

HW Reference: 20180926

Time & Duration of Visit: 10.15 - 11.45

Number of people engaged with: 8 residents & 5 staff

Enter & View Residential Care Report

Specialism/Service: Accommodation for persons who require nursing or personal care, learning disabilities

Prospect House

Woodland Avenue, Goole, East Yorkshire, DN14 6RU

Date of visit: 26th September 2018

Date of publication: 07/01/19

HWERY Representatives: Michelle Harvey & Freya 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

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

Prospect House offers accommodation for up to 24 people who have a learning disability or autistic spectrum disorder. There are four units within the home, each providing a kitchen, dining room, lounge, bathroom and individual bedrooms; the home also has its own secure garden area. In addition, there are two self-contained flats for those who are able to live more independently which are currently occupied.

The home is proud to offer its residents a place for life, all of its residents have lived there for a number of years and therefore places rarely become available. Residents told us that they were very happy living at Prospect House and were given all of the help that they needed - they could not speak highly enough of the staff or the management and the support that they received to lead fulfilled lives that met their individual needs.

Recommendations/Observations

- For the benefit of friends, relatives and new visitors to the home, directional signage from the car park to the main entrance of the home would be helpful as it is currently very unclear.



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 is clean, well maintained and free from any odours. Fixtures and fittings appear safe and the home is divided into separate units dependant on resident's needs, offering a secure environment for residents to live and safely move around in without any apparent hazards - at the time of the visit areas of the home were being decorated and upgraded.

Different areas of the home are restricted by keypads for the safety of residents and there is a call system in place. Medicines are stored securely in locked cabinets and there are medicine management procedures in place managed by senior staff. There is a garden area for residents use which is fully enclosed and secure.

The home has a food hygiene rating of 5 (the highest score possible), some residents have completed their own food hygiene qualification. A number of residents are also being encouraged to prepare their own meals, supported by a minimum of two members of staff and there are adapted cookers in place to support this.

Residents that we spoke to said that they always felt safe and well looked after, one said 'There are always people to help me', another told us 'There's always somebody when I need them, I can't ever complain about that'. All of the residents that we spoke to spoke very highly of the staff and the support that they receive at the home. Residents clearly had a very open and honest relationship with the staff and one told us 'I like to make lots of complaints - I regularly see [the manager] to complain', another resident agreed stating 'Yes, he complains about everything - it's what he likes to do'. Although both comments were clearly made in good humour, it was very apparent that both of these and other residents were confident in raising any complaints that they had and that these were dealt with appropriately and to the satisfaction of the residents.

The home appeared to be very well staffed with sufficient numbers to support residents.

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?

Prospect House provides a homely and clearly happy environment for its residents. The home is divided into four individually named units each equipped with all of the facilities that are needed to live as independently as possible, including a communal lounge, kitchen, dining area and additional individual bedrooms. Residents that are able can make their own drinks and snacks in the kitchen areas of each unit; however, there is also a main kitchen where meals are provided and a large communal area where residents can congregate and take part in group activities and meetings. On the day of the visit, a group of residents were in there listening to music and sorting their DVD collection, debating which to keep and which to dispose of (supported by the activities co-ordinator); the group were clearly enjoying themselves, laughing and joking and were happy for us to join them and take part in the debate. One resident told us 'We are having our residents meeting here later - we talk about everything and decide what we want to do and where we want to go. We sort out where we want to go on days out as well, we go all over the place'.

There are an additional two self-contained flats for those who are able to live more independently which are also currently occupied.

The privacy and dignity of residents is respected, we spoke to individual residents in their rooms; however, staff always knocked on doors and asked the residents permission before we entered - if a resident declined, this was respected.

Residents have access to external medical services that they need, some residents receive visits at the home, while others prefer to visit the surgery supported by a member of staff. In the case of hospital admissions, the home uses a system of 'patient passports' that includes specific information on the individual when they are unable to verbally communicate this information to hospital staff themselves; the manager told us that this system works well for them.

Fixtures and fittings within the home support the needs of residents and support independence, there are handrails throughout the home and all of the necessary equipment (including moving and handling equipment) to support the needs of all residents; there is a lift in place to gain access to the first floor. Adapted resources are in place and available to meet the needs of individual residents and help promote their independence at every opportunity. There are minimal directional signs around the home other than the names of each unit and numbered bedroom doors, however this did not impede the movement of residents who were seen independently moving around the home.

A varied menu is provided for residents; however, some residents have been encouraged to get involved in preparing their own meals as a way of inspiring them to be more adventurous in their food choices. Some residents had chosen to have a very restricted diet, but by providing the opportunity for them to make their own meals, they have become much more willing to try new things and vary their diet, a resident told us '[Residents name], even had a go at making pizza and he's really fussy'.

Residents are encouraged to pursue their own hobbies and interests; in the garden there is a poly-tunnel which was installed for one resident with an interest in gardening, there is also a go-kart which has been specially built and adapted for another resident who has a particular love of cars. We observed and talked to one resident in one of the unit's lounges with a selection of wooden jigsaw puzzles which she enjoyed doing; although she was unable to verbally communicate, she was able to show us a selection of her own toys which she kept close to hand.

How caring do service users find the service?

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

From observations made throughout the visit, interactions between staff and residents were clearly very positive and friendly; there was a lot of banter and laughter and a very natural, relaxed atmosphere throughout the home - residents obviously feel very 'at home' and comfortable with all of the staff.

One resident told us 'I'm really well looked after, every single one of the staff are really good and really good to me'. We observed another resident approach a member of staff with a small injury, who then patiently helped the resident apply a plaster to her wound and calmly reassured her. Another lady was very pleased to have been helped to have her hair washed that morning.

Residents each have their own room which is personalised to their tastes and reflects their personalities and interests. One lady who invited us into her room was very happy for us to see her keyring collection (which included what must have been hundreds of keyrings), the home had accommodated her collection by installing hooks and boards for her to display them on and she was obviously very proud of this; she also showed us what she had chosen to buy on a recent trip to 'The Deep' at Hull. Other residents had pictures and posters on their walls which reflected their hobbies and interests; one resident had their own earphones set up ready to use in their room as they enjoyed listening to music a lot.

There is an activities co-ordinator in post for five days per week and the range of activities on offer is extensive and entirely resident led. There are monthly residents' meetings held (one which was due to be held later in the day) and residents told us that they decide where they would like to go on trips and what types of activities they would like to do within the home, which is then facilitated by the activities co-ordinator. There are 'Dog Therapy' sessions held on a monthly basis and a member of staff who is on maternity leave has been visiting the home to provide 'Baby Therapy'; one lady had clearly enjoyed the visits from the baby as when we were introduced she asked 'Are you bringing the baby, I like the baby - you can put it in a carry cot and take it out in the car' - the visits had clearly stayed in her memory and she wanted to know when the baby was coming again.

Many of the residents take advantage of local day care services and attend 'The Pastures' in Goole for three days per week; they also regularly visit and take part in 'The Sobriety Project' at Goole Waterways Museum which offers vessels, nature trails, community gardens, healthy eating cafes and allotments as resources for personal development and training for disadvantaged adults, including those with learning disabilities. Some residents are also members of 'Castaways', a local performing arts group for adults and young people with learning and physical disabilities who hold regular performances in the local area.

Some residents have gained formal qualifications as a result of attending both these venues and the local college to learn many different life-skills to aid their independence; two residents are currently working towards independent living; however, their progress is being closely monitored to ensure that this is a decision that would only be made once they were entirely ready to take this step.

Residents have also recently decided to hold a McMillan Coffee morning and take part in other fundraising initiatives of their choice.

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

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

Respite care is not provided at the home as the home is at full capacity and residents live there on a long-term basis, which does not allow sufficient capacity or serve the best interests of the current residents. Day care services are available at other local centres which (as previously mentioned) some residents also take advantage of as an addition to the care that they receive at Prospect House.

During the course of the visit, many residents were out and about in the local community or at the local day centre; regular attendance at the day centre and other local clubs, facilities and attendance at the local college ensure that residents are very much part of their local community.

Staff are completely responsive to the needs and requests made by residents, during the visit we observed residents requesting support from staff to help them go about their day to day business; one resident brought a letter that she had written to her family to a member of staff and said 'I've done my letter and I need to post it -will you help me post it?', the member of staff then went to help her arrange postage of the letter. Another resident showed me the range of audio equipment in the communal area and pointed out which equipment he likes to use best to listen to the music that he likes. He told us 'I put the headphones on when the rest of them are listening to rubbish music!'

Resident meetings are held monthly and were displayed on the notice board adjacent to the communal lounge, one resident explained to us that decisions are made collectively between the residents regarding trips and activities, one resident said 'We decide what we want to do and where we want to go and [the activity co-ordinator] sorts it out for us. We sometimes go shopping or we've been to The Deep and all sorts of stuff - we can go wherever we can think of really'. Another resident told us that some people like to go swimming 'but we get to do whatever we want'.

Residents have access to the same technologies that most people have access to within their own home such as telephones, computers, the internet and Skype.

Care plans are regularly reviewed and updated and the home has successfully used its own version of 'Patient Passports' to ensure that every resident receives the necessary and relevant care and treatment during hospital visits.

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.

Every resident that we spoke to told us that they were very happy living at Prospect House and were given all of the help that they needed - they could not speak highly enough of the staff or the management and the support that they received to lead fulfilled lives that met their individual needs.

Staff that we spoke to said that they enjoyed working at the home, one member of staff said, 'I have worked in other places locally, but I much prefer it here - I love working here'.

The manager is clearly passionate about the high level of person-centred care provided at the home and describes Prospect House as a 'home for life' for its residents.

The manager has a clearly visible presence in the home and all of the residents that we spoke to referred to her on a first name basis and said that is who they would talk to if they needed to complain stating 'she always gets stuff sorted out for us, not that we need to complain really'.

Signed on behalf of HWERY	<i>Matthew Fawcett</i>	Date: 7/1/19
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Response from Setting:

The home acknowledged the report to be factually accurate by the manager.