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Premises visited:  Bessingby Hall Bessingby Bridlington YO16 4UH	Date of Visit: 28 <sup>th</sup> April 2015	HW Reference: HWERY 20150225
	Duration of visit: 1 hour	
	HWERY Representatives: Kate Ollett Pat Simmons	Staff met during visit: Simon Sellars, Manager

**PURPOSE OF VISIT**

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

**INTRODUCTION**

Bessingby Hall is a beautiful early Victorian building set in glorious grounds with sea views. It has obviously seen better days but, with new owners and a new and very proactive manager, it is being improved dramatically. The home has 63 residents in single rooms. While there were en-suite facilities there were no showers in the home and only 4 baths. Part of one bathroom is being converted into a shower in the near future. The home had not received notification so were unaware of our visit. We were warmly welcomed and were taken into the quieter of the large public rooms. After an informal chat about the manager's aspirations, past experiences and filling in our fact sheet, we were invited on a tour. He started with the new reception area situated in the main entrance hall. This has been modernised and is now a welcoming, organised area with a manned desk, comfortable chairs, coffee and tea making facilities. Many of the residents were using the space. Behind the hall is an enormous staircase which isn't gated either at the top or bottom, and the nurse's station is situated on the landing half way up the stairs with clear views of the top and bottom areas. All the files are stored here and we were shown some of the information held on residents relevant to our visit and requested by us. We were shown a variety of rooms, some large and some small, but all were clean and comfortable. The clean and dirty laundry were kept in separate rooms and the manager encourages relatives to do personal laundry if possible, to involve them in their relatives' care, but also to minimise any mix ups. There was a cramped room where all ironing took place and staff managed well despite the lack of space. The manager is hoping to alter this at some stage in the future to create better all- round laundry facilities. The dining room was well laid out and attractive and the kitchen was a clean, commercially designed workplace. They have two full-time chefs and a very extensive menu with a good variety of dishes. At the moment, no residents can do any of their own laundry or work in the kitchen. At the back of the building there was a new unit for advanced dementia residents. This was buzzing and seems to be working very well and felt like a large family. We were informed it has solved one or two of the aggression problems that certain residents were showing. As the unit has only been open for two weeks, we recommend a re-visit in the future to see how it is developing.

We met with one of the activity co-ordinators who told us of the daily activities and spoke to several residents. There was an odour of urine in the dementia wing, which was obviously fresh but was being dealt with. However, there was a slight smell, which seemed to be historic about the hall and showed that at some stage it had been neglected. Hopefully this will go when all the refurbishment is completed.

## **POLICIES, PROCEDURES AND CARE PLAN**

Each resident has a mental health care plan and the senior nurse showed us how these were kept up to date and used in the daily running of the home. We also saw the training matrix for all the carers. Other staff only had basic training.

## **ENVIRONMENT**

The public rooms were well used and the residents were interacting with each other as friends. Residents were using electric mobility devices in the public rooms and passageways.

## **PRIVACY, DIGNITY AND RESPECT**

All residents have their own key and can lock their doors if they wish. All staff interacted well with the residents and those we met were friendly with all the residents.

## **RELATIVES**

We did not speak to any relatives.

## **STAFF**

There appeared to be adequate staffing and all seemed to be pleasant and hard working.

## **RECOMMENDATIONS**

We recommend that

- gates be put on the stairs that can only be opened by certain individuals
- all staff, including the handyman and cleaners, receive basic carers training so that they can interact better with residents
- more everyday activities such as cooking, gardening and laundry be included in the activities programme
- greater use to be made of the beautiful grounds both for the residents and visitors
- number of showers and baths is increased.

## **CONCLUSION**

This home is in the process of change. The residents seem happy and all of them spoke highly of the new manager. Improvements are being made as we write. This home has the makings of a very comfortable, well run home in beautiful grounds, but there is a long way to go yet. The new manager has done a lot in a short time and was well aware of shortcomings within the home. He told us that the owners were keen to make more of the grounds for the use of residents and would like to involve local community more. This has proved difficult in the past as despite being near Bridlington you need a car to visit.

Signed on behalf of HWERY Board



Date: 1<sup>st</sup> May 2015