

Enter & View Residential Care Report

Emmanuel Care Home

15-17 Southfield, Hessle, East Yorkshire HU13 0EL

Date of visit: 31st January 2018

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HWERY Representatives: Peter Horrocks & Steve 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

Emmanuel Care Home is a medium sized residential home with 37 good-sized rooms, all of which have ensuite facilities; some rooms have a shower and wet floor drainage.

The home had 36 residents at the time of our visit, eleven of whom were said to be living with dementia; two are bedfast.

From observations and discussion with residents, relatives and staff at the home it is apparent that the home is providing person-centred care of a very good standard.

Recommendations/Observations

The improvements achieved at the Emmanuel home are mainly due to the enthusiasm and inputs of the registered manager.

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?

The home appears clean and bright following major refurbishment and there were no unpleasant odours.

There is a modern call system in place and movement detection pads can be put in bedrooms if required.

The home has a modern individualised system for handling medication.

The home has a food hygiene rating of 5 (the highest score possible).

Hand washing and infection control are encouraged by widely available dispensers.

How effective do service users consider the service to be?

Chiropody, optical services and dentistry are all available to residents at the home and there have been visits from the local falls team. The daily input of district nursing is helpful and flexible; the home has a good relationship with a particular GP from a nearby practice.

All residents are regularly weighed and their weight monitored.

Emmanuel has five beds which are part of a "positive step" scheme with Hull Royal Infirmary by which they can accommodate patients who are ready for home or need further rehabilitation; on balance the arrangement benefits the home but there can be issues about the well-being of some of the people involved.

The home has undergone a big transformation as part of a re-development and decoration programme which has made a great improvement to the physical environment; very few floors are currently carpeted due to the on-going developments.

Doors are signed according to their purpose though personalisation of room doors is incomplete at present.

There are the usual storage problems for the quarterly deliveries of continence materials. The daily 4-pad allowance was said to be inadequate for some.

How caring do service users find the service?

Residents have a designated key worker.

Care plans are the responsibility of the home's senior carers, they are developed with relatives, residents and friends; some care plans incorporate end of life wishes and this is in the process of being reviewed. Paper records are also kept detailing events and issues arising during each day.

We observed residents being offered choice in personal menus, about where to eat and spend the day, to be with or without TV and to bring in their own furniture to personalise their own room if they wished.

We noted the friendly interactions between residents and staff. A relative told us 'They can't do enough for you'.

Hairdressing is available on the first floor though the rooms used appear rather awkward.

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

The home can offer respite care as available.

An experienced activities organiser has been appointed recently, providing 30 hours per week; a clothing sale was taking place on the afternoon of our visit. The home does not have its own transport for outings.

There are combined and separate meetings for residents and relatives to discuss the operation of the home and any complaints or issues which might arise.

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

Emmanuel Care Home is owned by the Minster Care Group, a national organisation with more than 60 homes across the country; another Minster Care home is in Hull and Emmanuel is overseen as part of a Yorkshire group.

The registered manager, Shirley Jackson, provides strong personal leadership to the home emphasising the individuality of residents, the importance of finding solutions and an environment which reflect the needs of those individuals - her commitment is impressive.

Staffing levels are just about adequate but problems arise when crises occur; the three night staff can be stressed in these circumstances.

Training needs are supplied from various sources including Psittacus. The manager has just revised and implemented a new induction training process.

Response from Setting:

We are pleased the hard work of staff has been recognised as we continue to strive for person-centred care. At Emmanuel Care Home we are always looking for ways to improve and will use the report to assist us with this.

We are currently reviewing staffing levels on a night in response to comments made. This will be based on residents care needs during the night

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