

Enter & View Residential Care Home Report

Swanland House

41 West End, Swanland, East Yorkshire HU14 3PE

Date of visit: 22nd March 2017

HWERY Representatives:

Date of publication: 16/5/17

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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

- Internal signage of the home's facilities is improved
- More personalisation of residents' rooms
- Activities coordinator visits other homes to see best practice.

Summary of Key Findings

From what we observed, residents' rooms had a high level of internal personalisation so we are pleased to report that this recommendation has been met.

Internal signage is still quite limited but, as a relatively small care home, we did not consider this a high priority. Tying in with personalisation, some residents' rooms had external name plaques or photographs but others did not. This is something we would like to see standardised, in keeping with the residents' wishes.

Though we did not meet the activities coordinator on this visit, we did see the current activities plan and it was clear the coordinator was up to date on current best practice but, tying in with signage; there was not a visible activities board. Again, as a smaller home, this is not a high priority but is something the home might wish to consider.

In general, we found the home a very pleasant environment. Communal areas were open and bright with the home itself set in extensive grounds in the small village of Swanland. The home, once planning permission has been obtained, does intend to make a significant extension on an unused space at the front of the property. It would be advisable for us to complete a full visit once this work has been completed.

Recommendations/Observations

- The Home to review its practices concerning name plaques/photographs on residents' doors
- The Home to consider the installation of an activities board



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?

We had no concerns regarding safety issues.

The residents we spoke to were happy and enjoyed the fact that they were a close knit group of residents with it being a small home.

How effective do service users consider the service to be?

Though our interaction with service users was limited, the service users we spoke to found the service effective.

Residents said "the staff are polite and courteous but also friendly. If there is a problem you are able to speak to them."

How caring do service users find the service?

Though our interaction with service users was limited, the service users we spoke to found the service caring. It was clear, from the interactions that we saw, that all staff members cared a great deal for the residents.

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

The service users we spoke to found the service responsive to their needs and we observed a number of occasions when immediate needs were met quickly.

Service users are able to bring their own furniture and try and make their rooms as personalised as possible. This could include pictures, photographs and in some cases scarves from their sports teams.



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

Though our interaction with service users was limited, the service users we spoke to found the service well-led.

As a relatively small home, the manager & deputy manager played a larger part in the residents' daily routine than in larger homes and it was clear that the residents appreciated this.

<i>Signed on behalf of HWERY</i>	<i>mfawcett</i>	<i>Date: 16/5/17</i>
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