

## Enter & View Residential Care Report

# Cassandra House

19 Dunswell Lane, Cottingham, East Yorkshire HU16 4JA

Date of visit: 29<sup>th</sup> January 2018

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HWERY Representatives: Martin Davies & Pamela Wakelam

**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

Cassandra House is privately owned home with 43 bedrooms - 13 en-suite with a further 8 bathrooms. Accommodation is split over 2 levels with lift access the top floor. There are four communal lounges and a conservatory as well as secure outside space in the form of a garden and an attractive courtyard. The home caters for residents with all levels of Dementia as well a wide range of issues related to elderly care.

The home offers a wide range of activities both in and outside the home and residents speak highly of the level of care that they receive and of the staff that work at the home. Wi-fi and Skype facilities are also provided to help keep residents in touch with their relatives.

### Recommendations/Observations

- Cassandra House is a well led and run home with the residents at the centre of the efforts of all the staff, Healthwatch East Riding of Yorkshire have no specific 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?

Cassandra House is well maintained, bright and airy, very clean and clutter free with no odours.

The home and internal restricted areas are kept secure by the use of digital key pads.

With a Food Hygiene score of 5 (the highest score possible), food is prepared on site from locally sourced produce and the menu is varied and appropriate to the likes and dislikes of the residents - alternatives are always available if nothing is fancied by the resident at the time of the meal.

A call system is in place for each room which is more than adequate; however the home are looking to available funding to update to a more modern system which will assist with such things as improved audits of use.

Medication management processes are robust and in line with legislation. Drug management is well audited and drug storage, in a locked cupboard in a locked room, is as required.

Residents have everything necessary in place to ensure safety and one lady commented 'of course I feel safe - nothing will happen to me here'.

Maintenance and repairs are carried out daily by a full time maintenance staff member.

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

Dentists, Podiatry, Opticians as well as District nurse are readily available and visit regularly.

Access to falls teams and End of Life teams are also available as required.

The home has recently changed their practice in relation to dental hygiene by using softer toothbrushes and changing the time of day that residents are encouraged to brush. It was noted that the mornings are too busy for the client with the need to get up, washed and dressed etc. so changing the time to midday took the stress away from this task.

We observed good communication between staff and residents - passing in the corridor we heard 'hello's and how are you's' to the residents; some staff were also sitting and chatting with the residents.

Rooms are spacious and residents are encouraged to make them their own by bringing personal items with them; call bells are in all rooms and handrails in corridors aid independent movement around the home.

The food preparation is all in house which allows for a quick change to the menu and also for residents to easily order something other than that offered at meal times. Snacks and drinks are always available and residents can choose where they eat; one very articulate lady advised us that 'the food is appetising, well cooked and always hot'. At the moment the main meal is at lunch time but the managers feel that that may change over time to evening as the clientele change their habits as time goes by.

A monthly newsletter is produced and distributed keeping residents and relatives up-dated regarding up-coming events, activities and celebrations.

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

All residents have a named 'Key Worker' and Care Plans are in place for each resident, starting at pre admission, and include a life story; these are regularly reviewed with the resident and their relatives where possible.

During our visit we saw positive interactions between staff and residents with plenty of laughter happening. The low turnover of staff means that residents and staff get to know each other well which helps to form good relationships.

One lady, who is in for mainly respite care told us 'The staff are wonderful, meals are wonderful and the care is very good. They got me walking again with my frame - wonderful.'

The variety of activities on offer is impressive and appears to cater to the needs of everyone; we were shown many examples of activities in and outside the home. One staff member is responsible for organising these and they range from bowls, music events, tea dances, garden centre visits and time on the putting green at the local golf club; there is also a staff pantomime each year - these moments are captured and evidenced in photo books.

Via a relative's questionnaire, one relative commented, 'I find the home and the staff to be very welcoming. My relative goes to the cinema regularly and seems to really enjoy it. She is always telling me how much she likes the food. The home is looking particularly nice with all the redecoration that is taking place.'; however one questionnaire expressed concern and noted that their observation was that activities were not always happening and residents were left to sit in chairs with only TV's and Radio to occupy them - although they were happy overall with care at the home.

There is also a Hairdresser who comes twice a week and has a dedicated room for the service.

Most residents have their own room but there are some shared rooms but care is taken to seek appropriate matches for shared rooms; residents are encouraged to make the rooms

their own by bringing personal items in with them. Money is managed by the homes administration staff as required for each resident. One lady advised 'I have a lovely room with a nice view. I am very happy with it'.

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

Respite care is provided if requested.

Residents commented how willing the staff are to listen to them about their likes and dislikes and seek to help them.

Wi-Fi is available centrally in the home and Skype facilities are provided for residents to keep in touch with loved ones, especially those living abroad.

Residents and relatives meetings are held approximately every quarter, senior staff meetings every 4-6 weeks and general staff meetings approximately 6 monthly.

There is a complaints procedure in place and staff are encouraged to document even small issues, so resolutions can be sorted and audits can be done to seek out common and recurring issues - we were shown a file of these documents.

'End of Life' care is discussed with residents and families with some success, which includes DNR discussions, though in line with other homes it remains a difficult topic though the manager felt it was getting a bit easier to broach as time moves on.

One lady commented, 'A very nice place. I have my own space and everyone is nice. There are no problems. I can have visitors whenever I want. I enjoy food but I am picky, they ask me what I want. There is plenty to do if you want to do it however I am a relentless reader.'

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

Cassandra House is managed by the owner/manager on a daily basis with the assistance of a deputy who has been at the home many years. The home is well led and run with all key safeguards in place.

Staff spoken to felt they are well supported in their roles with appropriate numbers on duty for each shift. Care staff are supported by two managers, two cooks, three domestics, one maintenance person and an administrator. All necessary training was made available and one carer spoke about her next plans for training (NVQ3) - all appear very happy in their work.

All residents spoken to had only positive comments to make about the staff.

There is a comprehensive audit programme in place for the year and in line with the last CQC visit recommendations (Sept. 2017).

#### **Response from Setting:**

*Report reads well and is accurate. Thank you for your visit.*

Signed on behalf of HWERY	<i>Matthew Fawcett</i>	Date: 20/3/18
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