

## Enter & View Residential Care Home Report

# Priory Care Residential Home

11 Priory Road, Cottingham, East Yorkshire HU16 4RR

Date of visit: 8<sup>th</sup> March 2017

HWERY Representatives:

Date of publication: 16/5/17

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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 move to modern levels of personalised care with the staff, policies and environment to support that task.

## Summary of Key Findings

When previously visited this home was known as 'The Arches' and was in serious need of modernising, both environmentally and in terms of staff practices. Now under new management, it is clear that this modernisation has occurred. We would like to take this opportunity to commend the new owner/manager on her hard work.

In general, we found this to be a very pleasant care home. The interior was very modern, with work ongoing to renovate older parts of the building that are going to be, on completion, used as a dedicated end of life area.

Communal areas were open and bright. The dementia unit was a very calming environment with tactile and sensory displays on the walls.

Also, we were particularly impressed with the electronic care plans.

Given the extensive changes that have occurred since our previous visit it would be good for us to return for a full visit when the end of life unit is complete.

## Recommendations/Observations

There have been a great many changes since our first Enter & View. We feel that due to this a full Enter & View should be conducted once the home has finished making its alterations and improvements to get a full scope and feel of the Home.



## 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?

No safety concerns.

Previously the Home had been in disrepair and needed some renovations. There has been a lot of work done on the home and work is continuing on the home.

The Home felt safe and secure and speaking to one resident said it was "a comfortable place and the improvements are good"

#### How effective do service users consider the service to be?

Though our interaction with service users was limited, the service users we spoke to found the service effective.

#### How caring do service users find the service?

The service users we spoke to found the service caring. This was also clear to see in the interactions that we observed.

Service users felt the services were good and the improvements were as one resident said "great, makes the place more modern and clean"

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

The service users we spoke to found the service responses to their needs.

The Home has its own Dementia unit; this is decorated in calming colours with feature such as texture/shape zones. It also has thing on the wall near the residents' room that may be personal memory for them such as a sports memorabilia, picture of things from the past.



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

Though our interaction with service users was limited, the service users we spoke to found the service well-led. This was also apparent in the interactions we witnessed between the manager and residents.

<i>Signed on behalf of HWERY</i>	<i>Mfawcett</i>	<i>Date: 16/5/17</i>
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