

## Enter & View Residential Care Report

# Holly Lodge

8-10 Station Avenue, Bridlington, East Riding of Yorkshire YO16 4L

Date of visit: 21<sup>st</sup> February 2017

Date of publication: 13/4/17

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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 Conclusion

- This home caters for the needs of a small group of mentally ill residents perfectly allowing them their individuality with as few constraints as possible. The building itself is old and slightly dated, but every bit of it is used imaginatively and it is kept very clean.

### Summary of Key Findings

Holly Lodge presently provides residential care for 16 adults all of whom have mental health problems. The home itself is in two completely separate, adjacent Victorian houses which are used as one establishment. The accommodation provides a mixture of mostly single and some shared rooms. All have a washbasin but none are en-suite. There are a number of communal rooms and pleasant, well-used gardens to the rear of the establishment.

Holly Lodge has a welcoming, friendly and caring atmosphere. Residents' individual care needs are understood by staff. They are supported to be as independent as possible and are able to "come and go" as they please. The promotion of individuality is a strength of the care provided.

Relationships between staff and residents were seen to be excellent. Several of the residents have lived at Holly Lodge for 10 years or more and referred to their accommodation as being a 'home from home'.

### Recommendations/Observations

The home is clean and free from any odour. The building itself is old and very dated and there is no internal connection between the two buildings. All of the staff, helped by residents, work hard on general maintenance. There is an ongoing redecoration programme and plans to improve and update one of the communal rooms. Two bedrooms had been repainted in recent weeks.

*The home is well integrated into the local community with little/no disturbance, the place being a safe haven for the individuals that stay in the home.*

## 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?

We observed that the service was safe with risks being appropriately managed.

Medicine management procedures were in place. They were correctly stored and accurate records maintained.

Fixtures and fittings were judged to be safe with regular health and safety checks being carried out by "Citation". All of the residents were mobile and apart from one who used a Zimmer frame walked unaided. There was a stair lift but at the time of our visit no-one needed to use it. There were no hoists or lifting equipment in use since they were not judged to be necessary. Doors were left open for people to move freely between their rooms and the communal areas. Apart from the manager's office there were no areas out of bounds with some residents being supervised to use both the laundry and the kitchen equipment.

All of the rooms we saw were fitted with a call system.

Infection control measures were seen to be in place. Hand gels were visible along with notices on walls showing correct hand washing procedures.

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

We saw that residents were able to make choices and decisions about most aspects of their daily lives. They could choose how they wanted to spend their time including going out independently.

We found that residents had access to the services they needed. They went out accompanied by a member of staff to visit the GP or hospital. Other health professionals as well as a hairdresser called regularly at the home. A notice displayed in the entrance indicated their calling dates and times.

Meals were served in the dining room and residents were helped to eat if necessary. There was a weekly menu card on all tables but if residents wanted something different this could often be provided. The home had achieved a rating of 5 following a food hygiene inspection by the local authority. All residents we spoke with really enjoyed the food provided. They were able to supplement meals with their own food if liked.



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

All residents had a care plan. They were involved in writing this along with their relatives if they wished. Each resident had a named key worker.

We observed positive interactions between people who lived and worked at the home. Staff engaged with residents in an easy, friendly and professional way. **All communal areas had a quiet and calm atmosphere; residents interacted well with each other.**

All residents had their own room which they personalised with their own possessions and sometimes furniture.

Residents had access to their own money to spend as they chose with some having “Welfare Rights”.

Although there was no activities coordinator in post, a wide variety of activities was available for the residents. One of the communal rooms was used as an art room with much of the work being displayed on walls around the home. Many residents were able to go out to join in community activities and social events were offered regularly with summer barbecues being particularly popular.

Residents were encouraged and supported to maintain contact with family. We saw one resident using his laptop to email a family member who lived some distance from the home. There were no relatives or other visitors available to talk to on our visit. However several had completed the questionnaire and all spoke very positively and warmly about the care that their relatives were receiving at Holly Lodge.

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

Respite care was provided as required, with two ladies due in shortly after our visit.

Although “End of Life Plans” were in place the manager felt that the process needed to be reviewed since both residents and relatives found this a difficult topic to consider.

Relatives’ meetings are held every 8 weeks with relatives invited to attend. The minutes from the most recent meeting were displayed on the noticeboard in the entrance. The residents and staff produce a regular newsletter, “The Holly Lodge Howler”.

A complaints procedure was in place with the policy and a complaints form attached to the doors of all the residents’ rooms.

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

Both relatives and staff spoke very positively in the questionnaires about the management and leadership. The residents who we were able to speak with were very happy with the service they were receiving.

Staff turnover was very low with several staff having been in post for many years.

Normally only 2 care staff were on duty both day and night, with the manager who lived locally being on call.

Quality Assurance systems were in place. We were told that audits were completed regularly this included audits on medication.

We were told that staff had access to all the training they needed at a basic level and an up to date training matrix was kept. The manager said that personally he would like and benefit from more “in depth” mental health training.

Signed on behalf of HWERY

Matthew Fawcett

Date: 13/4/17

