

## Enter & View Residential Care Report

# Claremont House

Wingfield Way, Beverley, East Yorkshire HU17 8XE

Date of visit: 12<sup>th</sup> July 2017

Date of publication: 9/10/17

HWERY Representatives: Peter Horrocks & Chris Mills

**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

Claremont House opened three months ago. It provides luxurious accommodation for up to 75 people. There are currently 31 permanent residents and 6 on respite.

The excellent physical facilities are matched by the quality of the care provided which is strongly centred on the needs of the individual resident.

Claremont House currently employs 27 full time members of staff and 29 part-time.

### Recommendations/Observations

- Until the full nursing role of the home is established there should be special care to ensure that medical and medication needs of residents are fully met.
- Implement dementia friendly signage as soon as possible.



# 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

We had useful discussions with the manager of the home Joy Puckering and her deputy Cheryl Bull as well as with other staff members.

Claremont House is part of the Crown Care group of 14 homes. The group owner has taken a close interest in the development of the new Beverley home.

For the time being there are about 37 residents and the home has not yet assumed nursing home status. In time three main floors of the building will be separately devoted to those who are relatively independent, those with physical nursing needs and those with memory impairment.

### How safe do service users find the home?

Residents told us that they feel safe and well looked after in the home.

All areas are spotlessly clean including food preparation, mini kitchens and dining rooms.

There are full night movement monitoring instruments if required. There is also a full call system in place in each room.

There was evidence of full medicine management procedures in place as well as infection control measures.

We noted that there were no odours present anywhere in the home.

One resident told us how the home had improved safety by installing rubber stoppers under a chair with wheels. This was on the back of it being raised after the chair moved whilst the resident got out of the chair.

There is little garden space and this is open next to the car park. Residents on the lower level can use this independently and those on 2<sup>nd</sup> and 3<sup>rd</sup> floor are accompanied. There is also a terraced outside area with seating.

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

There was praise for the daily input of district nursing to the home. Residents have so far signed up with a number of local GPs and the practices are helpful. Medication can be reviewed as required.

One resident was concerned that he had not received his insulin at the same time as he would have in his own home; although the times had been amended, his needs were being accommodated by the District Nurse Team, who were effectively administering his medication in a timely manner.

Another resident mentioned a concern regarding medication, however this was due to some hand-written script differing from the typed regime; this was checked and corrected via communication with the G.P. as soon as possible, following a professional prescription protocol.

Continence services are in operation though assessments can take some time to be carried out.

There had been no contact with the falls prevention team.

There are good facilities on site to promote independence and the fixtures and fittings also support this. We did notice however that there was currently no dementia friendly signage in place and we were informed it had been ordered recently.

There was a very good menu in place for residents for each day. The team ask each day what residents would like to see on the menu for the following day. The chef tries to accommodate all requests to cater for different diets etc. One resident said that food goes cold very quickly.

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

Residents told us how they exercise choice in menus, where to eat, when to do things and where to go in the home. They praised the friendliness and helpfulness of staff.

Care plans are developed with input from residents and families. End of life plans are offered in all cases.

Hour by hour activities and care inputs are recorded by staff using iPads; this is using person centred software called MCM (mobile care monitoring) which all staff use to update all care given throughout the day for each resident.

Most residents said there was a good choice of activities available each day.

Two residents control their own money; two self-medicate.

Clothing management is well organised through asking relatives to label or write on all items of clothing.

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

Claremont House is currently providing a good deal of respite care some of which has already led on to permanent residence.

Residents praised the welcome they received at the home and the response they receive when needs are evident.

Claremont house have positions for two activity organisers with one vacancy in this area. A programme is published each week on rotation. We saw a visit by an animal petting service, which was very much enjoyed; there is also a theatre room, roof-top balcony and a hair salon which is open three days a week.

Residents provide their own TV's but otherwise the rooms are fully furnished with full en-suite facilities.

Residents have a group meeting with staff and relatives also can meet home managers either individually or as a group.

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

The home and Crown Care group together supervise training needs. All staff are NVQ2 qualified. Via the staff questionnaires, all staff reported that they felt adequately trained to carry out their roles; one member of staff felt that they were waiting for more training in areas such as fire, first aid, DOLS/MCA and another would like to continue on to Level 4/5 NVQ training. There was an overall feeling that the staff would welcome any additional training that was offered which should be embraced by the management team.

Managers have the opportunity to meet other Crown Care counterparts at monthly meetings Current staffing levels are generous with nine care staff on duty by day and six at night supported by catering, maintenance and cleaning inputs.

Quality assurance is built in to most managerial activity.

**Response from Setting:**  
*Claremont House acknowledged the content of the report.*

Signed on behalf of HWERY	<i>Matthew Fawcett</i>	Date: 9/10/17
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HW Reference: 20180723R  
Time & Duration of Visit: 13.00 - 14.00  
Number of people engaged with: 4

## Claremont House Re-visit Report

Date of first visit: 12<sup>th</sup> July 2017

Date of publication: 7<sup>th</sup> August 2018

Date of re-visit: 23<sup>rd</sup> July 2018

HWERY Representative: Martin Davies

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### Main Purpose of Visit

Healthwatch East Riding conducted an Enter & View visit at Claremont 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
Until the full nursing role of the home is established there should be special care to ensure that medical and medication needs of residents are fully met.		
Implement dementia friendly signage as soon as possible.		

### Summary of Key Findings & Progress towards Recommendations

The home no longer offers nursing care due to the lack of referrals received and there are procedures in place to ensure that medical and medication needs of residents are fully met. The implementation of dementia friendly signage is still ongoing. The home attempted to install some dementia friendly signs with Blu-tack, but this was not successful so a more permanent solution is being sought from 'Vision call'. Menus are provided in an easy-read format.

### Impact and Additional Observations

The home has a capacity of 73 beds 64 of which are now occupied. The two vacancies for activities co-ordinators at the time of the last visit have now been filled; there has also been a Summer Fayre held this year and a trip to the races organised. A resident who was unable to attend a wedding abroad used the Skype facility to watch the wedding. The home also organises and bi-monthly Church service. The home produces a monthly newsletter listing all activities and a fundraising committee has been set up comprising of residents, staff, relatives and volunteers.

Signed: *M. Harvey*

Date: 07/08/18