

## [Enter & View Visit Report](#)

Premises visited:  Glenfields Care Home 7 Montgomerie Square Driffield YO25 9EX	Date of Visit: 22.03.16	HW Reference: HWERY 20160322
	Duration of visit: 2 ¼ hours	
	HWERY Representatives: Denise Lester Caroline Frost	Staff met during visit: Sally Gunne Home Manager Laura Harding Owner Bradley Birmingham Owner Shane Hogger Cook

### **PURPOSE OF VISIT**

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

### **INTRODUCTION**

The home is situated just outside Driffield. It is a large well maintained building constructed in the 1930's by the MOD as an army barracks. The home has been extended to the rear. The home is on 3 floors with residents' rooms on the ground and first floor. The second floor is used by staff as an office. This is kept locked so residents cannot access it.

First impressions were that it was clean, homely and welcoming. There was no unpleasant odour in any area of the building. There is a garden to the rear and an enclosed paved courtyard in the middle of the home which is well paved with gentle ramps for access. Residents can choose to eat outside in good weather and there are opportunities for gardening, in pots, in the courtyard.

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

Care plans and policies are kept in the staff office. Each resident has an individual care plan. These are written with input from the resident, their family and, if relevant, a social worker. Some include the resident's and their family's wishes for end of life care, however the home manager has had some difficulty getting some residents and/or their families to discuss this as it is an upsetting subject. Because of this they have received specialist End of Life training from Dove House Hospice about ways of getting people to open up on this subject. The manager informed us that care plans are reviewed each month.

The home owner is particularly keen on providing person centred care, looking at the whole of the residents' lives, so that they can understand them better, should they develop dementia. The home has been selected to receive Dementia Care Training from Bradford University, one of only 8 homes out of 149 in the East Riding. The training will focus on communication and activities.

Medication is provided by Wilberforce Pharmacy and this is audited on a daily and monthly basis. There are strict competency checks in place for medication and everything has to be signed for by the senior in charge of the shift.

## ENVIRONMENT

There are 27 rooms in total all of which are single rooms with the exception of one which is larger so has been used as a double, however part of this room is shortly to be used as an area for a lift. The management are in the process of finding someone to install a lift to make access upstairs easier for those residents with mobility problems.

The maintenance logs and checks are impressive. Risk assessments are carried out every month on the whole home including each resident's room to ensure everything is safe and working properly. All risk assessments and maintenance work is kept on file and very well organised. The décor looked clean and in a good state of repair.

## PRIVACY, DIGNITY AND RESPECT

Residents can access their own money when they choose. Some have advocates for this or receive money from their families. Some residents with capacity have their own cheque books. The owner told us that if a resident's family tell the home they have power of attorney this is always checked out to see if it is genuine.

Residents' rooms contain personal items so as to personalise their room. Some residents also have an independent direct phone line to their room. Most rooms have a television.

Staff were observed speaking to residents in a friendly and respectful manner. One resident told us that the staff were wonderful and often popped in to chat with her, as she preferred to stay in her room most of the time.

A monthly meeting is held for residents so that they can let staff know of any problems or if they have any suggestions. For example residents requested blinds rather than curtains in one of the lounges and this has been carried out.

There is a menu with 2 choices for lunch. This changes every day. There is a different menu for the evening meal. The menus are changed quarterly so that the food offered is appropriate to the season. The manager told us that if someone wanted something different to eat this would not be a problem. Residents can choose where to eat but most eat in the dining room. The staff eat with the residents. The cook is very passionate about the food he produces. The home serves breakfast, lunch, tea and supper and there are tea and coffee breaks with biscuits and cakes throughout the day. Residents have access to drinks all

day, with juice available in the sitting rooms and dining room. Alcoholic drinks are also available in the evening.

## RELATIVES

Unfortunately we did not see any relatives at the time of our visit, however the owner and manager informed us that they have a quarterly meeting for residents and have an open door policy so if anyone has any issues these can be dealt with straight away. Visitors are welcome at any time but the home asks that if visitors plan to arrive after 9pm they let them know in advance.

## STAFF

The staff team includes carers and senior care staff, domestic staff and 4 kitchen staff including the cook. The home also employs a handyman who carries out the maintenance, and a full time activities coordinator.

There are 4 care staff on duty in the morning, 4 in the afternoon and 2 care staff on duty at night. The night carers are also responsible for the laundry, although the staff team help out with this during the day as well.

The owner keeps all staff files and ensures that everyone is DBS checked and that they attend all mandatory training including yearly updates. In addition the owner ensures that someone attends any additional training provided by East Riding which she says is excellent. If no one is available she will attend herself and then share the training with the other staff.

The Manager said that staff turnover was quite low and much of the recruitment was by word of mouth.

## SAFE

The home is well maintained and has an impressive maintenance and risk assessment programme, including legionella checks every 4 years.

The home was clean and very well maintained throughout. Kitchen and bathrooms looked very clean and in good order. The home has a 5 star food & hygiene rating which they are very proud of.

There are aprons and hand sanitisers throughout the home and particularly in kitchen, toilets and bathrooms.

Medication is kept locked and only trained care staff are allowed to give it out. All medication has to be signed for and there is a strict protocol for adhering to the procedure. One client self-medicates.

There are some areas where residents are not permitted. This includes the laundry room, the kitchen, the manager's office and the staff toilet. These rooms have slide locks at the top of the door. The laundry room has a locked area where the boiler is located down some concrete stairs. The key for this is kept under one of the laundry baskets. The representatives recommended that a keypad lock be used for access to the laundry room. This has been carried out and the boiler

room key is now kept on the manager's key chain. (See recommendations and addendum).

There is no keypad on the front door as many residents have capacity. The owner did mention however that there are a few residents who have had a deprivation of liberty safeguards (DoLS) assessments carried out. In view of this it might be worth considering a keypad, particularly as the home is quite near a busy road. The owner did say that she had considered this but felt that the residents in question would not be physically able to open the door and she had to bear the other residents' requirement for access in mind.

### **WELL LED**

The home appeared to be very well led by the home manager and the owner. The manager carries out 6-8 weekly staff supervisions which include reflective practice relating to any training the staff member has been on, or an incident they have dealt with. There are also yearly appraisals for staff.

### **EFFECTIVE**

Residents have access to services as needed. All residents are registered by one of two local surgeries, Cranwell and Park Surgery, both of which have a designated GP for the residents. They also have an in house service from Vision Call who come to the home to carry out sight and hearing checks. They also have an in-house dentist through Orchard Park Dental Surgery who can provide dentures should a resident lose theirs. In addition they have a chiropodist and a hairdresser who visits every week. In addition to this they are visited by social workers and district nurses as required.

### **CARING**

The home appeared to be very caring. We observed positive and friendly interactions between carers and residents.

One lady that we spoke to said she was very happy with the care that she received and that the food was marvellous.

The home has a full time activities coordinator who provides daily activities. For example when we visited there was egg painting and the residents had also been making Easter bonnets. These are written up on a board outside the main dining area. They also have a gentleman who comes to sing songs with the residents every week and a full time carer who plays the guitar for residents. The manager and owner appeared very knowledgeable about the importance of activities. There are plenty of books, including a good number of large print books which are regularly changed by the local library. A selection of newspapers is brought into the home every day.

### **RESPONSIVE TO NEED**

The owner told us that they do have a complaints procedure, a copy of which is on the back of every resident's door so they know how to complain if need be. The owner told us that the Manager is very quick to rectify any problems.

Residents are weighed monthly and if there are any concerns regarding their weight this is upped to weekly. For example we were told that one lady lost her dentures and lost weight whilst a replacement set were being made for her. The home responded by making sure that she was offered higher calorie foods to keep her weight up.

## RECOMMENDATIONS

- A keypad to be installed for access to the laundry room and the key for the boiler room to be kept in a secure key box
- A keypad to be considered for the front door

## CONCLUSION

Glenfields is a very well run home. The maintenance and risk assessment procedures were impressive. The home is clean and homely and was a pleasure to visit. It was clear that the owners, manager and their staff team care about the residents and the home has a lovely homely atmosphere which reflects that. The manager and owners appeared very knowledgeable and it was clear that they cared passionately about ensuring that the care and activities are person centred and that their knowledge of how to help residents with dementia is as up to date as possible.

## ADDENDUM

Since our visit to Glenfields the Management team have contacted Healthwatch East Riding to inform us that they are having keypad code locks fitted to both the front door and the laundry room door and that the key to the boiler room is to be placed onto the manager's master set key ring.

Healthwatch East Riding would like to thank the Glenfields Management Team for their swift response to our recommendations.

Signed on behalf of HWERY	<i>Carol Dyas</i>	Date: 10.05.2016
---------------------------	-------------------	------------------

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.