

**ENTER & VIEW VISIT REPORT**

Premises visited: <b>The Arches, 11 Priory Road, Cottingham HU16 4RR</b>	Date of Visit: 28 <sup>th</sup> April 2015	HW Reference:20150428
	Duration of visit:10 -11.15am	
	HWERY Representatives: Penny Preece Peter Horrocks	Staff met during visit: Deputy Manager Andrea Fostekew

**PURPOSE OF VISIT**

The visit was part of a HWERY programme to review the quality of provision of residential care in East Yorkshire. The visit was pre-arranged.

**INTRODUCTION**

We were disappointed not to meet our designated contact, Anita Lovelock-Lowe, who was unable to be there to meet us. Instead Deputy Manager Andrea Fostekew took time out of her busy morning to show us parts of the home and answer some of our questions. We are very grateful for her help.

The home was said to be in receivership with uncertainties about the future for staff and residents. A potential new owner had visited recently.

**FIRST IMPRESSIONS**

Having passed through a most impressive entrance hall, the remainder of the home is shabby, worn and not very clean. There were noticeable urinary smells in the main lounge and in other parts of the home.

**ENVIRONMENT**

The Arches is a purpose built residential home close to the centre of Cottingham. It has a pleasant garden and ample parking spaces. We visited some areas of the home including two sitting rooms, bedrooms and bathrooms. Some ground floor rooms are en suite. The home has 39 places but only 27 residents currently.

**RESIDENTS**

The nature of our visit meant that we were able to spend a good deal of time with residents in the main lounge, talking with some and observing the care they received. Almost all residents have dementia according to staff though there are some with other mental health problems and one with straightforward physical problems. Only one is effectively bedfast.

**STAFF**

There are about 24 staff, working roughly eight hour shifts. Three people are on duty at night, four or five during the day covering kitchen, laundry and care duties.

**CQC Theme - SAFE**

A modern fire detection and warning system was being installed at the time of our visit. There are resident call systems and movement detecting mats are used in some cases at night.

Medication procedures have been upgraded following CQC concerns.

We were not able to get into details about infection control or food hygiene because of time constraints.

### **CQC Theme - WELL LED**

The current uncertainties mentioned above must have an impact on leadership and planning and an early decision must be desirable.

Staffing levels need to be matched to the provision of fully personalised care for each resident.

Staff training is actively pursued though the location of some courses at Bridlington makes for travelling and cover problems.

### **CQC Theme - EFFECTIVE**

District nursing input to the home is frequent and highly valued. We saw a visit by the falls prevention team.

Many general practitioners visit the home as needed but there is no single GP or practice connected with the home or conducting reviews.

There had been some examples of hospital discharges to the home taking place late at night.

### **CQC Theme - CARING**

We were impressed by the goodwill and kindness shown to the residents by care staff in their day to day contacts, even while clearly working under pressure.

Some residents were very drowsy and withdrawn, others restless and anxious; smiles were in short supply.

Residents clothing was very basic, slippers rather than shoes, many dresses depriving residents of dignity. Personal clothing could often go astray, it was said.

A chair recently soaked by urine was left uncleaned.

Breakfast was still under way but we saw several untouched bowls of porridge where encouragement and assistance might have been needed.

There are apparently no menus; staff are aware of the upcoming meals and ask residents for their preferences.

Only one resident has her own money.

There are procedures which are followed once a resident is thought to be dying but no advanced end of life planning seems to occur.

### **CQC Theme - RESPONSIVE TO NEED**

There is a once weekly visit to the home by a paid activities organiser who provides quizzes, singing and games. Other events like choir visits and outings are arranged by a long-term resident of the home who publishes a monthly programme of events.

There have been no moves to personalise room doors so far.

### **CONCLUSION**

Our impression from a short and rather limited visit is of a home providing very basic care to some very dependent residents.

The challenge for its new owners must be to move to modern levels of personalised care with the staff, policies and environment to support that task.

Signed on behalf of HWERY Board		Date:
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