

Enter & View Residential Care Report

The Old Vicarage

75 High Street, Airmyn, Near Goole, East Yorkshire DN14 8LD

Date of visit: 22nd November 2017

Date of publication: 10/1/18

HWERY Representatives: Michelle Harvey & Barbara Young

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

The Old Vicarage, Airmyn offers residential care in a clean, bright and homely environment for up to 22 residents, including those living with dementia. Residents reported that they feel well cared for and speak very highly of the care that they receive.

GP support to the home is good and residents reported that they also have access to a chiropodist and dentist; Vision-call also visits the home as do Community Nurses. There are a range of activities provided for residents and those spoken to, say that their views are listened to. There are regular informal residents meetings and more formal meetings held approximately quarterly. Family members also report that they are happy with the care that their relatives receive.

Recommendations/Observations

- Office space is very limited in the home. Staff should ensure that potentially confidential information is never left unattended in communal areas of the home to maintain confidentiality
- An outdoor light is installed in the outdoor area to allow residents access at all times



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?

We were met by a member of staff at the home who asked us to sign in while the Manager, Lynda George, was informed of our visit and gave us a full tour of the facilities and initially introduced us to residents and relatives.

The home was clean, bright and welcoming with no unpleasant odours and was well maintained; repairs are dealt with promptly as they arise and relevant safety checks are completed as necessary.

There is good signage throughout the home to aid both residents and visitors in finding their way around.

All of the residents that were spoken to on the day said that they felt safe living at the home and there are no concerns from relatives regarding safety.

Plans are in place to improve an area of the outdoor space to provide a further seating area, including the addition of a fence to ensure the area is safe for all users.

One resident reported that she was unhappy with a small step into her en-suite bathroom which she found difficult to navigate. The manager was aware of this and support and physiotherapy was being given to the resident to increase her mobility, the hope being that the resident would achieve full mobility over time; meanwhile the resident is being given full support to meet her needs. An additional handrail is also being provided to assist the resident.

The Manager explained the home has been experiencing problems with the Pharmacy currently supplying medication, mainly acute medication due to the location, this service is due to be replaced very shortly by a local Pharmacy to improve the situation.

How effective do service users consider the service to be?

GP support to the home is good and residents reported that they also have access to a chiropodist and dentist; Vision-call also visits the home as do Community Nurses.

The home is on two floors, with the ground floor split in two levels; a stair lift is available to assist residents who are unable to manage the stairs between the levels; a resident told us that they regularly use this. A lift is also available for access to the upper floor. There are handrails in place throughout the home to aid the independent mobility of residents.

The home has a food hygiene rating of 5 (the highest score possible) and residents report that they are very happy with the food provided. One resident explained 'It's good food - they're very good cooks. The cook speaks to everyone each morning to talk about what food we're getting in the day. If it's something you don't like, they do everything they can to sort you out'; another said 'They're ever so quick and good in the dining room - I couldn't do what they do'. Others commented 'The food is lovely, excellent', 'They cater for you if you don't like things, and we get stew, meat and potato pie, chicken and those sorts of things'. One resident told us 'We have a cake for our birthday'. There is also an area provided where relatives can make drinks during their visit. Residents can choose where they would like to eat; however many said that they enjoy eating in the dining room.

Staff were observed effectively communicating with residents and letting them make their own decisions. Residents seemed to have built friendships with each other and openly communicated with each other and us, telling us about their experiences of living in the home. One resident commented 'It's better than living at home - I enjoy the company.' Another resident told us 'I get up and go to bed when I want. If I get up early, there's no problem in getting a cup of tea'.

Residents were generally happy about the facilities on offer at the Old Vicarage, one resident told us 'You should go and see the bathroom - it's got an electric chair that turns you round - it's lovely. I really look forward to getting my bath every Thursday which is when I like to have it.'

Residents have access to an outdoor area which currently has plans in place for some improvement, one resident said 'in summer we go take ourselves to sit outside'; another resident explained how some residents go out into the village, 'The girls take us out in a wheelchair when they can, so we get out and about'.

The home has experienced problems with late night hospital discharges in the past, the home deal with these instances in the best way possible as they occur.

How caring do service users find the service?

Residents reported that they feel well cared for and the majority speak highly of the care that they receive. One resident said 'Carers are excellent - no qualms about it', another stated 'I think that there's not another home in Yorkshire as good as this'. Others supported this stating 'Staff are incredibly good, they get everything you need - if you've missed it, they'll find it for you', 'It's just good all round', 'It's lovely' and 'I've been here a year and I think it's nice'. Via the relative questionnaire, one relative stated 'The care and support at The Old Vicarage, Airmyn is second to none. We are more than happy with the services provided'. Only one resident said 'I am quite new here...sometimes I have to wait a bit longer than I think we should. I would like things to be a bit quicker'.

We were told about the laundry service by one resident who told us 'Everything's washed and ironed and back in your wardrobe before you know it. It's like having servants'.

Photos of resident activities are displayed on the walls. A game of bingo was taking place on the afternoon of our visit with small prizes for the winners. Singers and music afternoons are arranged by the Manager and activity coordinator. One resident said 'We do bingo and all sorts like dominoes, and there's a singer that's very good. There's plenty to do... we have a good laugh'. Another resident told us 'I play bingo, dominoes and Ludo, we talk about what we like to do in our meetings'. During the visit some ladies were observed knitting with a visiting volunteer. We were also told of a plan to attend coffee mornings at the local pub.

There is a hairdresser that visits the home on a weekly basis that many of the residents use, one resident told us that she also invites her niece in to do her hair just the way that she likes it, accommodating her personal choice.

Communal areas were freshly decorated, homely, bright and welcoming with flowers in both the reception and residents lounge, there was a day of the week clock in the lounge.

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

Residents spoken to, say that their views are listened to. There are regular informal residents meetings and more formal meetings held approximately quarterly, family members are invited. When talking as a group, one resident told us 'You're not frightened to say what you think and you shouldn't be - you hear people are in some places', others agreed.

Residents explained to us about one meeting that had been held regarding changes to the main lounge where it had been proposed that a set of dividing French doors should be removed to allow more space and create a larger communal area. Some residents were concerned that it would mean that they lost their 'quiet space'. Following a meeting of residents it was agreed that the doors would be removed and that the area be designated as a quiet space in the mornings and an activities area in the afternoon. All of the residents spoken to said that they were happy with this compromise, one said 'I'm a bookworm, so I like to come in here and read a book in the morning and then it's activities in the afternoon - it seems to work'. One gentleman resident told us, that although he doesn't take part in playing bingo, he enjoys being the bingo caller and lets the ladies get on with doing the playing.

The same gentleman was seen independently using the outdoor space to go for a cigarette, he later explained that he has his own smoking area and enjoys going outside for a smoke, but only when it's daylight as he can't see when it gets dark. He also told us that he had been a resident for sixteen years, 'so it can't be that bad can it?'; he explained that he had seen many changes since living there, but was happy even though he had no relations that visited. Sometime the local vicar visited which he enjoyed and spent time chatting to him.

There is an additional lounge which is used for those with a higher level of need and provides a quieter, calmer space which better meets their requirements. Residents told us that this arrangement worked well for everyone. On the afternoon of the visit, residents in the other lounge were observed enjoying watching a film.

There is a call system in place for residents. One resident told us 'Staffs good - you only have to ring and they come at once'.

Residents all have their own rooms which are personalised with residents own belongings and decorated to individuals tastes; one resident said 'Mines a small room, but I'm very happy with it'. Residents personalise their own rooms, one resident told us how she brought her own mattress to the home because she didn't like the bed.

The home do not have shared rooms for residents as they prefer residents to have their own space to maintain privacy and dignity, the one exception being a while ago when a very large room was shared by two residents who were bed-bound and requested that they be together as they enjoyed each other's company.

End of Life Plans are in place for those people that wish to have them and the Dementia Team support those with Advanced Care Plans in place.

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

Staff appear to be very happy working at the home, one said they find this 'A lovely positive home and environment.' Staff felt adequately trained however one member of staff would like more in depth dementia training.

Staffing levels at the home appear to be adequate and one resident told us that bank staff are employed to cover staff leave.

Office space is very limited in the home, with preference being given to accommodation for residents; during the visit, care plans were observed being written up/updated in the resident's dining room and were left unattended for a period of time.

Residents are happy with the leadership and the level of care and support that they receive from both the staff and the manager. Residents say 'There is a good manager' and 'You can have a laugh with staff'; others said 'staff are lovely - excellent manager'; also 'She's a good manageress' and 'Everybody's sociable...the management is excellent'.

A relative said her mother 'is very content and happy' and 'We have a good relationship with the management and staff'; another said 'Really happy with mums move and the care provided'.

Response from Setting:

Positive visit - residents enjoyed the opportunity to voice their opinion of the service. Thank you.

Signed on behalf of HWERY	<i>Matthew Fawcett</i>	Date: 10/1/18
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HW Reference: 20190128Rc
 Time & Duration of Visit: 2.00 - 2.30pm
 Number of people engaged with: 2
 Managers name: Lynda George

The Old Vicarage Re-visit Report

Date of first visit: 22nd November 2017

Date of publication: 20th February 2019

Date of re-visit: 28th January 2019

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 The Old Vicarage within approximately 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
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Recommendation	Progress
Office space is very limited in the home. Staff should ensure that potentially confidential information is never left unattended in communal areas of the home to maintain confidentiality	
An outdoor light is installed in the outdoor area to allow residents access at all times	

Summary of Key Findings & Progress towards Recommendations

We were shown that an area of the office has been re-arranged/organised to store personal files of all residents to ensure that they are kept in a fully secure area to maintain confidentiality at all times, while still being accessible to staff for routine/regular use. The manager informed us that staff have been effectively using the new filing/storage system and are aware of the importance of ensuring that personal data and confidentiality is maintained at all times.

The manager showed us the outdoor area and we could see that there is a light in place should residents wish to use the outside space after dark. There is still just the one resident who smokes and uses the outside space for this purpose.

Impact and Additional Observations

During the visit, some areas were being re-carpeted; however this was not causing any disruption to the residents and the manager was seen directing the workmen to ensure that nothing was left as a potential trip hazard to residents during the course of the works. The manager informed us that the home is currently in the process of changing ownership and hopefully further improvements to the building/outdoor area will be able to be made once the sale has completed.

Signed: <i>M. Harvey</i>	20/02/19
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