

HW Reference: 20170627A

Time & Duration of Visit: 11.30 - 13.30

Enter & View Residential Care Report

Holyrood House

Baxtergate, Hedon, East Yorkshire HU12 8JN

Date of visit: 27th June 2017

Date of publication: 5/9/2017

HWERY Representatives: Pamela Wakelam & Martin Davies

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

- Despite this being a rather curtailed visit we believe that Holyrood House provides a high standard of personal care to its residents. The environment is homely and will benefit from the upgrading programme that is under way.

Summary of Key Findings

Holyrood House is a care home catering for up to 28 residents. At the time of the visit there were 27 living in the home. All but 5 of the rooms have en-suite facilities though this may not include a shower or bath. There are also 2 further bathrooms and 5 separate toilet facilities.

The home has extensive walled secure gardens and although no parking facilities at present, the relatively new owners 'Proudfoot Care' have identified plans to develop one. Most residents have their own rooms and can be personalised for their use. There are 3 shared rooms and 22 single rooms. The home caters for many clients with dementia. There is no manager in post at this time; the post became vacant in the last week.

We were impressed with the work of the Activity Coordinator and all the staff to help the clients with dementia to re-call memories from the past. They use varied methodologies to help this process. Over all there is a positive feel in the home and the clients obviously feel happy, comfortable and safe. The garden area is a big bonus for good weather days and the inclusion of the clients in the plans for any changes and developments is evident as clients had been helping plant raised planters for the summer and sensory plots.

Recommendations/Observations

- Ensure that Public Liability documents on display are up-to-date
- A programme of improvement is in place and we encourage this to go forward to its completion. For the benefit of service users, as part of improvements use colour coding to help identify particular areas e.g. all toilet doors in a colour only used for them for easy of identification.

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?

On entering the home via a secure intercom system we were asked to sign in in the reception area.

CQC registration was displayed in the foyer plus the Public Liability insurance however this document was out of date by a few days. We were advised a representative of head office was due that day and expected to bring the new updated document with him.

The complaints procedure is displayed in the foyer.

There was clear evidence of a clean environment and no odours present. Control of infection processes appear to be working well however there needs to be more hand gel strategically placed for visitors use - e.g. in the foyer.

Food is prepared in the homes kitchens and the kitchen area was clean and tidy. The daily menu was displayed both in word and picture format and appeared very user friendly. Clients can make requests for other food e.g. eggs various, things on toast etc. if they prefer at the time of the meal. The dining room is bright and airy and looks out through a big bay window on to the garden.

Food hygiene levels are rated a '5' and are displayed in the entrance.

Access round the building and to the outside is restricted by coded door locks.

A fully operational and annually serviced call system is in place for all residents.

Controlled drugs are stored on site in a fully approved locked cabinet within a locked cabinet in a locked Medicine Room along with all other medicines. Appropriate procedures are in place for the dispensing of medications to the residents



Residents appeared to feel well cared for and safe and those asked made such comments as:-

“They look after us well.”

“I like living here.”

“They are all very kind.”

“The food is beautiful, the place is lovely and the gardens are lovely.”

How effective do service users consider the service to be?

Residents can access all other healthcare services e.g. Dentist, Podiatry, Optical, Community Nursing and Psychiatric Care who visit the home as required care. Other services such as Hairdressing are also available by appointment.

Observation whilst on site showed residents and carers communicating well. Carers helped residents to fulfil wishes at the time e.g. find a cup of tea etc.

The home has all the usual aids to independence e.g. rail in toilets and along corridors, hoists in bathrooms.

The menu caters for all diets e.g. diabetic, low fat etc. The menu provided demonstrated good nutritional choices. A dining room is available and as we were present over lunch time we could observe activity on the dining room and also other clients being catered for in their rooms or in lounges, particularly those who require assistance to eat and drink. All residents asked, loved the food provided both in taste choices and quantity. Such phrases as follows were echoed by more than one resident:-

“Lovely food - you should stay to lunch.”

“Always loved the food.”

How caring do service users find the service?

Care plans commence on arrival based on information at the time and are built progressively through the clients stay in the home and reviewed regularly. Relatives and clients contribute as they can to this process. All have a named carer.

We witnessed ongoing interaction between carers and clients which demonstrated good communication and positive care. During meal time clients spoke highly of the staff:-

“I love them all.”

“They are so kind.”

The home employs an Activity Coordinator who provides a weekly list of daily activities and this we saw posted on notice boards. Activities range from quiz's to trips out to see garden centres and the market in Hedon. The home recently entered the local scarecrow competition in Hedon.

Music activities are included and we were heartened to see many activities related to passed memories and recall. This is important in a home with so many clients with dementia related problems.



The corridors contain pictures/photos of past film and musical stars all adding to the recall process and memory trees are in place for the residents to use.

Photos of residents doing craft, cooking etc. are displayed along with those of trips out and about.

Thank you cards are displayed in the foyer and also we found an old fashion sweet machine for the residents use. Also an old Air Raid shelter sign - all hints from the past.

Wifi is available in the home but not in the clients rooms however we witnessed residents being taken to the office to use SKYPE to see and speak to relatives elsewhere in the UK and abroad.

To encourage interaction with local family and friends there are no specific visiting times.

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

Respite care is available as and when beds are available. There was no one in for respite when we visited.

It was pleasing to see a lot of evidence of activities immediately on entering and in fact outside the main door there were 'Scarecrows' displayed, the homes entry in the 'Hedon Scarecrow competition' with evidence inside of the last 2 years entries with first place certificates displayed.

The activities available cater for all types of need and appear to have been enjoyed across the board by residents.

Comments about the lovely garden were expressed and how they like to go outside when it is warm weather.

The staff understand the need to deal with complaints at the time if possible. There is a formal a complaints procedure in place.

'End of life' plans are in place as appropriate and created with families though it continues to be a difficult topic for them to address.

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

One staff member was interviewed. She enjoys her job, is happy in the home and felt her clients were well cared for. She had a full induction and has ongoing training to support her role. There were no relatives for us to speak to at the time of the visit.

At this time the home is without a Manager as the previous one left a week ago. The senior carer on duty at any one time is filling that gap on a daily/shift basis.

The staff we spoke to clearly enjoyed working in the home. Over all they are adequately staff with 2 carers at night and the following generally on duty daily:-

- 1 x Admin/business manager
- 1 x domestic
- 1 x Chef
- 1 x Senior carer
- 3 x Carers
- 1 x Part time carer - Morning shift



1 x Activity coordinator
Total = 4.5 carers and 4 support staff.

Maintenance is managed by the parent company, Proudfoot Care Group, as required. Re-decoration has commenced in one corridor.

Training is fully supported and in line with expected requirements - Health & safety/ Fire / Moving and Handling / Safeguarding etc.

NB - Wheelchair acquisition continues to be a problem. Also specialist bed services can be a problem re timely removal, so causing possible bed blocking unless the home can dismantle and store the bed themselves.

Response from Holyrood House:

No specific response was received from Holyrood House with regard to the HWERY visit or recommendations.

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| <i>Signed on behalf of HWERY</i> | <i>Matthew Fawcett</i> | <i>Date: 5/9/2017</i> |
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HW Reference: 20180613R
 Time & Duration of Visit: 13.30 - 14.15
 Number of people engaged with: 2

Holyrood House Re-visit Report

Date of first visit: 27th June 2017

Date of publication: 27th June 2018

Date of re-visit: 13th June 2018

HWERY Representative: Martin Davies

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

Healthwatch East Riding conducted an Enter & View visit at Holyrood House 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 |
|--|------------------------|-------------|
| Recommendation | | Progress |
| Ensure public liability documents on display are up to date | | |
| As part of the programme of improvement use colour coding to help identify particular areas e.g. all toilet doors in a colour only used for them for easy identification | | |

Summary of Key Findings & Progress towards Recommendations

The Public Liability document on display was up to date on this visit.
 The recommendation regarding colour coding has not been followed.

Impact and Additional Observations

The manager with whom we made the appointment was not present as she was attending a meeting; therefore a senior carer took her place. The senior was unaware of Healthwatch or the Enter and View process and reports, making it quite difficult to progress the meeting as planned. The senior spoken to said that she considered the home to be homely and had no qualms about raising any concerns to the manager; she also felt well supported with adequate training.

A programme of redecoration is taking place as and when rooms are vacated and the rooms were large and well decorated; new chairs have been purchased for the lounge.

Activities are held on four days per week; during the visit nail care was being done for some residents in conjunction with a quiz. As the residents present were engaged in their activity, no residents were spoken to during this visit.

Signed: *M. Harvey*

Date: 27/06/18