

Enter & View Residential Care Home Report

Sandhall Park

Sandhall Drive, Fairfields, Goole, East Yorkshire DN14 5PL

Date of visit: 6th March 2017

Date of publication: 21/4/17

HWERY Representatives: Michelle Harvey & Nick Hill

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

- Sandhall Park residential home provides personalised care to a very good standard and is clearly well placed now in comparison to a year ago. There must be some anxiety about the high level of physical dependency of a (currently) quite large group of residents and the staffing implications of this (Feb 16).

Summary of Key Findings

Sandhall Park is a purpose build residential care home providing accommodation for persons who require nursing or personal care. The home is very clean, well maintained and decorated and as described by one relative, 'The environment is vibrant and stimulating, but also has areas that are quite and calming.

Residents are very happy with the level of care and respect that they receive from staff and a wide range of activities are offered to residents and with a full time activities co-ordinator in post; there are different activities offered on a daily basis responsive to resident requests and a full calendar of events.

All of the residents that were spoken to on the day said that they felt safe and well cared for and relatives questioned had no concerns

Recommendations/Observations

We have 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 very clean, well maintained and decorated and free from any odours. Fixtures and fittings were found to be safe and any necessary repairs carried out promptly by a person specifically employed for this task.

A call system is in place for residents, which is obviously used effectively as one resident commented 'It doesn't matter what time you press your buzzer, the staff always come. They're there when you need them, even in the middle of the night. I have no worries that I will be well looked after.'

The dining areas in the home were bright, clean and accessible for residents and specific seating plans were adopted for some residents to ensure those with specific needs could still access communal eating areas without causing un-necessary disruption/distress to others. Adequate support was in place to assist those residents that needed support during meal times. The home had a food hygiene rating of 5 (the highest score possible).

All of the residents that were spoken to on the day said that they felt safe and well cared for and relatives questioned had no concerns regarding safety.

How effective do service users consider the service to be?

Staff were observed to effectively communicate with residents during the visit and promoted and encouraged residents to make their own choices about where they wanted to go and what they wanted to do, even when some residents showed some signs of confusion.

There were hand rails throughout the home to assist mobility and residents were seen to use these as an aid for moving safely and independently around the building.

Clear signage was prevalent around the home and there were additional signs in place to support the independence of some individual residents who had recently moved into the home and were still adapting to their new location. The new residents were seen to be



using these signs to find their way to their room, promoting their independence. There were photographs of staff on display with a list of their specific duties to assist residents and relatives in finding the right person. Each resident also had individualised name plates on their door demonstrating their specific interests and personalising their rooms.

Residents have access to the services that they need e.g. dentists, podiatrists, opticians etc. and access to G.P. and hospital care as required. The registered manager expressed concerns regarding the transfer of some residents from hospital into the care home during the night causing un-necessary distress, discomfort and confusion for those residents who had experienced this; this is despite repeated requests from the care home for this not to happen. When this does happen, staff ensure residents are well cared for and try to minimise their anxiety as much as possible.

Residents reported that they were very happy with the food and menu choices on offer. One resident commented 'You can't complain about the food here, when I tell my family about what I have eaten, they say it's like staying in a hotel - we call it Sandhall Hotel!' There is a bar in place for residents should they wish to use it, some reported that they like to have a sherry or maybe a brandy before bed. In an afternoon there is an ice-cream cart that goes around the home offering ice-cream to residents, which is particularly popular during the summer months.

How caring do service users find the service?

Residents are very happy with the level of care and respect that they receive from staff. One resident commented 'The staff here are fantastic, they can't do enough to help you - you only have to ask. In fact you don't have to ask sometimes, my room is kept beautiful and clean and the bedding changed when needed; you never have to worry about any of that sort of thing.' Another resident commented 'Of course I'd rather be at home, but if I can't be at home, I'd rather be here.'

A range of activities are offered to residents and with a full time activities co-ordinator in post there are different activities offered on a daily basis and a full calendar of events. The activities coordinator was very popular amongst those residents that were spoken to. Residents said 'There's always plenty going on to keep you busy if you want it. I like bingo and dominoes, but if it's something I don't fancy I just go to my room. It's nice to have your own space sometimes too, but you never need to get bored.'

Some residents go out on trips organised by the home, particularly during the warmer summer months. Local garden centres and a visit to the café for lunch are a popular choice as well as visits to the coast and local Waterways Museum. There is an on-site hairdresser that is popular with residents and was seen to be in use during the visit.

One relative commented 'The environment is vibrant and stimulating, but also has areas that are quite and calming. The staff respond to Dads challenging behaviour with understanding and good humour and always with his best interests at heart.'

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

Regular residents meetings are held and residents hold a vote as to which entertainers they would like to visit the home on a monthly basis. Residents are consulted on a daily basis as to which activities they would like to take part in for that day, all of which are optional and based upon individual requests made by residents.



Two residents were allowed to bring their dogs with them to live at the home. The welfare of both the residents and the animals had been carefully considered and plans and support put in place to ensure that the animals remained well-cared for, as well as the emotional needs of the resident being met. Other residents considered the dogs to be a welcome addition to the home.

Regular relatives meetings are offered, however these are not always well attended or the same few people attend, limiting the range of issues raised; however relatives felt that their opinions were listened to and any concerns/complaints responded to appropriately.

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

Residents reported that they were happy with the leadership of the home and staff reported that they felt adequately trained to carry out their roles.

Staff also reported that they would like to see more days out organised for residents; however they understood that the number of trips and some activities are limited by budget constraints. Staff currently carry out fundraising activities to subsidise these types of activities as well as providing raffle prizes and raising money for residents Christmas presents as well as giving up their own time to attend excursions. Despite these constraints, residents reported that they were happy with the activities that were on offer and looked forward to attending the excursions that were offered.

<i>Signed on behalf of HWERY</i>	<i>Matthew Fawcett</i>	<i>Date: 21/4/17</i>
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