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Premises Visited: Shamrock House 69 Hook Road Goole DN14 5JN	Date of Visit: 7 May 2015	HW Reference 20150507
	Duration of Visit: 1 hour 45 minutes	
	HWERY Representatives: Val Longden Kate Ollett	Staff met during visit: Marie Humphries (Manager)

INTRODUCTION

Shamrock House is a residential home catering for people with mental health problems and is situated within a short distance of Goole town centre. The home has been converted from a large house, which looks to be late Victorian and has a small garden leading onto a quiet road and overlooks the river. There are 17 residents with various conditions including those with schizophrenia and drug/ alcohol problems. There is also a weekly day case. 5 rooms are en-suite and there are 2 more bathrooms and a shower. There is no age restriction for the residents, those we met ranged from mid-thirties to over seventy and it was emphasised that Shamrock house is their long term home and that they were not being considered for independent living. The home is not a secure unit; there is free access although there is a board where the residents sign in and out.

The visit was pre-arranged. We used a prepared list of questions to find out relevant facts, observed all aspects of the premises and spoke to staff, residents and visitors.

POLICIES, PROCEDURES AND CARE PLAN

All residents have a care plan, which is updated regularly; the residents are involved in their care plan. The patient passports are kept up to date, but it was felt that these were not being read by the admissions staff as many phone calls could be avoided if they were read on admission.

ENVIRONMENT

First impressions of the home on entering are that it is a little shabby and tired looking. The walls in the halls and stairways have old woodchip wallpaper which has had many layers of paint applied over the years. However the sitting room,

dining room and the bedrooms are all in good decorative order and appear clean and well cared for. There are some areas that have been earmarked for improvement in the near future both inside and outside. The manager's office has recently been moved to be nearer the residents by taking space from the main sitting room, this has not detracted from the sitting area and although it is a very small office space it does seem to work better than when the office was situated on the third floor.

PRIVACY DIGNITY AND RESPECT

The residents all have access to their own money whenever they wish, some keep it with them whilst others keep it in the office and take what they need as they wish. Residents may come and go as they wish; one gentleman has his own car and goes to work being out all day. There are various trips and activities arranged and there is a regular residents meeting when ideas are discussed. Recent excursions have included trips to the Waterways Museum and attending the Junction, which is a local facility for live performance and cinema. Residents do have a choice of when and where they would like to eat and there is a choice of menu that changes over a 4 week period. We spoke to many of the residents who were all happy to speak to us and said that they like where they are. There was a lot of jovial banter between the staff and residents giving the feel those residents really do feel that this is their home. All residents are registered with one GP practice and the manager reports that the service is good and they are very helpful. They also are supported by both the district nurses and the CPN's who also give a good and effective service. All patients have a social worker who visits annually but there is a lack of continuity and there have been times when more visits have been requested but have not been forthcoming. Other support comes from the out of hour's crisis team that is based in Beverley.

RELATIVES

We did not speak to any relatives.

STAFF

There are 21 staff employed and during the daytime, there are 3 carers, 1 cleaner and a manager on duty and at night there are two carers who do not sleep. All staff including the cleaner have access to training such as Safeguarding, Food Hygiene, End of Life Care etc.

SAFETY

This home is a bit of a warren, and the top stairs are very narrow. As their residents grow older, this could be a problem. A stair lift is earmarked for the first floor stairs for the future, but the access staircase to the second floor is very narrow and would probably not be suitable for a lift.

WELL LED AND EFFECTIVE

The residents we spoke to were full of praise for the manager and her staff. She had risen through the ranks, so to speak and they all seemed very fond of her.

CARING

We saw no signs of abuse. Everyone was going about their everyday lives, interacting with each other. It was a happy place.

RESPONSIVE TO NEED

Podiatrists and hairdressers visit and trips out are arranged. Some of the residents work.

RECOMMENDATIONS

When the new stair lift is installed, a very thorough redecoration program should follow to include the flooring, in all the public passages, the doors and doorways, the hallways and stairs.

Maybe the residents could help a bit more in the garden which was a rather neglected horticulturally speaking even though it was well used.

CONCLUSION

This was a clean and comfortable, homely mental health unit with a family feel about it.

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.

Signed on behalf of HWERY Board		Date: 29 th May 2015
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