

Enter & View Residential Care Home Report

Shamrock House

69 Hook Road, Goole, East Yorkshire DN14 5JN

Date of visit: 21st 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 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.

Summary of Key Findings

Since the last visit and number of improvements have taken place, particularly to improve both the outdoor area and entrance hall, both of which are now well-maintained, bright and welcoming.

Residents are very happy living at the home and speak confidently about the support that they receive from the staff and the registered manager to be able to lead fulfilled lives and carry out the activities that they wish. Residents feel that their views are listened to and are very confident that any issues are resolved promptly as they arise.

Residents hold the Registered Manager in very high regard, one resident commented 'If you want to find the best manager ever, just come and find Marie.'

Recommendations/Observations

- Continue to encourage less confident residents to take part in trips/activities.



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?

Since the last visit and number of improvements have taken place, particularly to improve the outdoor area and entrance hall, both of which are now well-maintained, clean, bright and welcoming and enhance the accommodation on offer for residents. (The installation of a stair lift mentioned at the last visit proved not to be viable due to the physical structure of the building).

Residents have the freedom to leave and return to the home as they wish. Access to the building for residents is via a key pad, careful consideration by the manager had been given to a card access system however it was considered a risk as some residents could have lost the card or inappropriately given the card to others. There was a signing in and out board for residents, so that staff had a clear indication of where residents were, this system has proved to work well and be fit for purpose, safeguarding residents whilst maintaining their independence.

Medicines were administered by staff and stored securely, with medicine management procedures being in place, one resident said 'I always get my medicine when I need it, I get it at the same time every day so I always know when I'm going to get it'.

Fixtures and fittings looked to be safe and appropriately maintained, at the time of the visit there were work-men on site repairing a water leak and upgrading taps, making them more user-friendly for residents. The manager had a clear plan in place for on-going maintenance and improvements to the building, the age of the building meant that this is a continuous task.

Some cupboards were locked to ensure the safety of residents by restricting access to inappropriate areas; however access was allowed to the laundry (which was undergoing improvements) as some residents liked/were encouraged to clean their own laundry, promoting independence.

All areas of the home were observed as being clean, tidy and free from odour. The home had a food hygiene rating of 5 (the highest score possible).



How effective do service users consider the service to be?

Residents have access to the services that they need e.g. dentists, doctors, opticians etc. Residents reported that they were very confident in getting the support they need from staff to make and attend appointments. One resident said 'We only have to ask Marie (registered manager) or one of the other staff and they get us an appointment just when we need it - I went to the opticians for my eyes.'

Residents are encouraged to take responsibility for their own rooms/living space, choosing their own décor, furniture and furnishings etc. with the support of the staff. The residents that we spoke to took immense pride in their rooms and one resident described how staff had helped him choose and buy a carpet for his room; another described how they had chosen and bought their own curtains. The residents talked enthusiastically about what they had each done to their rooms and enjoyed sharing their achievements with us and each other.

Residents are offered a varied diet and adaptations are made to the menu for those who do not like particular foods. One resident said 'The food is excellent.' Residents can choose whether they eat in the communal dining area or in their own rooms, one resident described how they like to eat in the dining room and explained where they liked to sit and eat with their friends explaining, 'We all know where we like to sit, we always sit at this table and then we can talk to each other. Other people choose where they like to sit too, but this is my favourite place.'

How caring do service users find the service?

Interactions between staff and residents were observed to be friendly and both the staff and manager demonstrated an in-depth knowledge of the residents and their individual needs and likes/dislikes.

Residents are very happy living at the home and speak confidently about the support that they receive from the staff and the registered manager to be able to lead fulfilled lives and carry out the activities that they wish. One lady talked keenly about the crafts that she spent a lot of time doing in her own room and how she enjoyed shopping for items to complete her activities. Other residents spoke about how they go and buy nuts from the market and then go feed the squirrels on the nearby river-bank with friends.

Residents reported that they were happy with the activities on offer and one resident talked enthusiastically about attending a woodwork work-shop at the Goole Sobriety Project. The manager reported that often this type of activity is offered, however residents often then pull-out due to a lack of confidence; despite this, those residents that have attended events clearly have fond memories of those activities they feel able to access.

Barbeques are offered in the summer months, making the most of the re-furbished outside area and parties are held for special occasions such as resident's birthdays and Christmas etc.

Some residents have shared rooms, however careful consideration is given to who shares a room with each other and this is done in consultation with the residents who can choose who they share with.

One family member regularly visits his brother in the home and brings his dog with him, which other residents also look forward to.



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

Monthly residents meetings are held where staff and residents discuss the types of activities that they would like to do. Many residents lack the confidence to attend outside events, however the staff overcome this by arranging regular visitors to come into the home. The local 'Green Team' assist in keeping the garden/outdoor area maintained, helped by those residents who wish to join in and help. Those residents that do like to go out are offered trips from a local travel company who offer day trips to places such as The National Railway Museum and to the coast; this offers a much more individualised experience for residents, rather than one large trip being organised that does not cater to everyone's interests.

Relatives are invited and welcome to attend meetings (including care-plan reviews) but not all choose to attend; copies of minutes are distributed to families to keep them well informed.

Discussions have taken place with all residents regarding end of life plans; all residents as a minimum have specified if they wish to be resuscitated or not and some residents have chosen to put funeral plans in place with the support of the home manager.

There is a complaints procedure in place, however residents felt that their views are listened to and are very confident that any issues are resolved promptly as they arise, particularly by the registered manager.

While talking to one resident, she told us that her husband had died last year; she was keen to explain that a bench had been placed in the outside area with a plaque dedicated to the memory of her husband, which was clearly of great comfort to her.

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

The manager has an on-going maintenance and improvement programme for the building, all other unexpected repairs are carried out as soon as is practically possible, with specialist services such as plumbers etc. being consulted as and when needed. Due to the age and size of the building, maintenance and improvements are continuous; however the manager has a clear prioritised plan and understanding of the work that is required. On-going improvements are evident around the home.

Staff reported that they felt adequately trained to carry out their roles and staff retention is good, with many members of staff being long-serving. The manager carefully considers the suitability of staff during the recruitment process. Volunteers and work experience students have also spent time at the home under supervision.

Residents hold the Registered Manager in very high regard, one resident commented 'If you want to find the best manager ever, just come and find Marie.'

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

