

Enter & View Residential Care Home Report

Bluebell House

408 Boothferry Road, Hessele, East Yorkshire HU13 0JL

Date of visit: 28th March 2017

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HWERY Representatives: Michelle Harvey & Denise Lester

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

- Consider changing the locking system used on the kitchen and laundry room doors to a key pad system.
- Contact Age UK regarding their befriending service for some of the residents who don't find it so easy to socialise in the home.

Summary of Key Findings

Bluebell House was clean, well maintained and decorated, providing a comfortable and homely environment for its residents. Residents spoke positively about the staff and their experience of living at the home, one resident said 'The staff are kind' and another who had previously spent time at another home commented 'I have great psychological benefit in being here and having friends and interests. I have a normality here that was never there before I came here.' The residents that were spoken to were clearly of great support to each other and valued each other's company and friendship greatly; this is clearly an improvement from the previous HWERY visit.

Activities are organised and managed by existing staff; however this does not affect the range of activities on offer which are enjoyed by residents. All of the residents said that they felt safe and relative questionnaires indicated that there were no concerns regarding safety. Staff are also very happy working at the home and feel well trained and supported.

Recommendations/Observations

The two weekly menu should be offered consistently to avoid repetition and variances in quality between different chefs minimised.



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?

Bluebell House was clean, well maintained and decorated and free from any unpleasant odours, providing a comfortable and homely environment for its residents. There was also a fully enclosed, secure outdoor area for residents to enjoy should they wish to do so.

Access to some areas of the home and some resident's rooms was restricted by the use of safety gates, allowing residents to interact with staff and visitors while restricting access of a few residents who would otherwise have a tendency to wander into the wrong rooms or try to access other resident's belongings, ensuring all residents right to privacy was maintained.

Fixtures and fittings appeared to be safe and well-maintained by both the owner and a self-employed handy-man, with specialists called in promptly as necessary for more complex repairs and maintenance.

Effective medicine management procedures are in place; no residents currently self-medicate; however risk assessments can be completed should a request be made to do so.

From the menus provided, there is a varied diet on offer for residents with alternatives available on request and diabetic approved options also available. The home had a food hygiene rating of 5 (the highest score possible).

All of the residents that were spoken to on the day said that they felt safe and relative questionnaires indicated that there were no concerns regarding safety.

How effective do service users consider the service to be?

Residents reported that they have access to the services that they need e.g. dentists, chiropodists, opticians etc. Dental checks are carried out on a regular basis, as are visits by the optician. A private chiropodist now visits the home and one resident commented 'the chiropodist is excellent - now everybody is a twinkle-toes'.



Residents spoke positively about the staff and their experience of living at the home, one resident said 'The staff are kind' and another who had previously spent time at another home commented 'I have great psychological benefit in being here and having friends and interests. I have a normality here that was never there before I came here.' Another resident reported 'You're not in your own home, but it's as homely as possible'. The residents that were spoken to were clearly of great support to each other and valued each other's company and friendship greatly.

Residents reported that they are generally offered a varied diet; however the two weekly menu is not always offered on a consistent basis and the menu can become repetitive when this happens. Residents noted that there are two chefs, with one being better than the other in their opinion. Residents are able to choose where they eat their meals - either in the dining room or in their own room.

From the information provided in relative's questionnaires, relatives reported that they are very happy with the effectiveness of the service. One relative stated 'Our mum's health has improved greatly since she has been in Bluebell House. We (the family) are so pleased, as she is happy and settled and we would like to thank the staff for being so caring and friendly'. Another relative reported 'My mum is very happy and has settled in very well. All the staff are lovely and very professional'. Relatives also reported that they feel comfortable raising any concerns are that they are dealt with promptly; also that feedback from residents meetings is received.

Staff monitor resident's changes in behaviour closely and the doctor/CPN are used to get a correct diagnosis of a resident's condition to ensure appropriate and effective treatment. Residents are also weighed monthly and advice sought from the dietician as to appropriate diets for any residents causing concern.

How caring do service users find the service?

Residents have their own room, 15 of which have en-suite facilities; there are an additional 8 residents bathrooms available. There have been occasions in the past when couples have been able to move into the home and share a room.

Interactions between residents and staff were observed as positive, friendly and caring and residents were given as much choice as possible with regard to their daily routines.

From the information provided in relative's questionnaires, relatives were very happy with the level of care provided. One relative reported 'My dad is a resident and he is very happy, comfortable and well cared for. He speaks very highly of the staff and the care he receives.' Relatives can visit the home at any time, other than at protected meal times.

There is no designated activities co-ordinator in post, activities are organised and managed by existing staff; however this does not seem to affect the range of activities on offer. Residents reported that they took part in activities such as Boccia, quizzes and chair exercise classes as well as attending outside trips to places such as Hornsea, the theatre and local garden centres; others reported that they were able to visit friends. A hairdresser also visits the home on a weekly basis.

Particularly popular were the themed nights offered to residents by the staff approximately every six weeks; examples included Curry Night, Chinese Night, Pie, Peas & Quiz night - residents particularly looked forward to these nights and also recalled how much they had enjoyed previous events. Residents were able to score the outcomes of the evenings and choose their favourites, signposting staff towards preferred future themes.



Residents reported that they enjoyed the activities on offer, but occasionally they are disturbed if an emergency occurs/crops up which was disappointing for them when this happened.

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

Respite care is sometimes offered, dependant on availability of space within the home and the number of full-time residents.

There were some slight concerns from one or two residents regarding the responsiveness of care at times who commented 'Carers are very busy - we all need help, but it is a residential care home and not a nursing home. Some residents need 1:1 care which is not what it is set up for. Some residents are taken that are bad when they arrive.' Another commented 'Although the staff are generally very nice, some staff don't differentiate and treat you like a child. It's generally the new ones, they are well intentioned, but we don't all need speaking to in that way - it can be frustrating.' Some residents reported that they would like to see regular monitoring checks in place commenting 'Sometimes there is a lack of communication and what I would call a lack of presence. Managers/Seniors don't tend to come down to this end unless it's med's time.'

Both residents and relatives meetings are offered regularly, but the manager also offers an open-door policy to deal with any concerns as they arise. Both relatives and residents felt that their concerns were dealt with appropriately and promptly.

Information gathered from relatives questionnaires indicated that both relatives and residents are involved in the creation of individual care plans and that these are regularly reviewed. All residents have end of life plans in place and all staff have end of life training. District Nurses also support the end of life process for residents.

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

Both staff and residents spoke positively about the management of the home, one relative commented via a relatives questionnaire 'Lovely atmosphere, great manager and staff' and a resident commented 'If I make a complaint to the manager or deputy, it is usually dealt with promptly, I can't fault that.'

The registered manager also felt very well supported and had a very good, close working relationship with the owners (who live next door), and always act swiftly and without hesitation to address any concerns and make any necessary purchases etc. as and when requested/needed.

The manager reported that there are no problems with recruiting staff to work at the home. Staff questionnaires indicated that the staff are very happy working at the home, one staff member commented 'This is a happy, warm welcoming home to work in. Families are made welcome at all times, management is respected and are always there if you need them; the proprietor is also always available to speak with.' Other staff comments were: 'This is a relaxed and caring home - I've worked in a few and seen the opposite'

'The home is a really nice place to work',

'I have worked in a few homes and this is one of the best'

'Bluebell is a lovely family run home - it's great to work here'

'This is a happy home. Management are always happy to help and the proprietors are always available to speak to.'



Staff also felt adequately trained to carry out their roles and reported that they only have to ask for any additional training that they feel that they need. The manager reported that all staff carry out ERYC Safeguarding training, pharmacy training and have access to a number of distance learning courses provided by The Skills Network, such as dementia and medication training.

The home has made a conscious decision to recruit staff for specific roles within the home e.g. kitchen staff, cleaners and laundry staff are employed specifically for that role to ensure that carers are there to specifically concentrate on their caring role without being distracted by other responsibilities; ensuring that all roles are carried out effectively.

<i>Signed on behalf of HWERY</i>	<i>m.fawcett</i>	<i>Date: 16/5/17</i>
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