

Enter & View Residential Care Report

Goole Hall

Swinefleet Road, Old Goole, East Yorkshire DN14 8AX

Date of visit: 1st March 2017

HWERY Representative: Michelle Harvey

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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

- To consider ways of improving the safety of those residents using the outside area perhaps by adding a barrier between it and the main road.

Summary of Key Findings

Goole Hall is a large period property set within its own grounds on the outskirts of Goole. There are currently 19 residents, of which approximately half were spoken to on the day of the visit.

Residents reported that they were very happy at the home and interactions between staff and residents were observed as being extremely positive and there was a very friendly, cheerful atmosphere observed in the area that was being used for the afternoon's activity. The relationship observed between staff and residents is a definite strength of the home.

The building itself and outdoor area are in need of some improvements, which would both improve the overall aesthetics of the building and alleviate some concerns expressed by both residents and visitors.

Recommendations/Observations

- Investigate upgrading the lift or take further measures to improve reliability.
- Consider fencing off the outside area to restrict access to the driveway & parking area for residents.
- Take action to improve the Food Hygiene rating



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?

The main entrance and exit to the building is via a stone stairway; however there is a locked gate at the top of the stairs which ensures the safety of residents by restricting visitor's entry to the building without requesting access from a member of staff. It also restricts residents from exiting the building via the stone steps un-aided. A number of residents were observed safely using the area at the top of the stairs as a balcony enjoying the fresh air, assisted by staff as necessary.

On entering the home there was an underlying odour, however this was not as prevalent in other areas of the building.

The building itself is a period property dating from the late 19th century and is in need of some refurbishment, particularly in the entrance hall where the carpets were showing signs of wear and tear and the décor was ready for refreshing. Most areas of the building appeared clean and the entrance was being hoovered at the start of the visit; however not all areas had been thoroughly cleaned after the recent meal-time and waste food had been observed as being left in the entrance area for the duration of the visit and a table where someone had obviously eaten in the entrance had also been left uncleaned over the same period. The recent food hygiene rating reported by the Food Standard Agency is 1 out of a possible 5.

The property offers its facilities over three floors, resident's rooms being situated on the lower ground floor and the upper floor; the main communal areas being situated on the main ground floor. Access to both the upper and lower floors is available by either staircases (both having restricted access by safety gates) or by the lift; however access to the lower floor would be inaccessible to most due to the extreme steepness of the stairs. Although there is a lift in place, the majority of residents reported that they didn't like using it, describing it as 'very old and really noisy' one resident saying 'it is really quite frightening to use, I wouldn't use it on my own', but without this most residents would be unable to access all areas of the building. One resident reported that the lift had been out of order recently for three weeks and that during this period they had been unable to use any of the communal areas or eat in the dining room, leaving them feeling isolated. They



had been offered assistance to use the stairs by staff, but they had found this unmanageable and had therefore decided to stay in their room. Six residents that were spoken to aired some level of concern over using the lift and many were unconfident in using it alone.

There was an outside area accessed via the lower ground floor which was well used by residents and accessed via a request to the staff - residents reported that they regularly enjoyed using this area; however this was open to the driveway and parking area for visitors and could pose a risk for some residents who might not be fully aware of the risk from traffic. There were a large number of used cigarette butts in this area that had not been cleared away.

How effective do service users consider the service to be?

Residents reported that they had access to the services that they needed such as dentists, chiropodists, opticians etc. and access to a G.P. and hospital services as and when they were required. A hairdresser also visited regularly for those residents who wished to use this service and residents said that they had no concerns regarding accessing the services that they needed saying 'I only have to ask and the staff sort everything out for me.'

Staff were observed as promoting and encouraging residents to make their own choices and have control over their choice of activities and where they wanted to go spend their time.

Dementia friendly signs were prevalent around the home to assist residents in finding their way around (which included pictures as prompts) and one resident was observed using these signs during the visit promoting his independence.

A varied menu is offered to residents at meal times and residents reported that they were generally happy with the food that they received. Residents were offered the choice of either eating in the communal dining room or privately in their own rooms, one resident commented, 'I usually like to eat in the dining room with everyone else because it's a nice social event and I get to see everybody. I can't complain about the food either.'

How caring do service users find the service?

Residents spoke extremely positively about the relationships that they held with staff, saying that they were always treated with respect, that staff were extremely attentive to their needs and there to offer help when needed. One resident said of the staff that 'nothing is ever too much for them, if I need them I know that they are there; I have no absolutely no complaints on that front'.

Interactions between staff and residents were observed as being very positive and there was a very friendly, cheerful atmosphere observed in the dining area that was being used for the afternoon activity which was Bingo. There is an activities co-ordinator in post for three days per week and all of the residents spoke very highly of her and said that they enjoyed the activities that were on offer which included quizzes, bingo, dominoes and exercise classes.

During the summer months residents said that they enjoyed days out to the seaside or sometimes shopping trips to places such as Scunthorpe; residents were extremely appreciative of these visits and spoke very highly of staff, who they said sometimes gave up their own time to attend days out with them.

Residents have their own room and one resident commented on how she really enjoys watching the ships go by on the river through the view from her window. Another resident



commented on how she had spent time at another local care home but said 'I much prefer it here because my room is much nicer and bigger - my room at the other place was like a cupboard compared to here. I have such good friends here too and staff here are lovely, I wouldn't want to be anywhere else'.

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

Residents have a very positive relationship with the staff at the home and reported that they felt confident in raising any concerns that they had. Residents felt that their concerns were listened to and dealt with appropriately. There is an official complaints policy in place; however residents reported that they didn't feel the need to use this as their concerns were generally dealt with promptly by the staff or home manager.

There was clear positive interaction between the activities co-ordinator and residents. The residents reported that the activities on offer are responsive to their individual requests and that there isn't anything else that they would particularly like to see offered. One resident said 'I like to take part in some of the activities, but I don't take part in everything, just the things I enjoy - it is up to me what I want to do.'

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

Unfortunately the manager was unavailable at the time of the visit; however staff were very attentive and helpful and said that they enjoyed working at the home and clearly enjoyed spending time with the residents, one member of staff said 'We're all like a big family here'.

There were obvious signs that some areas of the home were in need of decoration and some carpets in need of replacement. The outside area has been an on-going concern for some time and concerns were raised at the time of the last visit (in March 2015) and these concerns do not appear to have been addressed.

Residents however, spoke positively about their relationship with the registered manager. One resident said 'I am happy to ask her about anything and I know that if something needs sorting out, she will sort it if she can - it's never a problem'.

<i>Signed on behalf of HWERY</i>	<i>Matthew Fawcett</i>	<i>Date: 21/4/17</i>
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