

Enter & View Residential Care Home Report

Figham House

Figham Road, Beverley, East Yorkshire HU17 0PH

Date of visit: 23rd October 2017

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HWERY Representatives: Martin Davies & Pamela Wakelam

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 carry out a required number of Enter & View visits per year to collect the views of people whilst they are directly using services. This will then contribute to its remit of helping ensure that the views and feedback from patients and carers are an integral part of local commissioning across health and social care.

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.

Summary of Key Findings

Figham House is located in Beverley and run by the Burlington Care Group. It could currently house 55 residents with 3 beds currently available. All rooms have en suite facilities. The home employs 30 full time staff with 15 part time and 8 bank staff.

Healthwatch East Riding of Yorkshire were welcomed by the registered manager and posters advertising our visit were prominently displayed so that residents and relatives would be aware of our visit. Relatives and residents spoken to on the day reported that they were happy with the care that they received at the home.

Recommendations/Observations

Healthwatch East Riding has no recommendations to make at this time.



Full Report

Background

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

Within the context of Enter & View:

Under its remit of 'Community Voice & Influence', Healthwatch has a responsibility to support local people to share their experience and opinions of local services.

Under its remit of 'Making a Difference Locally', Healthwatch has a responsibility to capture the experience of local people in our research and reports, use the opinions and experiences of the public to produce recommendations for change and ensure our recommendations for change are heard and responded to by relevant decision makers.

Under its remit of 'Informing People', Healthwatch has a responsibility to ensure that we provide the public with accurate, reliable, relevant and useful information about local services, when they need it, in a format that meets their needs.

Main Findings

How safe is the setting for service users?

The home was clean with no unpleasant odours and hand gel was readily available.

There were evacuation procedures in place and posters displaying fire zones were prominent. Medicine management and infection control procedures were well supervised.

An automated call system was in place which can be analysed for usage. Areas where the residents are not allowed are controlled by a key pad entry system.

The food hygiene rating is the maximum 5. CQC registration and public liability certificates were displayed and in date.

How effective do service users consider the service to be?

Residents have access to all the services they need. The Community Nurse visits most days and the chiropodist visits every 6 weeks. The home has access to an optician, dentists and hairdressers also visit the home.

Staff were seen to be effectively communicating with residents.

All falls are monitored with an incident form and tracked for frequency. Moving and handling training takes place.

The residents receive a varied menu and are consulted with regard to its content. Residents can choose where they wish to eat and those that require support are supported appropriately.

One relative told us 'Excellent, could not ask for better. My husband had a stroke and Figham House was recommended by a friend who was in here. He has a PC with Wi-Fi. I can visit anytime I want and can have lunch with my husband, I would give it 9.5 out of 10'.

How caring do service users find the service?

Residents and relatives are involved in care plans and plans are reviewed monthly. New residents have a life history form completed. All residents have a named carer and there is a board displayed in the corridor showing 'who is my key worker', which gives an easy guide to all named key workers.

The home has had some success with end of life plans and views this in a positive manner.

Pocket money is administered by the home. The home also holds fundraising events towards a resident's fund and the residents decide how this is spent. The home has purchased some budgerigars which are very popular. A request has also been made for a dog, which is under consideration.

Residents are encouraged to be as independent as possible with one taking a taxi to Beverley to visit Marks and Spencer.

There is an activities coordinator in post with a weekly schedule in place including; Fish and Chips, Memory Lane, Halloween party, music events, look at the news, pet therapy and hand and nail care. Local school children also visit and take part in craft activities, and also as part of the Lifestyle Community Project.

There is a hair dressing salon within the home called 'Figham Hair and Beauty', there is also a small bar that the residents can use, a news and weather board and a telephone box. The home has in the past taken residents on trips out to a Bridlington beach hut.

Residents all have their own rooms which they can personalise as they wish.

Via the relatives questionnaires provided by Healthwatch East Riding one relative stated 'Figham House is a happy place where residents appear to be respected and the carers work well as a team. I am content that when I'm not around my aunt is being well cared for and she is happy'.

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

Resident meetings are held, minutes of which are on display. There is a complaints procedure in place and a suggestions box for use by residents and relatives.

Residents have photographs of their choice outside their rooms, often wedding photographs are displayed along with the names of residents.

Photographs of events and activities are on display.

Residents who wish to share rooms are accommodated.

One resident told us 'I've been here 16 years as a result of MS and seen many changes, the staff are excellent and the food is marvellous'.

Respite care is provided by the home but not day care.

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

A member of staff told us 'I love my job and can go to my manager with any issues I have'. The activities coordinator left the home a little while ago but came back, she explained 'I enjoy the residents'.

There is a training matrix in place and staff are regularly updated on training, such as Fire safety, manual handling and dementia training.

Via the relatives questionnaires provided by Healthwatch East Riding one relative stated ‘A full team of very caring staff always ready to help in every way, with a first class management team of leaders’.

The home also operates an employee of the month scheme.

Response from Setting:

We work very hard at Figham House to promote and encourage a ‘home from home’ environment. We are glad Healthwatch enjoyed their visit to our home and welcome their findings.

Signed on behalf of HWERY	<i>Matthew Fawcett</i>	Date: 12/12/17
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