

HW Reference: 20180612

Time & Duration of Visit: 11.20am-12.20pm

Number of people engaged with: 6

## Enter & View Residential Care Report

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

# Spring House

21 Eastbourne Road, Hornsea, East Yorkshire HU18 1QS

Date of visit: 12/06/2018

Date of publication: [Office to complete]

HWERY Representatives: Denise Lester and Martin Davies

**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 is the first unannounced visit in the planned programme of Enter & View visits to Spring House. During this visit we continued to focus on making general observations around the home to inform further recommendations based upon observations and discussions held with residents, staff and managers and also made observations of how the home presented itself during the course of an unannounced/unexpected visit. We also continued to make investigations into progress made towards implementing recommendations made from previous visits.

## Summary of Key Findings

This this was the first unannounced visit made by Healthwatch; the manager had a meeting to attend, so we were looked after by the deputy manager who was able to discuss progress towards the recommendations made in reports from previous announced visits.

Spring House continue to make good progress and implement improvements made both from outside recommendations and their own identified objectives.

## Recommendations/Observations

No further recommendations were made.

# 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.

All rooms are protected by a 'Medicare' alarm which activates when the door is opened, if the alarm activates on a room and the resident is seen not to be in their room, this is investigated; the system appeared to be working effectively during the visit.

The previous recommendation regarding the positioning of Fire Escape signs has now been fully addressed and signs appear to be appropriately positioned and not obscured.

Additional training has been sourced on infection control and will be undertaken shortly.

### 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?

Improvements continue to be trialled in the dining room. Following a previous recommendation to replace tablecloths in the dining room to a more Dementia friendly design, new tablecloths were trialled; however they proved to be easily damaged and one resident was ripping them up. The manager has put forward a proposal to purchase a ToverTafel system for the tables. This projects images onto the table, including memory games. Improvements to the day and date notices are still on-going.

We spoke to a resident who was described as recently appearing to have 'lost her mojo'; however with staff assistance and motivation she is now able to visit local cafes with support, she was pleased to tell us that she had recently had a gin and tonic, which she enjoyed immensely.

Other residents told us they had been enjoying looking at the photographs of events and activities that they had taken part in that were now on display and in their photograph albums, as per a previous Healthwatch recommendation.

The Nutrition Team have been contacted for further advice on nutrition; however as the 'Nutrition Mission' project is not running at the moment, the manager is looking at other available training options. The new skin integrity system is also being monitored on a monthly basis.

### **How caring do service users find the service?**

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

Whilst at the home we witnessed staff positively interacting with residents.

The home has replaced signs with Dementia friendly signage which has now been adjusted to ensure it is at eye level and easily identifiable for residents; door wraps have also been purchased that display the number of the room and along with 'street signs', make the setting feel homely and individualised for each resident.

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

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

The home appeared responsive to resident's needs; a World Cup Football sweep has been recently arranged and has proved popular. In response to new activities being introduced a 'Motion Company' recently visited and proved to be very popular. The home hopes to introduce a 'Pet Therapy' session when the activities co-ordinator is on leave.

One resident tends the gardens, growing vegetables and putting together hanging baskets. The garden continues to be an excellent resource being safe and secure with artificial grass and raised beds. We were to residents can have their lunch outside in good weather if they wish.

In response to a recommendation made by Healthwatch, a new report form has been devised for use by the activities coordinator to show the activities by day/week that each resident has taken part in; this is reviewed by the manger and senior staff weekly ad we saw evidence of this. Care plans are also audited weekly by the manager.

A meal auditing process has also been introduced and significant weight losses are reported to the GP and followed up on.

### **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.

Following a previous recommendation made by Healthwath East Riding, the footwear policy was now under review at group level and being revised by the Hatzfeld HR team for distribution across the whole group. Also under review following previous recommendations was the system for cross referencing policies which is also being undertaken at group level; however the manager has already introduced a system where induction training has been

revised to initially included key polices, followed by a 'Policy of the Month'. Each month a different policy will be reviewed by all staff to ensure understanding and is then signed-off. Staff have been observed reading a policy in groups and then answering a short questionnaire on the key points of the policy to ensure understanding. The manager then discussed the answers, answered any questions and then staff signed to say they understood the policy.

The 'GOB' (Glimpses of Brilliance) book to help improve staff moral and recognise and acknowledge existing good practice has proved to be effective and staff that we spoke to said that they appreciated its inception.

Staff recruitment for the 'twilight shift was still on-going as the management strive to employ on the most suitable staff.

There have been some recent dismissals made; however this has to been seen as a positive move with management not being afraid to address poor practice/performance as necessary. Agency staff are being used to fill any identified gaps in staffing until appropriate staff are recruited to ensure adequate staffing levels are maintained.

From what we witnessed the manager came across as enthusiastic and knowledgeable. From the adverse CQC report the home has made many positive steps towards making the necessary improvements; this can only come from positive leadership and motivated staff which appear to be currently in place.

**Response from Setting:**  
*[To be completed by office once received]*

Signed on behalf of HWERY		Date:
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