

HW Reference: 20181204

Time & Duration of Visit: 14.00 - 16.00

Number of people engaged with: 12

Enter & View Residential Care Report

Specialism/Service: Accommodation for persons who require nursing or personal care, Dementia, Diagnostic and screening procedures, Physical disabilities, Treatment of disease, Disorder or injury, Caring for adults under 65 yrs, Caring for adults over 65 years

North Ferriby Nursing Home

High Street, North Ferriby, East Yorkshire HU14 3JZ

Date of visit: 4th December 2018

Date of publication: 21st January 2019

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

North Ferriby Nursing Home is a family-owned, Grade II listed building, built in 1785. As a Grade II building some development is restricted or difficult to obtain; however, the building has had improvements and is clean, homely, well maintained and nicely decorated. It has a lift to all floors. The home has kept many of the original features which enhances the accommodation on offer. The home provides nursing and residential care, care for those living with a disability and conditions related to old age, for 38 people. At the time of the visit there were 30 residents, with 1 bed available. 21 rooms have ensuite facilities and there are 7 other bathrooms/toilets. Some rooms are large enough for couples, which for one relative was a top priority.

Residents and relatives all spoke highly of the home and the level of care that they receive.

Recommendations/Observations

- Following feedback from a relative, ensure that family members are aware of who the key worker/appropriate person is to raise queries with regarding their relatives care and ensure feedback (however small) is always provided when queries are raised; in particular for those who aren't frequent visitors to the home.

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?

By safe we mean people are protected from abuse or avoidable harm.

The home was clean, homely, well maintained and nicely decorated; there was a faint odour on first entering the home, however this was not prevalent in any other area. All areas of the home were tidy and free from clutter/potential hazards for residents. One resident told us 'It's always immaculately clean - I get fresh bedding and towels every day, even if I don't think that I need them', a relative told us 'It is excellent and immaculately clean'.

Fixtures and fitting appear safe and well maintained and the home has a dedicated member of staff to carry out repairs, maintenance and decoration. The home is decorated in keeping with its original character and period features have remained in place which enhances the character and grandeur of many rooms; however the owners have managed to do this whilst still maintaining a safe environment e.g. one bedroom still had its original fireplace, but it was kept safe by installing a Perspex panel over the front. There is a steep ramp on an upper floor landing which was quite difficult to negotiate, however this is unavoidable due to the nature and age of the building and probably provides the best solution to avoiding residents having to negotiate the steps beneath the ramp in this area.

On the day of the visit the lift had been out of order and one of the residents couldn't use the stairs from the third floor and go down to the dining room for meals; however, the resident had been looked after in his room and the lift was repaired promptly the same day, the resident told us that this was not a problem to him as he was 'being well looked after as always'.

There is a new call system in place and a 'fall-watch' being trialled for use for those residents who are at higher risk of falls. One resident told us 'We have amazing response times - they respond to the bells very well indeed', another said 'The red bell is instant' and 'When the red bell is pushed they run at an amazing speed'.

Residents spoken to said that they felt 'safe', 'looked after', had 'no complaints' and felt they 'can raise problems' they may have as they arise.

There were medicine management procedures in place and medicines were stored securely, we were told 'Medicines are not kept in residents rooms'.

There are restricted areas which residents can't access for their own safety, the home uses the lower floor/cellar area to house some of the office space, the laundry and maintenance areas etc. - access is restricted by a locked gate.

The kitchen has a 5 star food hygiene rating, the highest score possible.

How effective do service users consider the service to be?

By effective, we mean does residents care, treatment and support achieve good outcomes and promote a good quality of life?

Staff all wear a uniform and are easily identifiable to residents, relatives and visitors; throughout the visit we saw that staff communicated effectively with residents they appeared to have trusting relationships, one resident told us 'They are very quick and very patient with everybody - I've never had a complaint'.

Residents have access to the services that they need such as doctors, opticians, a dentist and podiatrist; a hairdresser and nail technician also regularly visit.

Fixtures and fittings support and promote independence, we saw residents were able to move around the home freely and were offered support from staff as necessary. On touring the home, resident's privacy was respected and we were only able to enter a resident's room with their permission. There was a wide choice of communal spaces that residents and their families were able to access such as the conservatory, lounge, dining room and large hallway which were all well-furnished and being used by both residents and relatives throughout our visit.

A visiting relative told us that her In-laws have fairly recently been able to move into the home as a couple from out of the area into a shared room, so that they can be closer to their family and also receive more frequent visits. She described to us how the home has completely transformed the lives of her relatives for the better, compared to other homes that they had experienced. She explained how her father-in-law has regained his own independence and has felt able to leave his wife for the first time in three years as he trusts that she will be cared for if he is not there; he has been able to visit the local shop and take part in some of the activities on offer independently, while still being able to stay close to and continue to share his life with this wife who has a much higher level of dependency.

Residents told us that they can get up when they choose in the morning, have meals where they wish and have a good choice of food offered. Menus were clearly on display in the dining room and in the conservatory, residents were complimentary about the food on offer, one told us 'I've never gone hungry', another 'The food is very nice, the cook will always make you something that you like'. Another resident told us 'I have a three course lunch and then high tea, but they'll always make you what you want'. Relatives told us that they are able to order meals from the home and eat with their family member, which was very much appreciated; one told us that they often come for Sunday Lunch, another said 'Relatives are able to join residents for meals and activities - you just ring up and give little bit of notice for meals'. There were also notices informing residents on how to order a meal - meals are not charged for; however any donations for meals are put towards the Residents Entertainment Fund.

Residents have access to the outside area, the home has a large well-kept garden and a secure courtyard; one resident told us 'I enjoyed being out in the courtyard in the summer, there were flowers and canopies over the top to shade you from the sun - it was lovely'.

How caring do service users find the service?

By caring, we mean that the service involves and treats people with compassion, kindness, dignity & respect.

All residents told us that they have a good relationship with staff and staff appeared to be very knowledgeable about their residents. All interactions that we saw between staff and residents were warm and friendly. One resident who was a relative of the owner told us, 'Knowing the place before I moved in, I thought I might be disappointed and it might not live up to my expectations, but it really has. Being a relative, I thought I might be treated differently, but everyone really is treated the same and I'm certainly not any different'. A visiting relative told us 'It really is wonderful here; I don't have to worry any more. Since my wife came here I know she is properly cared for, which is good for me too'.

All residents appeared very well cared for and were dressed nicely, ladies had their hair styled and some had manicured and painted fingernails. Residents told us 'The nurses are all very good and all nice' and 'All the carers are very good, it is the next best thing to being at home'.

There were numerous activities in offer which were well advertised throughout the home. Residents are asked what activities they would like to do, to try and make the activities as varied as possible. Activities include regular 'sing-a-longs', a flutist and pianist had visited, armchair exercises took place every Tuesday and Friday, flower arranging every other Thursday and regular craft sessions also took place with the activities co-ordinator - during the course of the visit a number of residents were seen making Santa's that were later hung in the conservatory as Christmas decorations. We also saw advertised, a Musical Quiz, a Church Service, an afternoon of musical entertainment and a visit from Ferriby Ladies Choir followed by a Christmas party. A resident told us 'There is always something on - you get spoilt for choice really', a visiting relative told us that her relative 'just lit up' when she watched the singer, although she has diminishing ability to take part in many activities anymore. There is also a piano for anyone who wishes to play.

One resident told us that she enjoys reading and that there are books in the conservatory where you can swap books and find a good selection to choose from.

Residents are able to personalise their rooms with their own furniture and personal belongings; rooms vary in size, but all that we were able to see were personalised to each individual's tastes.

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

By responsive, we mean that the services meet people's needs.

There is a complaints procedure in place; however none of the residents or relatives that we spoke to had ever felt the need to use it, a resident told us 'If somebody's not happy about something then it soon just gets sorted out, you don't have to complain about it because if somethings mentioned it just gets sorted out.'

A relative informed us that end of life and care plans were in place and that they had been involved in the process of completing these documents.

Residents meetings are held regularly and relatives are welcome to attend. We were given a copy of the December 'Ferriby House Newsletter' which included a copy of the minutes of the November residents meeting; topics such as forthcoming visits and activities were discussed as well as opinions about food menus and choices. Feedback from residents was also given about areas of the home that they would like to see improved or enhanced, such as one of the bathrooms 'needing a bit of colour' and a request for the conservatory chairs to have some more padding in the cushions; residents were informed that the heating was being checked regularly as it had been noticed that some of the radiators had not always

been coming on. The newsletter also contained the activities calendar for the month, Christmas and December trivia and traditions, poetry and puzzles, as well as a list of December birthdays and 'Return Slip' for individual resident's requests.

The home offers a 'mobile shop' and residents are able to purchase various toiletries, tights, sponges, shaving equipment etc. as they choose.

One relative told us that her relative (who is incontinent) receives regular checks throughout both the day and night to ensure that they are kept clean and comfortable at all times.

Just one relative said that there are some periods during the day when there seem to be less staff about, which they thought was probably when staff were having their own break, which meant that residents were not responded to as quickly as at other times.

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

By well-led, we mean that the leadership and management assures the delivery of high quality and person-centred care, supports learning and innovation and promotes an open and fair culture.

Residents and relatives spoke very highly of the management and found they are able to 'manage the needs' of residents and any problems are easily sorted out.

Only one relative that we spoke to said that they can find communication difficult, especially as they live out of the area. They said that it can be hard to gain access to the management team and that they are often unsure of who would be the right person to speak to, as they live away; then feedback/follow-up can be difficult as they can't always speak to the same person and they are then unsure if feedback has been responded to. They did however say that the home was very caring, clean and had a good range of activities on offer for their relative and they were happy with the care provided; however levels of communication could be better for those who are not frequently visiting the home.

There are some long serving members of staff working at the home and we and we also spoke to a relatively new nurse, all of whom really enjoyed working at the home, they felt well supported by the management team and adequately trained to carry out their roles effectively.

Response from Setting:

We would like to thank you for your sensitive approach to the visit and respecting our resident's privacy and dignity.

Signed on behalf of HWERY	<i>Matthew Fawcett</i>	Date: 18/1/19
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