

Enter & View Residential Care Home Report

The William Wilberforce

West Green, Pocklington, East Yorkshire YO42 2NH

Date of visit: 29th September 2017

Date of publication: 6/11/17

HWERY Representatives: Martin Davies & Steven 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

Willberforce House is a purpose built facility which has a hotel style feel to it. The home is clean with no unpleasant odours and a very high standard of cleanliness.

Residents have access to all services they require including hairdressers and a beauty therapist. The dentist visits annually but is available for emergencies. The home has a clinic day with the local GP where any residents who are not well can attend.

Social events are offered; a summer fayre and regular barbeques are also held. Coffee mornings and afternoon teas are available and all residents receive a monthly schedule of events. During our visit residents were engaged in crafts and dominoes. The home also encourages potential residents to attend social events.

Recommendations/Observations

Healthwatch East Riding has no recommendations to make at this time.



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 home is clean with no unpleasant odours and a very high standard of cleanliness.

The fixtures and fittings are safe. Safety procedures are in place such as medicine management, evacuation and there is a call system in every room. The medicine management is a care med system.

The home has a food hygiene rating of 5 which is the highest score possible.

The areas which residents cannot enter are all controlled with locked doors.

This is a purpose built facility which has a hotel style feel to it, even down to the dado rails acting as a handrail in the corridors.

Maintenance issues are put into a maintenance book for action, with urgent issues rectified immediately.

How effective do service users consider the service to be?

Residents have access to all services they require including hairdressers and a beauty therapist. The dentist visits annually but is available for emergencies. The home has a clinic day with the local GP where any residents who is not well can attend.

Falls are monitored and the home works with the local falls team. They have a falls audit system and also monitor any pressure sores. If any residents BMI are on the low side residents are referred to a dietician.

All staff have their moving and handling qualification renewed in a timely manner. The home has a designated staff champion for each area of care; their training is in progress to ensure they can perform their role effectively. There is a four weekly choice of menu, with a restaurant upstairs and a bistro on the ground floor.

The home adopts a holistic approach to care and with regard to residents stated 'It is their home'.

How caring do service users find the service?

All residents have a key worker and care plans are reviewed every month or sooner as required. Each residents Care Review is scheduled every 6 months or sooner if there are major changes in their level of care needs.

Residents have a pocket money account. Social events are offered; a summer fayre and regular barbeques are also regularly held. Coffee mornings and afternoon teas are available and all residents receive a monthly schedule of events. An activities coordinator is in place. During our visit residents were engaged in crafts and dominoes. The home encourages potential residents to attend social events.

Residents have their own rooms with one married couple sharing who said 'We came here on Feb 16th 2016, to a place which naturally became home. We thank everyone here, for their outstanding welcome, care and consideration for residents'.

All the rooms have a high of a high standard of decoration and are personalised with resident's possessions.

One resident stated, 'I have been at Wilberforce House for 7 months. The care home is well managed with carefully chosen and trained staff. All the staff are very caring and attentive, 9/10'.

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

The service appears to be responsive to resident's needs. There are end of life plans on place which are discussed with relatives and loved ones.

Visiting times are not restricted and there is a complaints procedure in place.

The residents we spoke to were happy and content, many visiting friends in their rooms.

The manager does regular rounds and stated she notes any issues or outstanding jobs to do as part of this process.

A resident stated 'I feel that if I had a problem the staff would be prepared to offer help and advice'.

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

The residents speak positively about the home and its staff.

We spoke to three members of staff who were happy with the leadership and management of the home.

Training is available up to NVQ level 5 and the staff stated they would have no issue in bringing a problem to their manager's attention, included safeguarding issues.

One staff questionnaire stated 'All staff work well to maintain good hygiene and safety for all service users'.

Response from Setting:

As a care provider Enter & View is an opportunity to be visited by Healthwatch; this helped us assess the services we provide to our residents.

Signed on behalf of HWERY	<i>Matthew Fawcett</i>	Date: 6/11/17
---------------------------	------------------------	---------------

HW Reference: 20180924Rb
Time & Duration of Visit: 13.00 - 14.00
Number of people engaged with: 6

The William Wilberforce 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 of Yorkshire (HWERY) conducted an Enter & View visit at The William Willberforce 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

At the last HWERY Enter & View, no recommendations were made; however since that time the homes overall Care Quality Commission rating has changed from 'Good' to 'Requires Improvement'. Some of the issues identified were focussed around food choices and appropriate support for residents at mealtimes - during the course of the visit we were able to see that action had been taken to address some of these concerns.

Impact and Additional Observations

The home still offers luxurious, high quality, hotel-style facilities. During the visit we observed conversations between both staff and residents and the manager and residents which were friendly and respectful. Two residents that were there on respite care said that they would love to stay longer; others were looking forward to visiting the salon and choosing what activity they would like to do that afternoon.

Having initially arrived at the home during the lunchtime period, we observed residents being offered a choice of meals by being shown the actual meals on offer on a tray, so that they could clearly see what was available. Two gentlemen said that they would rather just eat dessert as they weren't that hungry and their choices were respected, two ladies were heard discussing between themselves what they would like to eat and opted for the soup option as a starter.

We saw that some residents had chosen to eat in the downstairs cafeteria/bistro area while others had their meals taken to their rooms; the main majority however were eating in the main dining room upstairs which offered a pleasant, restaurant style environment. In response to CQC concerns regarding appropriately supporting some residents, a separate smaller dining room has been created to allow those with a greater level of need to be appropriately supported without causing discomfort for other residents and a distracting environment for those requiring support; one resident was being supported in this room by an individual carer.

Signed: *M. Harvey*

Date: 1st October 2018