

Enter & View Residential Care Home Report

Sherbutt House

106 Yapham Road, Pocklington, East Yorkshire YO42 2DX

Date of visit: 29th September 2017

Date of publication: 15/11/17

HWERY Representatives: Martin Davies & Steve Mottershaw

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 carry out a required number of Enter & View visits per year to collect the views of people whilst they are directly using services. This will then contribute to its remit of helping ensure that the views and feedback from patients and carers are an integral part of local commissioning across health and social care.

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.

Summary of Key Findings

Sherbutt House is in Pocklington, East Yorkshire. It provides accommodation and support for up to 19 adults who may have a learning disability. People live in two houses, Sherbutt House and the Coach House, which are on the same site and split into units as follows: a single occupancy flat, two 3 bedroom units, two 4 bedroom units, and two 2 bedroom units. The accommodation in Sherbutt House is situated over three floors.

Recommendations/Observations

Healthwatch East Riding has no recommendations to make at this time; however we would like to acknowledge the good practice in the way that Sherbutt House reacts to individual resident's needs, particularly in relation to falls.

This site was a pleasure to visit. Steve and Martin would like to thank the manager and staff for their assistance whilst conducting this enter and view visit.



Full Report

Background

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

Within the context of Enter & View:

Under its remit of 'Community Voice & Influence', Healthwatch has a responsibility to support local people to share their experience and opinions of local services.

Under its remit of 'Making a Difference Locally', Healthwatch has a responsibility to capture the experience of local people in our research and reports, use the opinions and experiences of the public to produce recommendations for change and ensure our recommendations for change are heard and responded to by relevant decision makers.

Under its remit of 'Informing People', Healthwatch has a responsibility to ensure that we provide the public with accurate, reliable, relevant and useful information about local services, when they need it, in a format that meets their needs.

Main Findings

How safe is the setting for service users?

The site was clean with no unpleasant odours and a modern design.

The outside gate was locked and access gained via a key code. Safety procedures are in place including signing in, evacuation, medicines and infection control measures. Infection control is also reinforced with residents at their meetings, which was apparent from seeing the minutes of the meetings. There is a call system in place and the food hygiene score is the maximum 5. The registered manager is a member of the registered manager's network. The site is divided into separate areas, with thought given as to who gets on with who.

How effective do service users consider the service to be?

The residents have access to all services they need. An optician either visits the site or accepts client visits at their premises. The home is on good terms with outside agencies and also receives regular visits from hairdressers and beauticians.

They have one resident who has fallen regularly; his mobility aids have been specially adapted for him.

Residents can choose where and when they eat. It was noted that some residents were not eating their Sunday lunch. This was then changed to a later time to accommodate them. A menu survey is regularly conducted to ensure variety of diet.

How caring do service users find the service?

All residents have a key worker; the home tries to match the key worker with the client.

The home has good contacts with outside work and volunteering organisations including; Mires Beck Nursery, Work Link, Bishop Burton College, York College and local charity shops. Person centred care plans are in place.

As far as activities go this site offers a garden party to which friends and families are invited, a Halloween party, crafts, music group and an offsite Xmas meal. Staff use their own vehicles, public transport and a local taxi firm for transport. One couple go horse-riding. The home has taken clients on holiday to Blackpool, Liverpool and up until recently had a time share in Lanzarote.

The home has an offsite allotment and runs a drama group.

The residents we met appeared happy in what they were doing; all had spacious rooms with patio doors and a private seating area for ground floor rooms.

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

The site holds regular meetings with the residents, and extensive minutes are produced. In the any other business section of the minutes a resident mentioned he would like to go to Hull Fair. The home organised a trip to Hull Fair as evidenced by the poster we saw.

Some residents are allowed to go into the local community, if it is safe for them to do so.

There is a complaints procedure in place. The staff we met had positive relationships with the clients. We were shown round the rooms, all were personalised with clients possessions. One in particular with Marvel comics memorabilia.

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

The staff we spoke to had mainly been at the site for many years. They stated they would not have any problems bringing issues to the attention of the manager.

They considered they received all relevant training and a training matrix was in place and informal training takes place weekly, this was evidenced on the matrix.

Maintenance issues are dealt with promptly and all certificates were displayed including CQC registration and public liability.

The manager was passionate about her role; she has known many of the residents for a number of years.

Response from Setting:

Sherbutt House acknowledged the content of the report and thanked Healthwatch East Riding for their visit.

Signed on behalf of HWERY	<i>Matthew Fawcett</i>	Date: 15/11/17
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HW Reference: 20180924R
Time & Duration of Visit: 10.00 - 11.15
Number of people engaged with: 6

Sherbutt House Re-visit Report

Date of first visit: 29th September 2017

Date of publication: 8th October 2018

Date of re-visit: 24th September 2018

HWERY Representative: 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

Healthwatch East Riding conducted an Enter & View visit at Sherbutt House 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
Recommendation		Progress
No recommendations were made on our previous visit		N/A

Summary of Key Findings & Progress towards Recommendations

The home has maintained the same high standards as observed at the original visit. Since the last visit the home has improved its CQC rating for 'Responsiveness' from Good to Outstanding in recognition of the person centred, tailored approach that the home has to meeting the needs of its residents.

Impact and Additional Observations

During the course of the visit we were shown the facilities on offer at Sherbutt House; every room is personalised and clearly reflects the taste and interests of each individual resident. The home has also added an additional building in the garden where crafts and other activities and clubs take place. The home has also recently acquired an allotment locally that residents regularly visit and then either use or sell any surplus produce.

The range of activities and external trips provided by them home is impressive, we saw evidence of not only regular visits to the local town but day trips within the wider area and annual holidays abroad - this year Disneyland Paris had been chosen by the residents. The home uses picture prompts to support those with communication difficulties to ensure that everyone has an input. The choice of activities and trips is entirely resident led and wholly supported by the staff; one resident told me of how he attended local Salvation Army group meetings and had then gone out for Sunday lunch afterwards. Another resident was on her way out to the local town with a carer and told me what she wanted to buy.

The manager produces a newsletter for relatives; she recently included a section on dealing with end of life care as one way of encouraging those who are reluctant to discuss this matter face-to-face, to think about the practicalities and hopefully encourage them to put plans in place.

Signed: *M. Harvey*

Date: 1st October 2018