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Premises visited: Goole Hall, Swinefleet Road, Goole DN14 8AX	Date of Visit: 9 th March 2015	HW Reference: HWERY 20150309
	Duration of visit: 2 hours	
	HWERY Representatives: Val Longden Kate Ollett	Staff met during visit: Lynn Stannard (Deputy Manager) Sue Leighton (Activities Co-Ordinator)

INTRODUCTION

Goole Hall is a care home situated in the outskirts of Goole providing care for 23 residents but having 22 at the time of our visit. The majority of the residents have some degree of dementia, some having advanced dementia and challenging behaviours. The home is part of the Devonshire Care group.

POLICIES, PROCEDURES AND CARE PLAN

All residents have a care plan which they or their family are involved in as appropriate. The care plans are reviewed regularly.

ENVIRONMENT

The home is situated in a large converted house dating from the late 19th century and is set back from the road with a long drive and large lawns; there is a patio area at the rear which is used by the residents in the summer.

There are 13 single and 3 double en-suite rooms with a further 2 bathrooms and 2 toilets over 3 floors a ground floor an upper floor and a lower ground floor. There is a lift which although old is serviced regularly. There is a newly converted day care suite on the lower ground floor which is also used for various activities by the residents.

The rooms are large light and airy and appear clean with no underlying odour albeit a little tired and worn in places e.g. the decorative friezes. There is evidence that some refurbishment is underway however.

We do have a concern about the safety of the outside area as there is no barrier between it and the main road. Staff assured us that residents were always supervised and it is a considerable distance to the road.

PRIVACY, DIGNITY AND RESPECT

- Residents can access their own money as they wish although they don't tend to have large amounts on their person.
- Residents mostly retain their own GP when they come to the home. There is a visiting Podiatrist, Optician and Hairdresser. Community Nurses also visit when needed.
- There is visiting at any time and residents are taken out on a regular basis. There are entertainments and activities provided throughout the week.
- There is a choice of food which is cooked on the premises and residents can eat where they prefer. Resident's families can also stay and eat with them. Drinks are available throughout the

day and there are facilities for those able to make their own.

- There is an Activities Co-ordinator who we were able to meet and chat to; she is very enthusiastic and obviously popular with the residents. Activities provided include bingo, singalongs, quizzes, armchair fitness as well as arranging any day trips. She also encourages residents to reminisce and the home is planning to have a bus stop and a telephone box as an aid to memory.
- All residents have a key worker who sees that their room is tidy and that they have what they need.
- We were able to speak to three residents, firstly a couple who were happily sitting in the wife's large room watching the TV. The lady has been a resident for about 3 years and said little but indicated that she was perfectly happy. The third resident has been at Goole Hall for about 3 years and was full of praise for the home and the staff and indeed seemed very happy.

RELATIVES

We spoke to two relatives, one of whom is the Activities Co-ordinator whose father is a resident and she is very happy with his care.

The other relative was the spouse of a resident with severe dementia who tends to be aggressive at times. The resident was still in their nightwear although it was mid-afternoon, the spouse was unhappy about this but agreed that there was little the staff could do if the resident refused. The spouse had no complaints against the staff.

RECOMMENDATION

To consider ways of improving the safety of those residents using the outside area perhaps by adding a barrier between it and the main road.

CONCLUSIONS

The home has a good atmosphere, there was a lot of interaction between staff and residents and residents generally appeared clean and well cared for. Although the fabric of the building was a little worn and tired it did give the feel of a home not an institution, there was a lot of conversation and laughter in the communal areas and most residents seemed happy or content.

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.

Signed on behalf of HWERY Board		Date: 7 April 2015
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