail, particularly as an archway opens close to the top of the stairs on this side.
- The bannister rail across the top of the stairs could be raised as this seems rather low.
- Rails could be placed at the side of the ramp from the dining room into the garden to make this safer for residents to walk down.
- The steps which project into the garden could have high visibility safety tape or paint around their edges.

Following the initial visit by Healthwatch East Riding, Allendale House took swift action to respond to and action the initial recommendations.

## Summary of Key Findings

Allendale House is a privately owned care home very close the centre of Hedon, its residents remain very much part of the local community.

The home is clean and well maintained, offering a homely but vibrant and welcoming environment for its residents and visitors. Residents describe the excellent relationships that they have with the staff and how staff help them to sustain their independence by supporting them with their individual hobbies and interests. Relatives are also very happy with the level of care that their relatives receive and have no concerns.

## Recommendations/Observations

Allendale offers a calm, relaxed and friendly atmosphere for its residents which feels very much like a 'home from home' - we have no recommendations to make.



## Full Report

### Background

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.

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

Under its remit of 'Making a Difference Locally', Healthwatch has a responsibility to ensure that recommendations for change are heard and responded to by relevant decision makers.

### Main Findings

#### How safe is the setting for service users?

Allendale House is a privately owned care home very close the centre of Hedon. Some residents, that are risk assessed as safe and able to do so, take regular walks into the town centre; others are accompanied by members of staff and all enjoy still having the freedom to feel part of their local community.

The home is clean and well maintained and free from any odours, offering a homely but vibrant and welcoming environment for its residents and visitors.

There are hand sanitisers in place to assist infection control and areas such as the laundry, medicine cabinet etc. have restricted access for the safety of residents.

The home has a food hygiene rating of 5 (the highest score possible).

Residents said that they felt safe and well cared for and relatives reported no concerns regarding safety via the relative questionnaires.

Recommendations provided by Healthwatch from a previous visit were swiftly acted upon and continue to be in place for the benefit and safety of residents.

#### How effective do service users consider the service to be?

Residents have access to the services that they need such as dentists, opticians, podiatrists etc. At the time of the visit there was a visiting hairdresser; residents commented on how they were very much looking forward to using her services, some residents were also having their nails painted and said how they enjoyed feeling like they were being pampered, they said that they were always very well looked after. One resident commented 'You can get it all done here - I've just had my hair done and I'm having my nails done later'.

The home had a very calm, relaxed and friendly atmosphere - it felt very much like a 'home from home' and a very happy environment to be in. Residents described the excellent relationships that they held with the staff and how staff helped them to sustain their independence by supporting them with their individual interest and hobbies, going out into



the local community and taking part in local events such as the recent scarecrow festival which the home had entered - some residents were attending the forthcoming award ceremony with members of staff. Other residents described how they regularly enjoyed going out to the local pub, supported by the staff.

The home had a designated dining area which had a café style/feel to it, with bright table cloths, menus on the table and views into the garden area. Residents were able to choose when and where they wanted to eat. One resident described how he enjoyed eating in his own room and had a friend that regularly visited and often joined him for lunch, which they both very much enjoyed. All of the residents that were spoken to said that they enjoyed both the range and the type of food that was on offer and were offered alternatives if required.

### How caring do service users find the service?

Residents said that they felt well cared for and spoke highly of the staff and manager at the home; they also felt very well supported by the staff, one resident stating 'Anything you want, they get'. One resident said 'I love it here, they're lovely people', another commented 'I could not wish for a better home'. Of the staff, one resident commented 'They really are good lasses - you couldn't wish for a better home.'

Residents are happy with the range of activities on offer and the home ensures that the residents are very much part of the local community, taking regular trips out and taking part in community events. The dining area included a display board celebrating the achievements of individual residents and displaying the art and craft work of others. Residents proudly referred to their own achievements, describing the activities that they had taken part in the asked us to have a look at the board.

Residents have their own rooms which they are able to personalise with their own belongings. One resident invited us into his room and enjoyed showing us his many photographs and different items of memorabilia on his wall from various times throughout his life, sharing with us the many different stories that each one represented; he also described how he often has visitors who he enjoys spending time with in the privacy of his own room.

Via the relative's questionnaire, all of those that responded reported that they were happy or very happy with the care provided and that they were involved in the care plans of their relatives. One relative commented 'Allendale is a happy and comfortable environment. I'm very happy with the care my mother receives and all of the staff are lovely', another stated 'Very happy with the service provided'.

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

Both residents and relatives felt that the service provided is very responsive to their needs; both were aware that there was a formal complaints procedure in place however no-one had felt the need to use it, one relative commented 'I've no complaints - all's good.'

Residents were happy with the all aspects of their care; one described how they enjoyed spending time knitting and making things and said that the staff supports her by making sure that she has everything that she needs.

Via the relative questionnaires, relatives reported that there are regular resident meetings and that relatives are welcome to attend. Relatives also stated that they felt that their views were listened to.



A member of staff demonstrated their responsiveness commenting 'There is a calm friendly atmosphere and residents appear happy. Over the past couple of months some residents have been unwell and we have altered some planned activities to suit - all staff work well as a team to achieve this, including management.'

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

Both residents and relatives speak positively about the management of the home.

The manager was very accommodating throughout our visit and it was clear that she is keen to develop the home and continually strive to improve for the benefit of residents; a new extension is currently being planned to increase the number of places available and improve facilities for both staff and residents. The rest of the home is already well maintained, homely and welcoming.

Concerns were raised by the manager regarding the hospital discharge process, with some residents being discharged without the correct medication or others being given duplicate medication that they already had, wasting valuable resources. The manager described a situation where a resident had been discharged without a nebuliser that was needed and despite the best efforts of the home it took a week to receive the necessary equipment. It is apparent that the home works hard to alleviate these types of problems as they arise to ensure that residents receive the best care possible.

Since coming into post the manager described how she has conducted a full staff training review and is ensuring that all staff training and training records are fully up to date. Via comments received via the staff questionnaires, it is clear that the staff enjoy working at the home feel well supported to carry out their roles and can see improvements since the introduction of new management, with staff making numerous positive comments, such as:

'This home is one of the nicest homes I have worked in due to the nice staff and management - everyone is friendly.'

'Management always available then needed.'

'This is one of the best homes I have worked at. Very friendly and homely and residents are well cared for. It feels like one big happy family.'

'A lovely place to work and massive improvements since the new management.'

'I've worked in a few, mainly big homes. I find it very homely and as a new member of staff I was made to feel welcome and got plenty of support and loved how well the residents get looked after.'

'I enjoy working in this home, residents appear to be happy and staff and management are friendly and approachable; any questions or concerns are always dealt with accordingly.'

'We now have a lovely environment to live and work in - our home is a home for everybody - staff have an excellent relationship with residents.'

#### **Response from Setting:**

*Thank you for the report. We are all very happy with the outcome and continue to thrive to make our home a happy place to live.*

Signed on behalf of HWERY

*Matthew Fawcett*

Date: 5/9/2017

