

## Enter & View Residential Care Home Report

# Hook Hall

High Street, Hook, Near Goole, East Yorkshire DN14 5PL

Date of visit: 1<sup>st</sup> March 2017

Date of publication: 13/4/17

HWERY Representatives: Michelle Harvey

**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

- No specific recommendations identified

### Summary of Key Findings

Hook Hall is a period property dating from the 1740's which is maintained to the highest standard and set approximately 5 acres of its own impressive parkland which residents are free to enjoy when they wish.

Since the last visit standards of care have been maintained and the registered manager and owners demonstrated a comprehensive knowledge of the individual needs of each of the residents and demonstrate a genuinely caring ethos which is also perpetuated by the staff. The needs of residents are not only met but highly personalised to the individual.

The home is immaculately presented, clean and free from any odours throughout. The décor, fixtures and fittings are clearly well maintained and the atmosphere is very calm, well-ordered and quiet, providing a very relaxed and homely environment for its residents.

### Recommendations/Observations

There are no recommendations to make at this time.



## 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?

The home was immaculately presented, clean and free from any odours throughout. The décor, fixtures and fittings were clearly well maintained and the atmosphere was very calm, well-ordered and quiet, providing a relaxed and very homely environment for its residents.

The home is currently slightly over-staffed and therefore residents were well-attended to and overall staff felt that they got to spend enough time with residents to meet their needs. Staff reported that they felt adequately trained to carry out their roles effectively and were very well supported by the owners, who lived and worked on site but were also on-call to support staff when needed.

Effective medicine management, infection control and fire and evacuation procedures were in place; as were risk-assessments to minimise and control potential risks surrounding falls, behaviour, nutrition etc.

The registered manager and owner demonstrated a comprehensive knowledge of the individual needs of each of the residents and showed a genuinely caring ethos which was also perpetuated by the staff spoken to during the visit.

Relatives consider the home to be a safe environment for their relatives and expressed no concerns.

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

Staff were seen to be promoting the independence of residents, those residents observed who displayed quite a high level of dependency were consulted by staff regarding their wishes before an activity was carried out or assistance given.

High levels of personalised care were evident when speaking to both the staff and owners, who demonstrated an intrinsic knowledge of the residents (many long-term) and used this



knowledge to best support their residents, particularly those whose capacity to make their own decisions has now diminished.

High levels of individualised and personalised care was evident, one example being of a resident who had his clothing adapted and altered by the registered manager to ensure he maintained his cleanliness and dignity as much as possible, when it was clear that he would have been entirely unable to do so without such adaptations being made.

Residents have access to the services that they need e.g. dentists, chiropodists, opticians etc. GP and hospital services are accessed as necessary, however the owners expressed some concern regarding GP support, with some practices choosing to send an alternative practitioner to a GP, such as a Clinical Practitioner in the first instance.

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

Interactions observed between staff and residents and staff and their relatives were extremely positive; one relative and a member of staff were observed to have a conversation in a relaxed and friendly manner, demonstrating a positive but professional relationship.

Many of the residents are now long-term residents and as such are living with the symptoms of the late stages of Dementia and are unable to act independently; however a range of activities are offered on a themed/topical basis, dependent on current local/regional/national events e.g. during the week of the visit it was World Book Day and residents were encouraged to look at, talk about and share their favourite books or books from their childhood. Similarly activities have been based around annual festivals such as Easter, Christmas etc. Based upon these types of themes a variety of activities take place, including craft activities and photographs of these activities were on display in the home. Participation is differentiated to the needs of individual residents.

Outside trips are now more limited due to the high dependency of many resident and a reluctance to leave the home, due to their own personal choice; however some residents that are able continue to enjoy days out with their own families.

Residents enjoy holding family celebrations within the home, one resident having recently arranged their birthday party at the home with the support of the staff. This allowed the resident to have a large number of friends and family present, but made the most of the spacious facilities on offer whilst having the security of being in a familiar environment with facilities to support their personal needs.

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

Relatives meetings are offered but invitations are not often accepted, any concerns are therefore generally dealt with on a case by case/individual basis as they arise. Relatives reported that they feel that their views are listened to and responded to appropriately.

End of life plans are in place for those residents who have requested to make one. A family member was recently invited to stay overnight to be close to their relative who was close to the end, allowing them to be close by and with their relative when they needed to be.

Residents are offered a choice of where to eat, either in the dining room or in their rooms. One resident now chooses to spend most of their time in their own room and their opinion is respected. Others are more confined due to medical need.



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

Whilst walking around the home, staff were clearly visible and easy to find should they be required.

Staff spoke very highly about working at the home, they feel very well supported by the registered manager and owner and well trained to carry out their role, reporting that they felt valued and like part of a family while working there - which was very different to other homes that they had worked in. Recruitment procedures were robust to ensure that the right staff were found to fill vacant positions.

The building itself, including the decor and fixtures and fittings were clearly well maintained to the highest standard. The registered manager and owner live and work on-site and their high expectations are evident by the standard of the accommodation on offer which was immaculate throughout.

Concerns regarding funding levels were expressed by both the owners and some staff, who are concerned on how continuous cuts will eventually affect the provision of care for residents; however despite obviously facing an up-hill battle against funding cuts, the owners are not allowing this to affect the care and accommodation of the current residents, which is to be commended.

<i>Signed on behalf of HWERY</i>	<i>Matthew Fawcett</i>	<i>Date: 13/4/17</i>
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