

## Enter & View Residential Care Home Report

# Elizabeth Homes

67 Hailgate, Howden, East Yorkshire DN14 7ST

Date of visit: 3<sup>rd</sup> July 2017

Date of publication: 5/9/2017

HWERY Representatives: Chris Mills & Michelle Harvey

**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

Elizabeth Homes is a privately owned care home within the centre of Howden that provides a safe, secure and homely environment for its residents who are happy with the care that they receive.

Patient centred care is at the heart of what the home offers its residents. Residents form strong friendships with both staff and each other and enjoy living at the home.

### Recommendations/Observations

- That the home investigates the viability of offering some outside trips or short walks into the community for residents - particularly those not supported by their families in that respect.



# 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?

Elizabeth Homes is fully secure, requiring key-pad entry or access via a member of staff.

The home is clean and well maintained with no prevalent odours, one resident commented 'There's always people cleaning and Hoovering, I could have never kept my own place so clean.'

Fixtures and fittings appeared safe, appropriately maintained and there were handrails and mobility aids throughout the home, allowing residents to move independently and safely around the home.

There is a fully secure, walled garden which is accessed via ramps and is wheelchair friendly, making access safe for all service users. Residents described how they often enjoy using the garden area.

The home has a food hygiene rating of 5 (the highest score possible).

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

Residents described how they have access to the services that they need such as dentists, doctors, opticians and podiatrists (who visit every six weeks), they spoke highly of the home manager, who they said would sort out anything that they needed.

The independence and inclusion of residents in everyday life within the home was apparent; one lady was observed folding napkins for the dining room and described how she had planned to do double that day, so that she wouldn't have to rush the following day when she was going out. She commented 'It's nice to know that I am still useful, I like to help out where I can and it keeps me going.' Another resident proudly told us of how he was helping plan improvements to the garden, using his contacts from the local garden centre where he had previously worked.

Residents were happy with the food that was provided by the home. One resident commented 'There's always something to eat. I like to get a good breakfast - it sets me up for the day'; another 'I've put on weight since I've been here, I think they like to fatten me up, but I'm not complaining.' Residents are happy with the choice of food that they are offered; one resident said 'If I don't want too much, they do a good soup'.

The majority of staff observed communicated effectively with residents and most residents said that they were happy with the level of care and communication that they received; however when residents were being served tea/coffee and biscuits/fruit, those serving the refreshments generally served the drinks without communicating with the residents which appeared impersonal.

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

Residents reported that they generally felt well cared for, one resident reported 'Staff come and check on me in the night - there is always someone there when you need them.' Staff were visible and clearly identifiable throughout all areas of the home during the visit and interactions between both staff and residents and staff and relatives was positive and friendly.

Some residents described how they had formed strong friendships, both with each other and the staff. One resident described how lonely she had been living in her own home before moving to Elizabeth Homes, but said that she was never lonely now saying 'the staff here are just lovely and I have visitors that come and see me whenever they can, so I'm never lonely anymore'. Another two gentlemen were happy to include us in their conversation and described how they had become good friends and had found that they shared many common interests.

A visiting relative of a resident for the past 18 months described the care in the home as 'Excellent - I couldn't be more happy with the care, I have no worries'.

There were a range of daily activities on offer (morning, afternoon and evening), which were clearly on display on a dedicated notice board with pictorial references. In addition to the usual planned activities, the home also invited visitors in such as a singer and all of the residents were very much looking forward to the summer fayre that was planned for the coming weekend in the garden of the home, some residents explained how they had contributed to the planning of the event.

The home is unable to offer external trips which some residents expressed their disappointment and frustration at; however friends and relatives were able to take individual residents for days out.

Residents have their own room and are encouraged to bring in their own furniture and belongings to personalise their own space and make it as homely as possible. The manager commented 'This is the resident's home, so we have to do everything we can to make it that way.'

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

The home has a complaints policy in place; however the manager offers an open door policy to ensure that any issues are identified and resolved as quickly as possible. One resident said 'You only have to speak to the manager and it gets resolved.'

Residents feel that their views are listened to in general; although one resident did say that they would like more variety in relation to the activities on offer, especially with the quiz, which could be a bit repetitive.

Residents meetings are held regularly and are also minuted. The manager actively encourages the residents to chair the meetings and take full control and ownership of how the meetings are run and what is discussed. Relatives meetings are also held and the home is trialling different times of the day for the meetings to encourage as wider attendance as possible.

The home is very receptive to the needs of individual residents and encourages residents to use their strengths and knowledge to contribute to the home if they are able and wish to do so, e.g. one resident actively participates in planning and budgeting for the garden, another chairs meetings and others help staff prepare the dining room etc. where they can. The residents who carried out such activities said they very much enjoyed doing so and that it made them feel useful, that they were making a positive contribution to the home and it kept them busy which they liked.

Dementia friendly signs were prevalent throughout the home, responsive to the needs of residents and promoting independence.

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

On speaking to the manager we found her to be very welcoming and open to any recommendations for improvement or change. Patient centred care was evidently a clear priority and every opportunity was sought to keep developing and moving the home forward to further enhance the home for the benefit of its residents. The manager feels well supported by the new owners and feels that the home is now continually improving and moving forward in a positive way.

Residents and relatives spoken to on the day spoke positively about the manager, they felt confident that she would be responsive to any concerns that they had and that they would be addressed as and when necessary.

There are new chair lifts in place within the home and there is on-going maintenance work in the garden/outdoor area for the benefit of residents, which has been well thought-out and has the residents well-being and best interests at its heart. The home appears to be well maintained with repairs being dealt with promptly as they arise.

#### **Response from Setting:**

*The home has offered no response to the report (16<sup>th</sup> August 2017).*

Signed on behalf of HWERY	<i>Matthew Fawcett</i>	Date: 5/9/2017
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HW Reference: 20180716R  
Time & Duration of Visit: 10.00 - 11.30  
Number of people engaged with: 5

## Elizabeth Homes Re-visit Report

Date of first visit: 3<sup>rd</sup> July 2017

Date of publication: 7<sup>th</sup> August 2017

Date of re-visit: 16<sup>th</sup> July 2018

HWERY Representative: Martin Davies

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### Main Purpose of Visit

Healthwatch East Riding conducted an Enter & View visit at Elizabeth Homes 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
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Recommendation	Progress
That the home investigates the viability of offering outside trips or short walks into the community with residents - particularly those who are not supported by their family in that respect.	

### Summary of Key Findings & Progress towards Recommendations

The home has an activities coordinator and facilitates short trips into Howden. With regard to longer trips out, the manager stated it was almost impossible to do without the support of relatives; she hopes this would improve as there have been new admissions recently. The garden has recently been improved with a Summer House added.

The home offers lots of in house activities and short trips to the local garden centre and the ice cream parlour.

### Impact and Additional Observations

The CQC rating is good in all areas; the home also has a letter from a local GP praising them for their quality of skin integrity care.

Each resident has a 'Medical Emergency Plan' and residents are always accompanied to hospital by a member of staff or a relative.

The home has got the 'Herbert' protocol in place for dementia sufferers (a scheme being introduced nationally to support vulnerable people).

We spoke to a 98 year old resident who said she loved living at the home.

Signed: *M. Harvey*

Date: 07/08/18