

Enter & View Residential Care Home Report

Snaith Hall

Pontefract Road, Snaith, Near Goole, East Yorkshire DN14 9JR

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 Recommendations:

- That the home provide a wider variety of meal choices for the evening meal.

Summary of Key Findings

Snaith Hall is a large period property dating from the early 1800's set within its own grounds, supplemented by a newer extension, providing further accommodation for its 42 older people living with some level of dementia or disability. Some of the communal areas of the older, original part of the building are in need of some redecoration; however rooms in the newer part of the building have undergone recent redecoration and provide bright, modern accommodation overlooking the garden area.

Residents report that they have access to the services that they need e.g. dentists, chiropodists, opticians etc. and there is a very effective relationship held with 'The Marshes' (local G.P. surgery) who visit every Friday.

There are a variety of activities on offer to residents and in some cases individual classes are arranged for those who prefer not to take part in the group sessions.

The residents that we spoke to reported that they were happy with the food and menu on offer and said that they were always offered an alternative if there was something that they did not like. The home has a food hygiene rating of 5 (the highest score possible).

Recommendations/Observations

That the home investigate the viability of offering some outside trips for residents - particularly those not supported by their families in that respect.



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 building itself is a period property dating from the early 1800's, supplemented by a newer extension providing further accommodation for its residents. Some of the communal areas of the older, original part of the building are in need of some redecoration; however rooms in the newer part of the building have undergone recent redecoration and provide bright, modern accommodation overlooking the garden area. Residents have access to the outside garden area which is fully enclosed and secure, some residents having direct access from their own room.

Access out of the main entrance of the building to the driveway and parking area is only possible by request from a member of staff, with most residents unable to go out unaccompanied due to them living with Dementia.

Fixtures and fittings were observed as being safe and promoted the independence of residents.

All parts of the building were observed as clean and free from odour and there is a food hygiene rating of 5 (the highest score possible).

Residents reported that they felt safe living at the home and relatives reported no concerns regarding the safety of their relatives.

How effective do service users consider the service to be?

Residents reported that they have access to the services that they need e.g. dentists, chiropodists, opticians etc. and access to G.P. and hospital services as and when they are required. There is a very effective relationship held with 'The Marshes' (local G.P. surgery) who visit every Friday and both staff and residents feel very well supported by the surgery.

Interactions observed between staff and residents were very positive and friendly. When we were given a tour of the building and the facilities, staff always asked permission before entering a resident's room, respecting the resident's right to privacy.



One resident, whose mobility was restricted due to having suffered from a stroke, described how he was able to move independently around his room using the additional rails etc. that had been installed for him and he was quite confident in using the lift to access the ground floor when he wished to do so; although he reported that there is always a member of staff on hand to support him should he request it.

The residents that we spoke to reported that they were happy with the food and menu on offer and said that they were always offered an alternative if there was something that they did not like. Residents are offered the choice of whether they eat in the communal dining room or in their own room.

There are wheelchair exercise classes on offer to residents and individual classes were arranged for those who preferred not to take part in the group session, residents were very appreciative of this individualised service.

How caring do service users find the service?

Residents spoke positively about the relationships that they held with staff, one resident commenting 'I don't have one bad thing to say about the staff, if you need them they are there and we are well looked after.' Relatives also reported that staff were most accommodating and were pleased to be able to visit the home whenever they wanted, whatever the time of day or night. A visiting relative described how she has stayed very late one night when her relative had been ill, which was very much appreciated and had put her mind at rest. Another relative commented 'My mum is seeing the same staff which is good for continuity of care and building relationships...all the staff are very welcoming and supportive of residents and visitors.'

There were a range of activities on offer for residents, particularly popular was the singing group and the wheelchair exercise class. From the residents spoken to, the singing group seemed to be particularly popular, with a number of residents commenting on how much they enjoyed it and one resident was heard practising.

Themed events are often held based around Christmas, Easter, Valentine's Day etc. and other special events such as resident's birthdays. Residents are given the choice of which activities that they would like to attend. One resident reported that although he likes to attend some of the events and activities offered, he also enjoyed spending time in his own room reading from his I-pad which was respected.

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

There is a formal complaints procedure in place; however both residents and relatives felt confident that generally any concerns were dealt with informally in an appropriate and timely manner, as and when the concern arose.

Relatives reported that relatives and residents meetings were held regularly and that they were welcome to attend both. Relatives said that care-plans were reviewed regularly and that they felt they were involved in this process and that their views were listened to.

Some residents said that they would like to go out more often on external trips/visits, which was also echoed by some staff; however the number of external trips was limited due to staffing levels. A wide variety of in-house activities were provided to try and alleviate this problem and some residents spent time in the garden as they particularly enjoyed the outdoors. Some residents are regularly taken on days out or for meals out to local establishments by their relatives, which they very much enjoyed.



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

Residents and relatives spoke positively about the management and leadership said that they were happy with the level of service that they received.

Some areas of the home in the older part of the building were in need of decoration/updating as they were beginning to look tired, although this was mainly restricted to the entrance hall, conservatory and linking corridors as well as some of the exterior parts of the main building. Due to the age and size of the older part of the building, it is recognised that maintenance and improvements are incessant and expensive.

Staff reported that they felt adequately trained to carry out their roles effectively and said that they are regularly offered additional training opportunities

A staff member reported via the staff questionnaire that they would like to see some investment made into providing families with their own, new cups and saucers etc. and some investment made into keeping other equipment as up-to-date as possible.

Response from Snaith Hall:

Following receipt of the report the manager reported that there are cups and saucers readily available for families use when required. We were also informed that all equipment is kept up to date, serviced on a regular basis and that any problems are actioned quickly.

Healthwatch East Riding would like to thank the manager for her prompt response and acknowledge that during our visit there were no concerns regarding the safety or maintenance of equipment. Relatives reported no concerns and spoke positively about their experiences.

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