

## Enter & View Residential Care Home Report

# Spring House

21 Eastbourne Road, Hornsea, East Yorkshire HU18 1QS

Date of visit: 21<sup>st</sup> March 2017

Date of publication: 13/4/17

HWERY Representatives: Peter Horrocks & Carol Dyas

**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

- Our only recommendation at this time is related to the 'Clinical Waste Bin' which should be kept locked at all times for Health & Safety reasons.
- The home is undergoing a large amount of redevelopment at the moment so it would be unfair to make a judgment on the quality of the outcome at this time. The plans, as outlined to us, seemed to be seeking to provide a much updated environment for the residents.

### Summary of Key Findings

On our last visit the home was in the middle of a refurb which has now been completed. There was a high standard of cleanliness throughout the home and there is a beautiful well stocked garden at the back of the home which residents help maintain by planting flowers and vegetables.

Interaction between residents and staff appeared to be positive and friendly. The residents we spoke to appeared happy and one gentleman who had only been there for 4 weeks said he felt well cared for.

### Recommendations/Observations

- A fence has been erected for the clinical & ordinary waste bins however the clinical waste bin should be locked.



# 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?

Spring House belongs to a group of three homes and has 17 residents, the full capacity is 18. There are 15 members of staff on 12 hour shifts, 3 during the day and 3 at night.

There was a high standard of cleanliness and no odour throughout the home.

The food menus are well planned and extensive with plenty of choice to cater for all resident's preferences. The home has a food hygiene rating of 4 out of a possible 5.

The fixtures and fittings were fit for purpose and the fire exits were well sign posted. There are movement sensors in the bedrooms.

All training and team building is done in-house.

Residents do not self-medicate this is done by senior carers who have completed medication dispensing training.

### How effective do service users consider the service to be?

On the day of our visit the podiatrist was there and all residents have access to a GP, dentist, optician and Community Nurse.

Staff encourage residents to be independent. One resident was out helping in the garden during our visit and frequently goes out for walks. There is a beautiful well stocked garden at the back of the home which residents help maintain by planting flowers and vegetables.

Residents can choose to eat in their rooms or in the dining room. One restless lady resident who cannot speak and eats little wanders constantly around the home; to encourage her to eat the staff leave snacks on window sills which does entice the lady to eat. This practice has been inherited from the ladies' previous home.

There were a number of residents with their own bottles of water.



A lovely touch was that all residents have a photograph collage of themselves & family attached to the door which helps them identify their room.

### How caring do service users find the service?

Interaction between residents and staff appeared to be positive and friendly.

The majority of residents have their own rooms however there is one shared room.

There is a range of activities for residents and social events are regularly offered. The home has access to its own transport, the week before our visit some of the residents had gone to Siggleshorne garden centre to purchase plants to put in the garden. Families of the residents are encouraged to join in the activities.

Gina who showed us around actively encourages school children to visit and entertain the residents.

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

The Manager was not able to be present on the day of our visit so we were shown around by the assistant manager Gina. The residents we spoke to appeared happy and one gentleman who had only been there for 4 weeks said he felt well cared for.

Some relatives had arrived to take out one of the residents so we were unable to speak to those relatives as they were just leaving.

On the upstairs level of the home there is an equipment station stocked with necessary goods for staff to perform their jobs which I felt good practice.

The home also caters for respite and day care residents. The home also accepts a number of residents with dementia from Cross Lane Hospital in Scarborough.

All residents have up to date care plans and end of life plans are in place however some residents and their relatives decline to prepare these which is noted in the residents file.

There is a problem with hospital discharge, people are often discharged during the night which can be stressful for staff and disruptive for residents.

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

The home is staffed to satisfactory levels and the training needs of all staff are being addressed as the team is being created.

Spring House benefits from in training and peer support from its association with the other Hornsea homes owned by the same group.

<i>Signed on behalf of HWERY</i>	<i>Matthew Fawcett</i>	<i>Date: 13/4/17</i>
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