

Enter & View Residential Care Report

Queens Residential Home

271 Queens Street, Withernsea, East Yorkshire HU19 2NN

Date of visit: 11th July 2017

Date of publication: 5/9/2017

HWERY Representatives: Michelle Harvey & Jessica Mell

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:

- The proprietors to consider placing a sign at the Front entrance to indicate the whereabouts of the Disabled entrance.
- Commissioners should ensure that appropriate arrangements are in place to collect unwanted walking frames and that care homes are aware of same.

Summary of Key Findings

Queens Residential Home is situated within close proximity to the town centre of Withernsea and the coast. There are currently 37 residents at the home, with four beds available.

Residents and the vast majority of relatives are content with the level of care provided and the impressive range and frequency of activities and visits that are on offer within the establishment. One resident stated, 'Every day is like the first day of my holidays!'

All interactions observed between staff and residents on the day of the visit highlighted the friendly atmosphere within the home and the staff's knowledge about resident's individual needs.

Action has been taken on the previous recommendation about signage for the disabled access entrance to the building, which is now clearly identified.

Recommendations/Observations

- The continued redecoration programme identified by the manager will continue to enhance and improve the facilities on offer.
- Following a concern raised by a relative, routine cleanliness checks are established, particularly in rooms where commodes are in use and/or incontinence pads are used.



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?

When entering the home, visitors are granted access via a staff member and asked to sign in using the book provided. Hand sanitiser is also placed at the entrance, as well as at various points around the home on both the ground and first floor.

All of the rooms are clearly labelled, and any that may present danger, for example entry to the staircase, have a door handle system that ensures residents cannot gain easy access.

There is a lift available for residents to move freely between the ground and first floor. All observations of the lift identified that it was in good working order and is well utilised by the residents.

Safety has been considered along the corridor where the floor may vary in gradient and along all staircases with the support of handrails. As recommended at the previous visit, a disabled access entrance to the building has now been clearly identified at the front and side of the building, ensuring full mobility in and around the home for those residents that require it.

Throughout the majority of the home there were no prevalent odours and all of the rooms were visibly clean; however there was an unpleasant odour in one of the rear corridors. Via the relative questionnaire, one relative expressed concerns regarding the cleanliness of their relative's room, commode and the frequency that their relative was checked and appropriately cleaned/changed.

The workforce within the home includes 24 full-time and 2 part-time members of care staff. All of the residents spoke very positively about all members of staff and responses from the staff questionnaires highlighted that the team feel that they work excellently together. This was also noted by one resident who stated, 'I like routine and need my medication on time- everything is run like clockwork.'

How effective do service users consider the service to be?

Residents and relatives acknowledged that there is access to healthcare services that they require. On the day of the visit there was a chiropodist attending to various residents, who visits every 4 weeks. There were also various comments about a recent trip to the eye hospital and opticians appointments by a number of residents.

When speaking to one of the resident's relatives, it was indicated that family are allowed to be involved with the care of their loved one and are free to visit them at any time. Dependent on assessment of suitability and safety, relatives are encouraged to take their loved ones out when they visit, and sometimes they receive invitations to attend the day trips. If relatives are visiting and staying for a meal, they are requested to provide a £2.50 donation, which is placed into the fund to support the numerous activities that take place within the setting.

Throughout the duration of the stay, residents were noted as moving freely throughout the home with the support of frames and handrails. Staff were observed regularly visiting the lounges to check if anybody needed additional support and provided attentive care when required.

Residents highly praised the food and variety that is available. As well as a food hygiene rating of 5, residents expressed that the staff are aware of their likes and dislikes and provide alternatives when required. One resident exclaimed, 'The food is brilliant, there is a good choice', whereas another resident stated, 'There is a good choice and most of it I don't like, but you cannot please everybody because people are always going to want things preparing just the way they like it.' One relative expressed a concern that the food is sometimes re-heated and then served cold.

How caring do service users find the service?

Throughout the visit, all staff observed were being caring and patient with residents. One visiting relative said of the staff 'Their patience and care is second to none'.

It is clear that the activities programme is a definite strength within the home and is a key part of daily life and everyone spoke of the activities co-ordinator in very high regard. During the visit, residents were attending a church service in one of the lounges, which included singing hymns. All activities are optional and there are various places around the home where residents can do their own activities should they wish to opt out of those that are scheduled by the activities co-ordinator. One resident stated that she 'likes to take part in everything!'

The home has frequently taken part in the 'Care Home Games' and takes the opportunity for residents to interact with both the local and wider community wherever possible.

A bi-monthly newsletter details the calendar of activities on offer, including bingo, flexercise, pampering, day trips, art therapy and activities that are encouraged in the garden. The newsletter also details the success of recent events, and all events are documented in memory folders at the entrance to the home.

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

It was expressed that resident's feedback and opinions are encouraged throughout the home. A member of the management team stated that the office door is always open and it was noted that a suggestions box is positioned in the entrance corridor. There is also the 'You Said, We Did' board, which clearly highlights where resident's have voiced their opinions and change has happened. One of the comments included a request for lamb on

Sunday lunch, which was consequently placed onto the menu in April 2016. A residents meeting is also scheduled in to the activities agenda within the bi-monthly newsletter.

Within the activities room there are two computers, which many of the residents use to Skype call their family and friends who may not be able to visit them regularly. The residents are supported when using the computers and it appeared to be a very positive feature for those using them within the home.

Along the corridor of the main entrance there are various information boards detailing activities, as well as boards that notify residents of the date and weather, as well featuring dementia-friendly clocks.

A member of the management team expressed that residents are more than welcome to bring their own furniture and belongings. However, there is the option for residents to use the furniture provided, which is recommended to ensure patients safety within their rooms.

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

Throughout the visit all residents spoke very highly of the staff members and the level of care that they provide. One relative claimed that they are 'very happy with everything', and another said that 'their patience is second to none.' The positive comments also resonate with those provided by staff members themselves, with one staff members stating 'I feel we all work as a team and if there's any issues they get resolved the best they can. I love working at Queens.'

All staff that responded to the staff questionnaire said that they felt adequately trained, with some highlighting that they would like to take part in additional training for topics such as bereavement and mental health.

Via a relative questionnaire, one relative felt that their concerns were not addressed and they felt that they were thought of as 'nit-picking'.

Some areas of the home were observed as being in need of decoration; however the manager was fully aware and was categorising areas in priority of need. The communal lounges had been recently re-furbished and were light, bright and spacious and being enjoyed by those using them. One relative commented they had seen 'massive improvements over recent years that are responsive to needs and cleanliness has also improved.'

Response from Setting:

The home responded to acknowledge the report was factually accurate, but offered no further comment.

Signed on behalf of HWERY

Matthew Fawcett

Date: 5/9/2017

HW Reference: 20180724R
Time & Duration of Visit: 10.00am - 11.15am
Number of people engaged with: 5

Queens Residential Home Re-visit Report

Date of first visit: 11th July 2017

Date of publication: 7th August 2018

Date of re-visit: 24th July 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 Queens Residential Home 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
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Recommendation	Progress
The continued redecoration programme identified by the manager will continue to enhance and improve the facilities on offer.	
Following a concern raised by a relative, routine cleanliness checks are established, particularly in rooms where commodes are in use and/or incontinence pads.	

Summary of Key Findings & Progress towards Recommendations

The redecoration programme continues with many areas of the home having already been redecorated; a kitchen refurbishment is planned soon and the new cookers have already been delivered.

A regular cleaning rota is established with clear designation of roles for specific areas of the home and the rooms appeared clean and comfortable.

Impact and Additional Observations

The site has a homely feel throughout. There is dementia friendly signage present throughout the home for the benefit of residents and a 'This is Me' board on each bedroom door. The information board is changed monthly; this month's chosen topic was Dementia. During the visit a relative told us that this the third care home that her mother has been in and the only one where she feels settled, she also said 'The staff are very caring'.

The activity co-ordinator encourages attendance at community events such as the Withernsea Carnival and the home now has its own Facebook page. The home encourages families to spend time there and provides a room for private use if required; there is also an activities room with internet access and a beauty room for residents use.

Signed: *M. Harvey*

Date: 07/08/18