

Enter & View Residential Care Report

Ryehill Country Lodge

Pitt Lane, Ryehill, Thorngumbald, East Yorkshire HU12 9NN

Date of visit: 26th February 2018

Date of publication: 4/4/18

HWERY Representatives: Chris Mills & Pamela Wakelam

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

Ryehill Country Lodge is a converted house that is privately owned and has been in business for over 25 years, catering for 24 residents, on the day of the visits there were 21 in residence. The home cares for all aspects of elderly care including Dementia care.

There are two wings to the home both catering for any category of client; accommodation is split over two levels with stair lift access to the top floor. There is a large communal lounge, a quiet space and a conservatory as well as secure outside space in the form of garden.

Activities are very important and we were shown many examples of these happening in and outside the home. We observed good interaction between staff and clients with lots of one to one attention in the form of chats and strolling around with them and plenty of laughter. The low turnover of staff means that residents and staff get to know each other well which helps to form good relationships.

Recommendations/Observations

This is a well led and run home with the residents at the centre of the efforts of all the staff.

- Review that the activities on offer cater for both male and female residents
- Once received, return completed relative & staff questionnaires to HWERY for consideration



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?

The home is well maintained, bright and airy, very clean and clutter free with no odours.

The home is kept safe by the use of locked door key pads on external doors and restricted areas; the front door is double locked at 5.00pm when staff numbers reduce.

Hand gel is available in the main foyer to aid infection control.

A call system is in place for each room which is linked to the manager's computer in her office; use of this system can be audited which allows for review of individual room calls plus staff response times.

Medication management processes are robust and in line with legislation. Drug management is well audited and drugs are stored in a locked cupboard as required.

The home has Food Hygiene rating of 4, the kitchen was observed to be clean and clutter free.

CCTV has been installed in the lounge areas as an additional safety measure.

How effective do service users consider the service to be?

Doctors' practices in Hedon look after the residents and attend monthly (as well as ad-hoc visits), at which time they review medications charts.

Dentists (543 from Hull) are able to attend the home as required and to do regular checks.

Podiatry provides six weekly visits at a standard price for all.

Opticians (Vision Call) visit regularly and as requested to do so; regular visits allow for close monitoring specific clients e.g. diabetic patients.

The district nurse visits as required and access to 'Falls' teams and 'End of Life' teams are also available as required.

There is a Hairdresser who comes once a week and a shopping service is available for residents to ask for things to be bought/fetched for them.

Food is prepared on site from locally sourced produce and the menu is varied and appropriate to the likes and dislikes of the residents; alternatives are always available if nothing is fancied by the resident at the time of the meal. The main meal is at lunch time. Residents can choose where they eat but are encouraged to visit the dining room as this provides opportunities to interact with others. One lady told us 'The food is fab here'.

Individuals rooms are spacious and residents are encouraged to make them their own by bringing personal items with them. Call bells are in all rooms and handrails in corridors aid independent walking.

There are twelve single and six double rooms and all rooms have a toilet and sink available; there are two further bathrooms, both with toilets. Most residents have their own room but there are some shared rooms and care is taken to seek appropriate matches for shared rooms.

There are three vehicles owned by the home available for Day Care runs and trips out of the home for residents.

There is private parking at the front of the building for the convenience of visitors/relatives.

How caring do service users find the service?

All residents have a 'Key Worker' and Care Plans are in place for each resident, starting at pre-admission and continuing throughout the residents stay; they are reviewed monthly and as required as care needs change. Their quality and accuracy is audited by the manager on a regular basis.

We observed good interaction between staff and clients with lots of one to one attention in the form of chats and strolling around with them and plenty of laughter. The low turnover of staff means that residents and staff get to know each other well which helps to form good relationships.

A lady who was in respite care to begin with told us 'We are well looked after here and the food is lovely'.

Activities are important and the home uses its three vehicles to take residents out. Residents have attended a local primary school at the schools invite, to play different games with the children. The manager and staff also took eight of the residents on holiday as one resident had expressed a wish to do so; Bridlington was the place of choice and they stayed in a large house - a good time was had by all. The home also provides all of the usual activities such as music/ bingo etc.

The variety of activities would lead one to believe there is something for everyone. There is no activities coordinator in place, however the responsibilities of this role lie with the carers and there is a three week rolling programme in place with activities taking place between 2 and 3 o'clock each afternoon. One resident told us he 'would like some different activities made available that are catered more towards male interests'.



Money is managed by the home; only small amounts are kept and are topped up by the families. For clients without families, their money is managed by the council and financial audits are in place.

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

Respite is available on request; bookings are taken if a room is available at the time of asking.

Day Care is also provided and there are presently seven clients attending on various days of the week; a collection service is provided from home to care home and return in the care homes minibus.

Wi-fi is available in parts of the home and Skype facilities are provided for residents to keep in touch with loved ones.

Residents and relatives meetings are available to attend monthly, senior staff meetings every month and general staff meetings every two months.

There is a complaints procedure in place which is advertised in the foyer; the manager seeks to resolve the problems as soon as possible by seeing the person as soon as she is made aware of a negative issue.

Residents commented how willing the staff are to listen to them about their likes and dislikes and seek to help them.

'End of Life' care is discussed with residents and families with some success, which includes DNAR discussions, though in line with other homes it remains a difficult topic.

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

The home appears to be well led and run with all key safeguards in place. The manager showed us evidence of a comprehensive audit programme in place for the year.

All of the residents spoken to had only positive comments to make about the staff.

Staff spoken to felt they are well supported in their roles with appropriate numbers on duty for each shift. Care staff are supported by two managers, one cook, two domestics and a maintenance person.

Staff numbers on duty =

- Nights - two care staff and a senior on call
- Days - three care staff, one manager, one cook, two domestics and one maintenance = eight in total

Senior Staff have meetings every month, other care staff every two months and residents and relatives monthly.

Care staff on a daily basis are supported by the manager/owner of the home as well as a cook, domestics and maintenance staff, allowing them to give full attention to the care require by the residents.

All necessary training was made available and one carer spoke about her next plans for training (NVQ's); all appear very happy in their work.



Maintenance and repairs are carried out daily by the full time maintenance staff member. When a staff member was asked what she would like to change her only comment was “we could always use more space”

Response from Setting:

The home has offered no response to the report (4th April 2018).

Signed on behalf of HWERY

Matthew Fawcett

Date: 4/4/18



HW Reference: 20190325a
Time & Duration of Visit: 13.00 - 13.25
Number of people engaged with: 1
Managers name: Tina Bunting

Ryehill Country Lodge Re-visit Report

Date of first visit: 26th February 2018

Date of publication: 12th April 2019

Date of re-visit: 25th March 2019

HWERY Representative: Pamela Wakelam

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 Ryehill Country 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
Review that the activities on offer cater for both male and female residents	COMPLETE
Once received, return completed relative & staff questionnaires to HWERY for consideration	PROGRESS HAS BEEN MADE

Summary of Key Findings & Progress towards Recommendations

Gardening opportunities have been improved with the addition of raised beds to allow access for some residents; this was particularly welcomed by the male residents. The new computerised care plan system allows for capture of activities for each individual resident daily. Healthwatch East Riding questionnaires have now been distributed and when completed ones are returned to the home, they will be sent to Healthwatch.

Impact and Additional Observations

The home has capacity for 21 residents; presently it has 20 residents and therefore one free room. Residents were finishing their lunch during the visit and all seemed to be enjoying it; staff were present in the dining area to observe and support as required. There are no overall changes to the home environmentally; however the laundry is receiving significant up-grading. The care planning and reporting system has been upgraded to an electronic computer based programme that the staff update by using hand-held devices, making it very timely and appeared to be very comprehensive. As a result of the most recent CQC, advising the home that the wall based system for storing PPE equipment (Gloves/Aprons etc.) was now not recommended, staff have now all been issued with 'BUM-BAGS' in which they store some gloves/aprons/hand gel for their own use throughout the day which allows easy access - they restock them each shift.

Signed: *M. Harvey*

Date: 12/04/19