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Premises visited:  Hook Hall, High Street, Hook, Goole DN14 5PL	Date of Visit: <b>23 April 2015</b>	HW Reference: 20152304
	Duration of visit: <b>2 hours</b>	
	HWERY Representatives: Val Longden Steve Mottershaw	Staff met during visit: Maggie Wrightson (manager) Jim Wrightson Eileen Clarkson (Activities)

**PURPOSE OF VISIT**

The visit was part of a HWERY programme to review the quality of provision of residential care in East Yorkshire. The visit was pre-arranged.

**INTRODUCTION**

Hook Hall is a residential care home situated in Hook a small village on the outskirts of Goole. The home is set within extended grounds in a quiet location which is still easily accessible to Goole.

**ENVIRONMENT**

The building itself is an attractive house perhaps dating from the late 1800's to the early 1900's, it is well kept and on entering it is light and airy, clean in very good decorative order and appeared in good repair.

There are 21 rooms of which 17 are occupied at present most have en suite toilet and washroom, the bath/shower rooms are separate. Residents have their own room.

The rooms are all nicely furnished and the residents can have any of their own possessions, some have hospital beds when needed. The shared rooms are all clean and well furnished, there are two dining rooms to cater for those with different needs, those with feeding problems can be catered for separately to preserve dignity.

The hallways are clean tidy and bright. There are areas with windows to provide extra lighting such as stairwells.

**POLICIES, PROCEDURES AND CARE PLAN**

The residents all have an up to date care plan which is updated monthly or as needed. The residents or their relatives are involved in the care plan.

There is a yearly review by the relevant GP and visiting consultant geriatrician who look at the patient's condition and drug regime. Residents have their own GP if they are from the local area and the two Goole GP practices do have a designated named GP.

**PRIVACY, DIGNITY AND RESPECT**

Residents have control of their own money but the home will pay bills for them. For example the hairdresser will be paid by the home and then the bill will be given to the residents' relative, the home does not control the residents money.

There is one full-time and one part-time activities co-ordinator that are obviously very important to the home. There are many and varied activities arranged including craft work, quizzes sing-a-longs and physical exercises. There is also a monthly church service

for those who wish to join in as well as special events such as the recent Easter party. There is a varied choice for all meals with Breakfast is served 7am- 10.30am, lunch at 12.30pm and dinner at 5pm although people can have their meals later if they want. All meals are cooked in house. Residents can eat in the dining rooms or in their own rooms as they wish.

Residents can have drinks when requested and at meal times. Staff also visit each resident's room mid-morning, mid-afternoon and in the evening to see if they require a drink such as tea. Kettles are not allowed in the residents rooms.

The residents spoken to were all very happy and said that they are well looked after and feel safe.

Residents said *"I'm well looked after" "they have carers that care" "food is good, great choice" "staff are friendly and approachable" "I like to do activities, there is a lot we can do" "I feel safe and happy here"*

Residents are informed of and in some cases involved in any changes. The home are currently in process of decorating a room to become a dining area. The residents have been involved in choosing the wallpaper and carpet for the room, with the staff showing residents samples and getting opinions.

We asked and were told that residents had an End of Life plan and most were looked after to the end within the home.

## RELATIVES

We spoke to one relative who was more than happy with the care her mother was receiving. Her grandmother had also been cared for at the home and therefore the lady felt more than happy at leaving her mother there when she could no longer manage her herself.

The relative said that *"I wish every care home was like this, the staff and management are superb and I trust them"*

Relatives are welcome to speak to the management at any time. In March the held a residents' family open day which gave family members the opportunity to meet staff and share their views.

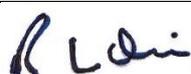
## STAFF

The manager did have some concerns with the increase in the level of dependency of new residents and the amount of staff needed to cope with them also the increase in the number of people being admitted for end of life care which is very taxing on staff.

Staff have regular access to training provided mainly by or through East Riding.

## CONCLUSION

The home appears to be well run with caring staff. The residents appear content and happy, well kept, clean and have the choice of many activities. Staff were all engaged with the residents that they were with and we were told by the residents that all staff are caring and responsive to their needs.

Signed on behalf of HWERY Board		Date: 29 <sup>th</sup> May 2015
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