

Enter & View Residential Care Report

Albermarle

Baxtergate, Hedon, East Yorkshire HU12 8JN

Date of visit: 27th June 2017

Date of publication: 5/9/2017

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 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:

- No recommendations were made

Summary of Key Findings

Albermarle Lodge is a 1970s purpose built Humberside Independent Care Association (HICA) home with mainly residents suffering from dementia.

There are 42 residents, all with their own room. Nine are en-suite and all have their own wash hand basin. There are 10 additional toilets. All toilets have yellow doors. All the residents had their front doors painted the colour of their choice (excluding yellow) and all were personalised. All the windows look out on to well-kept gardens with seating areas and hanging baskets which the residents have made. All resident rooms were entirely bespoke to residents taste.

Recommendations/Observations

HEWRY feel that the high standards have been maintained since our last visit, and as such have no specific recommendations to make.



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 home employs 48 staff including a full time handyman. There are no specific visiting times.

The home is clean with no unpleasant odours. The fixtures and fittings seemed safe and fit for purpose. Fire evacuation, infection control procedures and a call system are in place. Medicines are kept in a locked cabinet in a locked room, with a log indicating usage. Boots Chemist had done an audit on medication on the day of our visit.

The food hygiene score is 5, food is sourced off site from Aperativo on a cooked chill basis.

Areas which are restricted to residents are controlled with a number code. Residents who wish to venture out into Hedon are always accompanied by a carer.

How effective do service users consider the service to be?

Residents have access to all health services. Visits to dentists and the opticians are arranged locally. If residents need to visit hospital relatives are given the opportunity to attend, if no relative can attend a carer always accompanies the resident. Falls are monitored and appropriate footwear encouraged. The home makes use of hoists for bathing.

The manager takes the view that this "is their home" and residents can do everything when they like, such as getting up and going to bed.

Two meal sittings are held with one catering for residents who find difficulty eating and have to be assisted.



How caring do service users find the service?

Residents who are able, are involved in care plans which are reviewed monthly, relatives are also involved. All residents have a named key worker.

A bank is run for resident's cash and a hairdresser visits every week.

Activities are advertised on a notice board, whilst HEWRY were there a singing activity was taking place which was well attended and was being enjoyed by all. The home has an activities coordinator. There is a quiet room available and a library.

A relative who was visiting told us "It's clean and there's plenty of room, what more could you want, its local and I can visit when I want".

Interactions between staff and residents was positive and friendly

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

No day care is provided, if beds are available the home will offer respite care. Some end of life plans are in place; however we were informed it's a subject many relatives find very difficult. Review meetings are held monthly with relatives being given the opportunity to attend.

With this being a home which cater specifically for dementia sufferers, there are many reminiscence aids in evidence such as, a bus stop, a memory box and trees in the garden decorated with pom-pom wishes. Resident's art work is also displayed in the garden.

A suggestion box is situated at the main reception area. A complaints procedure is in place.

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

A member of staff was interviewed who said she loved working here; she used to be a 1:1 carer but enjoyed this environment more. She felt well supported by her senior and the manager, and had undergone thorough training including safeguarding, infection control, health and safety and a lengthy induction. She said the residents were happy, and she was confident to approach her line manager with any concerns she had.

Staff levels are adequate with a senior always being on duty.

Training is recorded on an online training matrix, and HICA quality assurance systems are in place such as questionnaires and audits. E learning is also undertaken by staff.

The CQC registration and current public liability document were displayed in the reception area.

Response from Albermarle:

I am very pleased with your findings when visiting Albermarle on the 27th June 2017.

Signed on behalf of HWERY	<i>Matthew Fawcett</i>	Date: 5/9/17
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HW Reference: 20180613R
Time & Duration of Visit: 14.30 - 15.30
Number of people engaged with: 4

Albermarle House Re-visit Report

Date of first visit: 27th June 2017

Date of publication: 27th June 2018

Date of re-visit: 13th June 2018

HWERY Representative: Martin Davies

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Main Purpose of Visit

Healthwatch East Riding conducted an Enter & View visit at Albermarle House within the last twelve months. From the visit Healthwatch would make a series of recommendations to help drive improvement based on service user feedback.

COMPLETE	PROGRESS HAS BEEN MADE	NOT STARTED
Recommendation		Progress
No recommendations were made on our previous visit		N/A

Summary of Key Findings & Progress towards Recommendations

There were no previous recommendations made.

HWERY feel that the high standards continue to be sustained at the home

Impact and Additional Observations

As a result of fundraising the home now has their own bus for trips out.

One resident whose wife has now sadly passed away told us that he requested to live in the home, in the same room, so that he could be near her; his request was accommodated and he said 'This home has saved my life'.

The home has recently had a positive CQC report and a positive pharmacist advice visit from Boots.

When residents arrive at the home every effort is made to give them the room number coinciding with their previous address. The home plan to enter HICA in bloom and have prepared an attractive garden area with the participation of residents; they also enter quizzes and hold staff competitions with prizes awarded.

Signed: *M. Harvey*

Date: 27/06/18