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Premises visited: Snaith Hall Nursing and Residential Home Pontefract Road Snaith Goole DN14 9JR	Date of Visit: 18th August 2015	HW Reference:
	Duration of visit: 2 Hours 2.00pm - 4.00pm	
	HWERY Representatives: Matthew Fawcett Denise Lester	Staff met during visit: Manager and assistant manager

PURPOSE OF VISIT

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

INTRODUCTION

When we approached the home we were met by the assistant manager and manager of Snaith Hall. When pulling into the car park it was evident that this was a large building, the car park and building itself were in a secure location away from the main road. The front door was locked and we had to be let in by staff. This was done for obvious reasons and felt very secure.

First impressions of the building when entering was that it was kept in extremely good condition. Staff who were visible were in the correct uniform and all looked professional. The Hall was simultaneously receiving visitors for the residents and again these visitors all had interactions with the staff before entering the building and seeing their relatives.

After explaining clearly to the managers what the process was for the visit and the desired outcomes we were escorted to the manager's office to have a conversation and look through the enter and view questions we had for the staff.

The managers commented on the fact that there has recently been a change of ownership. This occurred earlier in the year and they are currently 4 - 5 months into the new regime. The information we received from speaking to the manager mainly seemed to be regarding changes that they have made.

POLICIES, PROCEDURES AND CARE PLAN

Speaking with the managerial staff they had policies and procedures in place for almost every eventuality. The home had policies for:

Finances
Health and safety
Staff Training
Schedules
New residents
End of life plans
Care plans

The home gets frequent visits from social workers and families and residents are all involved with their care plans.

ENVIRONMENT

The overall state of the home was very impressive. It is an historic building but is well maintained and the owners continue to make improvements. The building is very large and as a result they have a lot of residents. The home is split into two wings. The wing on which residents stay is determined by their nursing requirements.

Roughly there are 46 residents, obviously this changes as rooms become available and referrals come into the home.

The home smelt quite pleasant and the overall décor was light and pleasant. As we arrived there were two volunteer activity coordinators working with the residents. The management stated that they will be recruiting for a full time activity coordinator moving forward.

The grounds of the venue were also very well maintained and were aesthetically pleasing for the residents. One of the finest qualities of the home is that the building is formed around a large courtyard/garden. There is lots of outside seating and in the summer months it is an extremely pleasant area for the residents to spend the day. The space is also used for events as it is enclosed and safe for residents.

The home has an historic conservatory and this was being restored at the time of our visit. The home managers have some wonderful plans for this room.

PRIVACY, DIGNITY AND RESPECT

Walking through the home it was clear that residents' privacy, dignity and respect had been preserved. When looking in a resident's room, staff always knocked and checked with the resident first.

Staff stated that the residents have a choice of what to eat and when to eat. They get to choose what they do at all times of the day. Residents can leave the home as long as the staff are aware of where they are going and expected time back.

RELATIVES

During the visit we noticed many relatives and friends visiting and they all seemed happy with the service that was being delivered. We spoke to the wife of one resident. She was full of praise for the care being provided.

STAFF

The staff at Snaith Hall were all predominately inherited by the new management team. Only a few staff have started since the takeover.

The new management indicated that all the staff have been given appraisals and management have assessed the staff to see where they could benefit from training.

The staff receive 4 supervision meetings per year and in addition to this can request appraisals and meeting with management when they feel they need to. The management have a room downstairs that will be turned into a training room for the staff.

Some of the staff have been working at the home for well over ten years and we spoke with one individual who had worked at the home for 20 plus years. She stated how happy she was working there.

The staff member also stated how happy and impressed she has been since the new management team have taken over.

SAFE

The home provides a very safe environment. All medicines were locked away. Two residents were responsible for administering their own medication, which they did using locked cabinets.

The building is going through some adjustments as a result of the new management. One thing that was impressive was that residents all knew which areas were off limits whilst work was ongoing and in exceptional circumstances staff were on hand to help the residents pass any problem areas. These were all minimal and safety was of the upmost importance.

WELL LED

The new leadership of Snaith Hall really are trying to create a resident led environment which maintains the dignity and privacy and respect of those who live at the home. There is definitely leadership in place. There is a vision and a mission for the home and the staff all seem to have bought into it.

EFFECTIVE

It is difficult to judge whether the changes to Snaith Hall will be effective. Without spending a lot of time with the residents and seeing the growth and progression of their mental wellbeing it is hard for us to make judgement. However, the changes being made have had a positive effect on the residents. Those we spoke to were positive about what is happening and praised the new management team and the staff. They feel safe and cared for.

CARING

Spending some time in and around the care home you can see that there is a real desire from the staff to put the residents first. One lady specifically was asking if she could go out with one of the managers who clearly had done this before. However because they were showing us round, rather than going back to her later they asked if it would be okay that this lady joined us walking round the venue. The staff had a real relationship with this lady and you could tell she was thrilled to be involved.

The staff have a good rapport with the residents and did not take themselves too seriously. This was a small thing that went along way as the residents enjoyed a joke with the staff.

One impressive thing that came from speaking to the staff was that they highlighted that the residents are now having residents meetings. This is a sign from the home that they want the residents to have a voice.

RESPONSIVE TO NEED

It was noted that staff were making every attempt with residents to be as accommodating as possible. One lady we had the chance to speak with was asked how quickly do the staff respond when she presses the buzzer?

Her answer was that the staff get to her as quickly as possible. She said the time differs but she certainly was very positive about how the staff respond to her not only in time but in the manner that they do this.

RECOMMENDATIONS

After spending the afternoon at the home only one recommendation came from speaking to individuals and observation made.

- That the home provide a wider variety of meal choices for the evening meal.

CONCLUSION

Overall the home was well kept, safe and clearly improving. New management at the helm is certainly being welcomed as a positive step and the home seems to have benefitted from this already. There were no red flags. The only minor thing we noticed was the need for more variety for the evening meal. It would appear that sandwiches are somewhat of a constant. This was noted by one of the residents.

This is an exceptional home in a lovely location with a lot to offer. The staff are attentive, positive and caring which appears to be a direct reflection of the leadership.

Disclaimer: This report relates to the service viewed on the date of the visit and is representative of the views of the people we spoke to who contributed to the report on that day.

Signed on behalf of Healthwatch East Riding	<i>T. Smith</i>	Date: 25/09/15
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