

Enter & View Residential Care Home Report

Hallgarth Residential Home

Hallgate, Cottingham, East Yorkshire HU16 4DD

Date of visit: 8th March 2017

HWERY Representatives:

Date of publication: 16/5/17

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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

- To suggest that noisier tasks, such as hoovering, be carried out later in the shift once most of the residents are awake.

Summary of Key Findings

When we arrived, post lunch, the 'noisier' tasks seemed to be occurring then. On speaking to the manager regarding the previous recommendation he stated that such tasks had occurred fairly late in the morning originally but that this still disturbed one or two late risers. With the new times this was no longer an issue.

In general, we found this to be a pleasant home and were particularly impressed with internal signage and the colouring of doors to assist residents with dementia. We went, with permission, into the room of one resident who was very happy in the Home and we were impressed with the high level of personalisation within the room.

Recommendations/Observations

No new recommendations.



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 curtesy
- 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?

We had no safety concerns.

There appeared to be good levels of food hygiene, and overall cleanliness.

There a call system in place and medicine management procedures. Residents that we spoke to said that they felt safe

How effective do service users consider the service to be?

Though our interaction with service users was limited, the service users we spoke to found the service effective.

Residents have access to the services that they need such as dentist, hair dressers and opticians

Residents receive a varied diet/menu, there are set lunch times but residents can choose when and where to eat, are they supported appropriately.

How caring do service users find the service?

Though our interaction with service users was limited, the service users we spoke to found the service caring. This was also clear to see in the interactions we observed between staff and residents.

Residents and relatives are involved in their care plans; interactions between residents/relatives and staff are positive and friendly

Residents have their own room and is personalised with their own belongings, such as furniture and photos.



One resident said “it’s the perfect place, I have my independence, I can walk into the village and see my friends but I am also reassured that the staff are here if I need help.”

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

Though our interaction with service users was limited, the service users we spoke to found the service responsive to their needs. The resident whose room we visited was very happy in this regard.

There is a choice of activities and are responsive to resident’s needs There is a board on the wall in the hallway near the dining room where the day’s menu is displayed there is also a board showing what activities are available during that week. The home use pictures as well as words to help residents with dementia to understand.

The home also uses pictures on toilet doors and bedrooms are either numbered, have the resident’s name on or if they prefer a picture of themselves on the door to help them remember their room.

There a complaints procedure in place, but also relatives or visitors can leave general feedback in a visitor’s book near the entrance.

Residents have end of life plans in place, this is discussed with the residents and their relatives. This is kept in with their care plans.

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

Though our interaction with service users was limited, the service users we spoke to found the service well-led. We also observed this in the interactions we observed between the manager and the residents.

Residents spoke positively about the management and the staff.

The staff we spoke to enjoy the setting and feel they get adequate support and training.

Maintenance and repairs are dealt with promptly, with a few repairs to the managers office taking place during the visit.

<i>Signed on behalf of HWERY</i>	<i>Mfawcett</i>	<i>Date: 16/5/17</i>
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