

Enter & View Residential Care Report

Overton House

The Garth, Cottingham, East Yorkshire HU16 5BP

Date of visit: 30th August 2017

Date of publication: 19/9/2017

HWERY Representatives: Carol Dyas & Peter Horrocks

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

Overton House is a single storey purpose built home in a residential part of Cottingham. In the more than two decades of HICA ownership it has been well maintained and steadily upgraded, each room having an en-suite toilet and hand-basin. Overton House provides individualised person-centred care for up to 40 clients with widely varying needs related to dementia.

The environment is pleasant and supportive. There is exceptional effort to involve residents in activities and to maintain the input and ideas of family members.

We were much assisted on our visit by the home manager Margaret Walker.

Recommendations/Observations

- The home should be regarded as exemplary and a possible source of ideas and support for other homes.



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?

Day and night staff levels are enough to provide good cover and can be augmented if necessary.

The home is odour free, brightly decorated on a rolling programme, airy and very clean. Door colours and signage are widely used to enable users to identify the various room functions. Reminiscence pictures, fabrics, dresses are on walls throughout the home.

All 40 rooms are en-suite with additional bathrooms for bathing.

Nutritional needs and hydration are well considered.

Call systems and pressure mat alerts are available and trained senior care staff handle medication.

How effective do service users consider the service to be?

Health inputs like dentistry, chiropody, district nursing and falls advice seem to work well. Community psychiatric nurses and consultants visit as needed.

GP support comes from a number of local practices.

Three monthly supplies of continence products cause some storage problems.

The home managers have a good relationship with hospitals concerning assessment of possible new residents and timing of discharges. All residents have a passport to transfer knowledge between agencies.

How caring do service users find the service?

We spoke to many residents, to members of staff and to one visiting relative. There is great commitment to knowing and meeting the needs of the individual people at the home. Choice is offered in most aspects of their lives including what and where to eat or how to spend their time. Residents told us they were well looked after. All have a key worker.

Care plans are well maintained and updated whenever needed and at least monthly. End of life plans are included for most. The home has a dependency tool to identify changes which might be significant.

The home is able to meet the needs of people with significant challenging behaviour. One current resident has twelve hour one-to-one care. Perhaps six residents require help with feeding, a significant number are wheelchair bound, most are mobile within the home. Only one receives occasional medication to control behaviour.

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

Overton House takes occasional respite care admissions, depending on availability of places.

There is an impressive commitment to an activities programme. Voluntary organisations support activities and special improvements to the home. A "train pod" was recently opened. We met Susan Dunn, a full time "Shine Ambassador" and activity coordinator. She told us that the activities provided were based on the interests of the residents. Activities have included musical items, gardening, baking and quizzes.

Written comments from relatives and staff sent to Healthwatch before the visit were strongly positive about their experience of the home.

We saw the minutes of a recent relatives meeting and a current newsletter for relatives. Overton has a Twitter account which is well used.

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

Margaret Walker and her senior staff appear to provide excellent leadership in the home. She feels well supported by HICA; there are opportunities for HICA managers to meet and compare notes.

There are 12 full time staff and 27 part-time. Training needs are constantly reviewed and provided mostly by HICA's training matrix.

On our visit we were impressed by the cheerfulness and attention with which care staff approached residents.

Signed on behalf of HWERY	<i>Matthew Fawcett</i>	Date: 19/9/2017
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Response from Setting:

Good reflective report.