

HW Reference: 20181219R  
 Time & Duration of Visit: 2.30pm  
 Number of people engaged with: 6  
 Managers name: Laura Barnsley

## Willersley House

Date of first visit: 19<sup>th</sup> December 2019

Date of publication:

Date of re-visit: 12<sup>th</sup> December 2019

HWERY Representative: Emma Pullan & Helen Moore

**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 Willersley House 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
Recommendation		Progress
Ensure signs around the home (particularly dementia friendly signs) are at a height where they can be easily seen by residents		
Review the fire directional signage to ensure that there are an adequate number of signs in place in all areas of the home		
From feedback received from staff, review whether two members of staff provide adequate cover during the over-night period		

### Summary of Key Findings & Progress towards Recommendations

Following the Enter and View visit in 2018, the management undertook a review of the staff levels, particularly during the night. These were deemed to be adequate. There is always a senior carer on call during the night and processes in place in case of emergencies. Staff we spoke to reported that they felt staffing levels were correct.

Signs around the home are at a height where they can be seen and although these signs are limited there are more than enough when taking into account that the majority of residents have good capacity.

Fire directional signage is adequate throughout and the home have recently completed a fire inspection, in which they passed.

### Impact and Additional Observations

The home was decorated for the Christmas period and was both inviting and homely. Residents were reminiscing in the lounge during our visit. The session was being facilitated by a volunteer who has been with the home for more than 30 years. Residents were playing 'Cats Cradle' and talked about how games have changed with the generations. We were told that "Everything is lovely here" by one residents and another stated that she has a beautiful room. Everyone agreed that they were well cared for and appeared happy and content.

At the time of our visit, some residents were out on a day trip to Brough for singing and scones. Although the home doesn't have its own transport, they make use of taxis and

regularly host trips out in the community.

Many of the staff have worked at Willersly for several years and reported to be happy in their roles. Management were described as approachable and responsive and great to work for. The deputy manager showed us a piece of work that they had been working on for staff training. This consisted of staff putting themselves in the position of residents in many different scenarios, in order to grasp a real understanding of how a service user would feel in certain situations.

Willersly is currently rated as 'Outstanding' by the CQC and are hopeful of retaining this rating after the next inspection.

Signed: *Epullan*

Date 17/12/2019