

HW Reference: 20181024BR
Time & Duration of Visit: 11am
Number of people engaged with: 4
Managers name: Victoria Tyler

Rosewood Lodge Residential Home

4 Southfield, Hessle, Eats Yorkshire, HU13 0EX

Date of first visit: 23rd October 2018

Date of publication: 5 November 2019

Date of re-visit: 22nd October 2019

HWERY Representative: Emma Pullan

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 Rosewood Lodge 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
At the suggestion of residents, investigate the viability of making the patio area outside of the quiet lounge fully secure to allow free access for residents, particularly during the summer months.	

Summary of Key Findings & Progress towards Recommendations

No progress was made towards the previous recommendation.

During the visit, a number of concerns were noted. The laundry door was left open twice during the visit with no staff member present. In addition, hazardous substances such as washing detergents were on display, in reach of residents.

The kitchen door was propped open without a staff member in attendance. When the staff member returned they were not wearing any personal protective equipment.

Impact and Additional Observations

The home is currently undergoing some redecoration. The work is being carried out overnight to cause as little disruption to the residents as possible. Plans are in place for a further 2 rooms and extra storage space to be added through the addition of an extension. The home is currently at capacity and has built up a good working relationship with the Peeler House surgery, where they regularly attend meetings with the manager.

As a result of the findings during this revisit, Healthwatch have three further recommendation for Rosewood Lodge;

- Ensure the laundry door is locked when unoccupied by staff
- Ensure all chemicals, detergents etc are locked away out of reach
- All staff should wear Personal Protection Equipment in the kitchen area for safety and hygiene purposes.

Signed: *EPullan*

Date 5 November 2019

