

Enter & View Residential Care Home Report

Glenfields Care Home Ltd.

7 Montgomery Square, Driffield, East Yorkshire YO25 9EX

Date of visit: 28th March 2017

Date of publication: 21/4/17

HWERY Representatives: Carol Dyas & Peter Horrocks

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

- A keypad to be installed for access to the laundry room and the key for the boiler room to be kept in a secure key box
- A keypad to be considered for the front door

Summary of Key Findings

HWERY recommendations have been fully addressed (see above)

We were able to discuss the home with Manager Sally Anne Gunne and with Laura Harding, Operational Director of East Riding Care Services, the owners of Glenfields and two other local homes.

A recent CQC report gave a “good” grading in all categories.

Recommendations/Observations

Glenfields is a small-scale care home providing flexible personalised care of excellent quality through close attention to the detailed needs of each individual.

The leadership of the manager is driven by personal care principles and her achievements are magnified by the equally principled support given by the group of which her home is part. The home should be recognised as a model to which other providers can refer.



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?

Glenfields had 23 residents at the time of our visit. Few people currently have disturbed behaviour; only three require help with feeding and only six are troubled by incontinence.

None of the people in the home self-medicate. Drugs are administered via the Lloyds system.

The home is clean and there are no unpleasant odours.

Worn carpeting is being replaced and there are plans to extend the home to provide eight additional beds for dementia sufferers.

There are now no worries about access to the boiler and laundry rooms.

There was high praise for the catering provided in the home both from residents and a visiting relative.

How effective do service users consider the service to be?

We discussed relationships with various NHS services. Local GP support is very good and includes planned review sessions. Audiology, podiatry, dental and optical services are available. Community nurses give frequent support.

There have been some issues around the movement of people into and out of hospital but these have improved and a top level forum now exists to address problems and to attempt to dismantle the "blame culture" between the two services.

How caring do service users find the service?

People to whom we spoke told us that care staff are friendly and helpful even when they appear to be busy. One relative completed a questionnaire confirming their satisfaction



with staff and the care provided. Another told us that her mother enjoyed life at the home having been a resident for three years.

One resident said that Glenfields was the “next best thing to being at home”.

Activities for people at the home do not include outside trips and not all residents are very interested in what is provided. This is despite a lot of thought being given to the subject.

A useful blackboard displays events, menus and activities for the current day.

There are resident/relatives meetings to air problems but few relatives attend.

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

The home provides respite care to one or two people as requested, the care often progressing to permanent stay.

Care plans are comprehensive and reviewed systematically. End of life has been considered in the construction of all care plans.

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

The home has a stable group of staff led by Sally Gunne who is in turn well supported by hands-on services coming from the ownership group East Riding Care Services.

Training needs are thoroughly reviewed and met promptly.

Staffing levels appear satisfactory with four staff on duty during the day and two at night. Time is allowed for handovers to occur between shifts.

<i>Signed on behalf of HWERY</i>	<i>Matthew Fawcett</i>	<i>Date: 21/4/17</i>
----------------------------------	------------------------	----------------------

