

Enter & View Residential Care Report

Orchard Court

Bacchus Lane, South Cave, East Yorkshire HU15 2ER

Date of visit: 14th February 2018

Date of publication: 20/3/18

HWERY Representatives: Peter Horrocks & 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

Orchard Court has been part of the Roseville Care Homes group for about four years; the group also provides care at home. At present there are 34 residents. Of the 44 rooms in the home, 17 have en-suite provision.

We observed many friendly interactions between staff and residents and residents and choices are offered to residents with discussion of menus, where to take meals and where to spend the day etc.

The home manager was appointed only recently and he is aware of what needs to be done to improve the environment of the home and the quality of care provided; there is an ongoing programme of upgrading/development to improve the physical environment and facilities.

Recommendations/Observations

- Ensure that the environment of the home is kept in a safe and supportive condition through funding a steady upgrading of the facilities. We would recommend a future re-visit to monitor the progress being made.
- At the time of our visit there was a fire alarm test; a visitor asked us if it was a real fire or a test as she wasn't sure what to do. Residents and relatives should be made aware of fire alarm test and potential evacuation procedures.
- Ensure repairs/maintenance are prioritised and carried out promptly where necessary



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?

Lighting in the home is poor in several areas.

There is a shortage of signing to indicate the function of doors; more could be done to identify room ownership; wear and tear is prevalent; parts of the home are untidy; equipment is not always put away after use and there is a lack of storage space.

Rotten window frames noted by CQC last year are still evident.

We saw an example of recent upgrading of a room which showed the benefit of a fresh approach.

Residents are checked at least hourly. Call systems are installed and night time movement detectors are available.

Medication is distributed by senior carers and organised via a Boots system; prescriptions can be sourced quickly if necessary.

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

The laundry seems cramped and old fashioned although separation of soiled linen/clothing/bedding appears well organised.

The door to the lift is not user friendly for wheelchair users.

How effective do service users consider the service to be?

Good GP support is provided mainly by regular twice weekly visits.

District nursing is freely available, visits occurring on or about alternate days. Continence assessments are provided quickly if needed.

'Patient Passports' are in use for hospital communications.

There are in-home optical, chiropody and therapy services; aids and appliances can be sourced easily.

A hairdresser attends twice weekly with a well-equipped salon on the first floor.

How caring do service users find the service?

Care plans and full risk assessments are in use. The home is planning a move to continuous care plan updating via hand held devices. End of life plans are created if residents are willing but few have been completed as yet.

Residents have a key worker.

Pets are allowed so long as they do not affect other residents adversely.

The home has been able to accept couples if needed.

Choice is offered to residents with discussion of menus, where to take meals and where to spend the day. Meals can be eaten in the resident's room if so chosen.

Residents praised the helpfulness of staff 'if they're not too busy' and appreciated their freedom to choose, residents described staff as 'approachable'.

We observed many friendly interactions between staff and residents. Relatives commented that some staff were better than others at communicating with residents.

Some staff questionnaires referred to not having enough time to spend with residents.

One resident told us she was very happy and had no complaints.

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

Orchard Court provides respite care and occasional day care.

We met the full time activities organiser. Daily pastimes are planned (hand massages, knit and natter) plus larger scale events involving staff, relatives and residents. Contact has been made with a local primary school and successful visits have taken place. A St Valentine's party was taking place at the time of our visit.

A BBQ had previously taken place and a charity event raising money for Alzheimer's association.

Residents' meetings take place to which relatives are invited. So far only a few have attended.

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

We were much helped by the home manager Simon Farley who took a good deal of time to answer our questions and guide us round the home. The home manager was appointed only recently. It is his first post at this level. He is aware of what needs to be done to improve the environment of the home and the quality of care provided.

Staffing levels permit four care staff to be on duty at night and 6 - 7 during the day. The manager is part of an on-call rota for the home.

There are no problems with recruitment or retention of staff. The home has a full-time maintenance worker.

Training comes from a variety of sources including the Roseville group. There is an established induction process.

Response from Setting:

Orchard Court acknowledged the content of the report as being factually accurate.

Signed on behalf of HWERY

Matthew Fawcett

Date: 20/3/18

HW Reference: 20190128Ra
 Time & Duration of Visit: 9.30 - 10.30am
 Number of people engaged with: 3
 Managers name: Simon Farley

Orchard Court Re-visit Report

Date of first visit: 14th February 2018

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 Orchard Court 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
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Recommendation	Progress
Ensure that the environment of the home is kept in a safe and supportive condition through funding a steady upgrading of the facilities. We would recommend a future re-visit to monitor the progress being made.	
At the time of our visit there was a fire alarm test; a visitor asked us if it was a real fire or a test as she wasn't sure what to do. Residents and relatives should be made aware of fire alarm test and potential evacuation procedures.	Unable to assess during visit
Ensure repairs/maintenance are prioritised and carried out promptly where necessary	

Summary of Key Findings & Progress towards Recommendations

The home is still in the process of upgrading and redecorating. The main hallway that has been completed has been re-decorated to a high standard and the manager demonstrated a clear vision of how he would like to achieve the same standard throughout the home. There was temporary dementia friendly signage in place in areas that were being re-decorated and they will be upgraded once decoration is complete; these areas appeared safe and free from any obvious hazards to both residents and visitors. All areas of the home appeared to be clean and clutter free, despite the ongoing renovations and there was a calm and relaxed atmosphere throughout the home during the course of the visit. No relatives were present to be able to check whether they were aware of evacuation procedures; although it would be prudent of the home to inform visitors if there was an imminent test to avoid unnecessary concern.

Impact and Additional Observations

A sensory room has now been developed to provide a calming environment; particularly for some residents living with conditions that can naturally lead them to become agitated or stressed. Since the last visit a new Activities Co-ordinator has been appointed and has enabled some residents to go out more frequently - two residents were visiting the local shops during the course of the visit. The home expressed an interest in working with Healthwatch to use the Enter & View process to potentially produce further recommendations and implement changes to support improvement.

Signed: *M. Harvey*

Date: 12.02.19