

HW Reference: 20181023A

Time & Duration of Visit: 10.00 - 12.30

Number of people engaged with: 10

Enter & View Residential Care Report

Specialism/Service: Accommodation for persons requiring nursing or personal care, Dementia, caring for adults over 65 years

Redstacks

36 Heads Lane, Hessle, East Yorkshire HU13 0JH

Date of visit: 23rd October 2018

Date of publication: 7/1/19

HWERY Representatives: Michelle Harvey & Denise Lester

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

Redstacks is a privately, family owned, fourteen bed residential care home providing care and accommodation for older people, including those living with Dementia. The home is a detached property set in its own grounds in quiet residential area with nearby transport links to the surrounding area. The home has recently had plans passed to extend the accommodation to offer a further seven en-suite bedrooms.

The home was immaculately clean and offered a very well presented, homely environment for its residents; during the course of the visit there was a lot of laughter and friendly banter and a very happy and relaxed atmosphere. Both residents and relatives spoke extremely highly of the levels of care provided by the home and all staff said that they felt well supported and enjoyed working at the home.

Recommendations/Observations

- The laundry door left open and unoccupied and during our visit. Ensure all restricted areas are locked/inaccessible to residents at all times.
- Offer all residents the option of having their bedroom door personalised e.g. by having names or photographs added to help those living with Dementia identify rooms more easily.



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.

Access to the home is restricted and has to be gained by ringing the bell to alert a member of staff to gain entry.

Infection control measures are in place, there are hand sanitisers available in the main entrance and at other points within the home.

The home was immaculately clean and offered a very well presented, homely environment for its residents. There were no odours and the home was kept tidy and well organised with no obvious trip hazards; one resident told us 'I like things to be clean, that's just what I like and it's always immaculate'. Via the Healthwatch Relatives Questionnaire, a relative said 'There is never any odour' and 'The home is cleaned to the highest standard but also manages to be a comfortable home environment'; all responses agreed that the home provided safe environment with a high standard of cleanliness and showed that relatives had no concerns regarding any aspects of safety.

All fixtures and fittings looked safe and well maintained; only one piece of equipment was seen that required repair (the gate for the shower surround) and was clearly designated as out of use - we were informed that replacement seal was on order. Repairs and maintenance issues are dealt with promptly as and when they arise by either the home owners or specialist tradesman when required.

Medicine management procedures were in place and all medicines were kept in a locked cupboard; controlled drugs were kept in a smaller locked unit within the meds cupboard as an additional precaution. Only a restricted number of senior staff have access to this area. No-one in the home self-medicates at the moment other than one resident who independently uses an inhaler.

There are areas of the home where access for the residents is restricted by the use of key pads or locked doors; however we noted that the laundry door had been left open and unoccupied for some time during the course of the visit.

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

All of the residents that we spoke to said that they felt safe and well cared for, one resident said 'You just give them a shout and they come, they're really good'; a visiting relative told us 'It's great here - it's immaculately clean and everybody seems to be really well looked after'.

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 were well presented and wore uniforms relevant to their role. During the course of the visit staff were seen to be communicating effectively with residents, encouraging them to make their own choices and act independently wherever possible.

Fixtures and fittings support and promote independence, there are adequate handrails throughout the home to promote the independent movement of residents and aid mobility and we saw residents moving around the home independently. There is a lift in place to provide access to the first floor accommodation.

Residents have access to the services that they need such as GP's, opticians, chiropodists and dentists; the home has a particularly good relationship with the local GP practice; although as there is trained nursing staff on site, GP call-outs are rarely needed. Residents are currently in the process of receiving their annual flu jab which is organised via the local GP and administered at the home by the district nurse team.

Reflexology is also provided by the home free of charge and is enjoyed by residents who find it relaxing.

The home has a food hygiene rating of 5 (the highest score possible); there is a four weekly menu which generally offers hot lunchtime options and soup and sandwiches at tea-time. The cook has been employed by the home for 27 years and has a very good relationship with the residents; she talks daily directly to the residents regarding their meal choices and is aware of individuals likes and dislikes, she told us 'I wouldn't give anyone anything that they wouldn't like to eat - I talk to residents a lot and I get to know their likes and dislikes. I went to Whitby this weekend and bought a crab for one of the residents as she told me how much she like it.' The cook also told us how she carefully monitors residents' diets and gave an example of a resident not eating vegetables as part of their main meal, so they were offered fruit with their dessert to make sure that they had their five-a-day. Residents told us 'She's excellent, a really good cook - I'll tell you that much', another resident said 'The food's very good, I can't grumble at all' and 'I like egg and chips and she'll make it for me if that's what I want'. Residents are given the choice of where they would like to eat; some choose to use the dining room, while others prefer to eat in their own rooms sometimes. At lunchtime we saw that support was offered to those that needed it.

Hydration levels are monitored and residents are routinely offered a minimum of six drinks per day; residents are also weighed on a monthly basis.

We saw a number of hand-written letters that the home had received from relatives as a way of thanks for the care that was provided by the home, one letter from a GP living in the local area stated 'My Dad is treated with dignity and respect and is enjoying purposeful living. He particularly enjoys sitting in the beautiful back garden in the sunshine....I know my Dad is receiving outstanding care'.

How caring do service users find the service?

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

During the course of the visit we were able to see or speak to the majority of residents living in the home who all appeared well cared for; they were clean, tidy and well presented. A relative said 'Personal care is the very best, clothes are always clean, hair and chiropody services offered regularly. There are always at least two carers available at all times, who work very hard and provide a wonderful environment for residents, nothing is ever too much trouble'.

All interactions between staff and residents were extremely warm and friendly; there was a lot of laughter and friendly banter and a very happy and relaxed atmosphere within the home. One resident told us 'We do like living here, the company is good and we've become friends', another said 'I like to stop here, if you go home to your family, it's alright, but I like to be here with my friends cause it's what I'm used to now and where I feel comfortable - it's my home here now'. Other said 'The staff are very helpful - they do everything that you need doing and we talk a lot'.

Via the relative questionnaires, a relative stated 'The home is a happy place - I visited many and it was the best by far', another said 'The home is very caring and considerate, all the staff are wonderful and I fell very happy on behalf of my relative that she is being well looked after'.

The home does not have a designated activities co-ordinator in post as activities are provided on a naturally occurring basis by the staff, based both upon resident's requests and local/national events or celebrations such as Christmas and Easter. We saw video footage of residents enjoying a party and dancing, there was a summer garden party and a mini pantomime has been arranged. Some residents told us 'I like ready magazines and watching a bit of TV, we watched the Royal wedding and I enjoyed it', 'I watch my TV, I like watching the soaps' and 'I watch a bit of TV, I have a wander around, I do the things I would have done at home - it's just like living at home'. Another resident also said, 'I enjoy watching a lot of films', the home subscribes to Netflix to provide those residents that enjoy TV a wide selection of TV programmes and films to choose from. One resident also described an activity, she said, 'We did that thing with balloons and music - I don't know what they call it but we had a giggle'. The manager told us that residents are offered trips out, however; a visiting relative said 'I take mum out for walks - that's the only drawback here, they don't get out much unless I take her out, but that's the only thing. Everything else is great'.

Residents are able to personalise their rooms with their own belongings and small pieces of furniture, we were invited into one resident's room that was keen to show us his photograph of the queen that he had received on his 100th birthday and some of his birthday cards. He also told us 'I like to get out into the garden if it's nice, I get the Hull Daily Mail to read every day and I can't grumble about the meals'. Another resident told us 'We can be very private and go to our rooms if we want, I can be very moody when I want!'

The home has very positive relationships with the friends and relatives of those living at the home, during the course of the visit a number of visitors arrived, a resident told us 'I get lots of visitors' and another 'I get visitors, it's nice to know there's somebody that makes sure everything's OK' and 'I get quite a few visitors, I've got relatives nearby'. The home showed us examples of numerous thank you cards and letters received from relatives of residents, past and present, one example from August 2018 said 'Thank You' for all you did for [resident]. You took him in and fought for him and met every challenge with a solution...knowing he had such amazing care up to his final hours is so comforting now he has left us'.

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 provided by the home when there is space available.

All residents have a Key Worker who is directly responsible for the needs of that resident and maintains regular and sometimes daily contact with relatives to keep them updated.

Care plans are regularly reviewed and updated; the care home is in the process of converting to an electronic system of care-planning which should improve the process by making plans easier to update, quicker to access and also include medicine management. End of Life plans are also in place for residents, the manager and owner told us that they usually leave the subject until at least a couple of weeks after the resident has moved in to give residents chance to settle in and give relatives the chance to build up a relationship before discussing End of Life care; the home has found this to be the most effective method of dealing with the subject which is obviously very sensitive.

Residents feel that their needs are responded to in a timely manner, a resident told us 'the staff are really nice, if you want anything, they get it for you -they're always there when you need them'.

Via relatives questionnaires, some relatives told us that relatives and resident meetings are regularly held, however some relatives told us that they are unsure if these meetings happen or not, but said 'We are always welcome to talk anytime'. There is a complaints policy and procedure in place but everyone that we spoke to said that although they would feel confident in raising any concerns, there had never been any need to.

The home is in the process of upgrading its furniture; in particular chairs are being replaced and divan beds are being replaced with Performa beds to offer a greater level of comfort; seven beds have already been replaced and the remainder replaced at the rate of one per month.

Residents have access to the same or similar technologies to what they may have had in their own homes; they have telephone access, Wi-Fi/internet access and access to computers and Skype.

Dementia friendly signage is in place in some parts of the home (mainly communal areas), but individual residents rooms do not have names on other than for one resident who sometimes struggles to find his room; the home owner explained that this was because she wanted the home to maintain a 'homely feel' and not be institutionalised/made to feel clinical with un-necessary signs/notices, particularly in the bedroom areas.

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 speak very highly about the leadership and management of the home. In a recent letter to the home, one relative stated 'I cannot thank Redstacks enough for the quality of care given to [relative's name]. The key is effective leadership and the team of carers that they've put in place'. A resident told us 'Did you see her? That was the boss that just went past and she's very nice - if you want anything she'll sort it for you'.

The owner of the home lives on site and has owned Redstacks along with other local homes for over 30 years. The homes are very proudly a family run business; the owner's granddaughter is the registered manager of Redstacks and her son the manager of another local home.

The home appears to be well staffed and is proud to be able to claim that in 32 years, they have never had to use agency staff as they always have sufficient members of their own team to cover any absences, offering consistency and stability for the residents. Only one member of staff commented that they would find additional help useful between 7am and 9am to get resident up. Staff otherwise told us that they felt well supported in their roles, that the management were approachable and helpful.

Many members of staff have worked at the home for a long time, e.g. the cook has been in post for 27 years and a Senior for over 20 years; the home has often initially employed students from the local school and then supported them through their training, which has worked very successfully for them home in both training and retaining staff. Numerous members of staff told us that they enjoy working at the home, we were told 'I love working at Redstacks, I feel well trained from courses and other staff members, I always work at my full ability' and 'I just love my job here'; another member of staff said that they worked at the home for seven years and then left for three months, but missed it so much that they came back again.

The home has a comprehensive induction program, new members of staff shadow a colleague for at least two weeks or until they are ready to work independently and then are put forward to complete their NVQ 2 as a starting point, before completing other necessary training. One member of staff started working at the care home from school and gradually progressed to eventually become a qualified Doctor.

Response from Setting:

The manager acknowledged the report to be factually accurate and ready for publication.

Signed on behalf of HWERY	<i>Matthew Fawcett</i>	Date: 7/01/19
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