

Enter & View Residential Care Report

Windsor Court

Bartholomew Avenue, Goole, East Yorkshire DN14 6YN

Date of visit: 23rd August 2017

Date of publication: 19/9/2017

HWERY Representatives: Denise Lester & Jessica Mell

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

Windsor Court is a large care home owned by HC One located within the town centre of Goole. The home has the capacity to accommodate 77 residents with varying levels of care needs, including a 19-bed dementia unit. All rooms are en-suite and there are 4 baths and 4 showers available throughout the setting. The home is very well kept, with clean, spacious rooms and contemporary décor throughout.

There are a multitude of social spaces for residents to utilise, such as lounges, dining areas, a pub, 2 cafes, a sweet shop and large secure garden within the centre of the home. An activity timetable was presented around the home detailing coffee mornings, chair zumba, church services and bingo.

Positive and caring interactions between staff and residents were observed; particularly by the manager, who demonstrated real passion and determination to provide a high level of care for the residents.

Recommendations/Observations

- To include a wider variety of activities that are appropriate for residents with specific difficulties.

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?

Windsor Court was a very well presented, clean and tidy home with evidence of control measures in place to ensure the safety of its residents. The entrance to the home is opened via a key coded lock, and residents with capacity are aware of the code to allow free movement in and out of the home. Any rooms that may present a danger, e.g. the laundry and kitchen, as well as doors that allow access between the 4 secure residential units, are also locked using a keypad system.

The home operates a 'Resident of the Day' system-identified in sequential room order-for which that individual has their room fully cleaned and their care plan is updated. Risk assessments are carried out for all residents upon admission, particularly for those that are self-medicating.

Medicine management procedures were also in place with 5 a day checks and control drugs are monitored twice a day. Hygiene precautions were implemented, with hand sanitisers positioned at varying sites within the home, including the entrance, outside residents' rooms and outside bathrooms.

There are 13 care assistants on duty in both a morning and afternoon, and 10 care assistants during the night. There is 1 nurse onsite 24/7, as well as 1 nursing assistant and 1 senior carer. The home appeared appropriately staffed and all interactions observed were friendly, caring and responsive.

The menu is rotated on a fortnightly basis, offering residents cereal/toast for breakfast and a 2-course meal at lunch and teatime. A light supper is available at 8pm. The kitchen team are able to accommodate specific dietary requirements, including offering textured meals for residents that have difficulty swallowing. The management team recently asked the residents to complete a survey to find out when they would like their main meal. Based on the residents' response, the main meal is now served at 1pm and a lighter meal is provided at 5pm for tea. Drinks and snacks are available throughout the day, and the manager said 'the kettle is always on, if they want a drink they only have to ask.'

How effective do service users consider the service to be?

Residents have access to all services that they need. Visiting services include a chiropodist, a Macmillan nurse, physiotherapists, dentists and opticians. There appeared to be very good communication between the home and the local GP services, who visit the home regularly to tend to patients, as well as a routine monthly check and to review medication. A Falls Team visit the home to complete an audit every 3 months, and it was detailed that there are bed sensors to prevent falls for those that require them.

There are monthly meetings held once a month for resident's to voice their opinion, and there is a computer system situated within the entrance giving residents, relatives and visitors the opportunity to provide feedback.

Staff are provided with online training resources and a mentor for the first 3 months in their job role, and this training must then be revisited every year. One staff member noted that they are 'part of a good team'.

How caring do service users find the service?

Residents and their relatives are encouraged to be involved in the preparation of a care plan upon admission, and they are also allocated a named carer. End of life care wishes are considered when providing care, and these are also discussed with those that have a do not resuscitate plan in place.

Each room is redecorated prior to an admission, and the manager expressed that if a current resident was not happy with their room, if there was another available, they would give that individual the choice to move. Residents are also encouraged to bring their own belongings to make the room feel comfortable. The manager stated 'I would never put a resident in a room that was not at a standard that I would think was acceptable for my own relatives.'

Windsor Court's Wellbeing Coordinator provides a range of activities within the home for residents to enjoy, including chair zumba, yoga and bingo as witnessed during the visit. There is also a monthly church service. Residents are also encouraged to make use of the garden, which has a variety of seating options and sheltered areas, and there is also a weekly gardening club. However, one resident did state that they felt there was a 'lack of activities'. There is a pub, 2 cafes, a sweet shop and a hairdressing salon onsite. When available, a minibus is able to transport residents to local garden centres for lunch or to go shopping.

When asked about the resident, a relative stated that 'overall we are happy with the care; it gives us peace of mind knowing that she is cared for.'

On the day of the visit, it was a resident's birthday and we witnessed a staff member kindly presenting the individual with a card and some chocolates. The relatives seemed very happy about this gesture and the resident certainly appeared thrilled.

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

Feedback is sought after regularly from residents, relatives and visitors through the computer system in the entrance, but also via surveys relating to a particular issue. There is a complaints procedure in place, however, relatives were not confident about how to use this. There was evidence of residents' opinions being listened to with a board detailing recent feedback and action plans that had been put in place to modify the issues expressed.

It was noted that it might be useful for staff to update relatives about new developments within the home, such as the sensory rooms that we were informed about upon arrival.

Some relatives expressed that they felt that some of the activities on offer were not appropriate for certain residents and that more variety should be offered, such as a music quiz that provides a more sensory experience.

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

Throughout the duration of our visit, both residents and staff spoke very highly of the manager and her dedication to the home. Relatives expressed that they felt that if they had any concerns or questions that they could speak to the manager to get it resolved. Staffing levels are in line with government requirements, however, it was noted that many residents and their relatives believed that there was not enough staff to fulfil all of the care needs as well as activity requests.

One staff member said that they felt adequately trained, but that they also would be confident in approaching management to request further training if they believed it was necessary.

Response from Setting:

The home has offered no response to the report (19th September 2017).

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