

HW Reference: 20180720B

Time & Duration of Visit: 13.45 - 16.45

Number of people engaged with: Manager, 3 Staff, 5 Residents & 1 Relative

## Enter & View Residential Care Report

**Specialism/Service:** Accommodation for persons who require nursing or personal care, diagnostic and screening procedures, physical disabilities, treatment of disease, disorder or injury, caring for adults over 65

# St Marys Care Centre

Beverley Road, Anlaby, East Yorkshire HU10 7BQ

Date of visit: 20<sup>th</sup> August 2018

Date of publication: 16<sup>th</sup> October 2018

HWERY Representatives: Denise Lester & Chris Mills

**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 of Yorkshire (HWERY) 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

St Marys Care Centre is a purpose built care home owned by Burlington Care, providing accommodation, nursing and personal care for a maximum of 60 people and was full at the time of our visit. It is a single storey building with nursing and residential accommodation built at each side of the communal rooms. As well as the usual lounge and dining areas there is a library, hairdressing salon, and a large, pleasant garden with raised beds and seating areas. Everyone we spoke with was extremely positive about the care given and received. The manager and staff all seemed committed to providing the best possible responsive care and opportunities for the residents.

### Recommendations/Observations

- Complete missing information on existing fire signs and install additional directional signage to better highlight escape routes and exits
- Based on the feedback from one resident, ensure that activities are appropriate and inspiring for all residents, including wheelchair users
- The manager told us that discussions were being held within the group regarding the viability of a collaborative venture with other local care homes owned by Burlington Care to provide a mini bus to widen the opportunities for residents' excursions. HWERY support this initiative to improve outside opportunities for all residents



# 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.

The home is spotlessly clean and clutter free with no discernible odours. Maintenance is routinely carried out by a maintenance man and an estates team from Burlington Care.

The large kitchen appears well organised, clean and tidy and has recently been awarded a food hygiene rating of 5 (the highest score possible).

Some areas of the home are not accessible to the residents; these include the medicine's cupboard, laundry and the storage cupboard for cleaning materials. All of these areas are kept securely locked.

A CCTV system is in operation across all of the public areas and the entrance foyer; this was evident by the way we were met promptly on our arrival.

Medicine management procedures seem robust and in line with legislation, we also saw that all medicines are stored in a locked cupboard. One resident that we spoke with knew exactly which medication he was taking, what it was for and the time of day that it needed to be administered.

It was noted that fire signage is present throughout the home; however some of it is not complete, the missing information should be completed, and in permanent pen. Also due to the size of the home more directional signage could be introduced to better highlight fire escape routes and the nearest fire escape.

All rooms have a call system; a resident showed us clearly how the system worked and which button to press in an emergency. Residents that we spoke with all said that they were very happy with the care they received and that they felt safe.

### **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?

Residents have access to the services that they need. A hairdresser was present on the day of our visit and the manager told us that GPs, opticians, podiatrist and the dentist, visit or are available as required; contact with the dentist, however could prove difficult.

We saw that staff and residents communicated in an effective and caring manner and that residents were encouraged to act independently. One lady who had an interest in gardening was looking after a pretty flower border and another lady had a bird feeder erected outside her patio window.

We were shown a meal menu which was on a four weekly rota; resident's spoke highly of their meals, their only complaint being of the quality of the red wine served at lunchtime!

Residents chose where they wanted to eat their meals - mostly they chose to use the beautifully presented dining room, complete with corner cocktail bar. Residents are weighed regularly and supported with an enriched diet if required.

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

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

Care plans are in place for all residents and each resident has a key worker; end of life plans are a sensitive area but are also in place where appropriate.

There are two activities coordinators in post and a range of activities are offered on a daily basis, a noticeboard displays the activities offered each day. Events are also often arranged in the evenings - a poster gave details of a 'Cheese and Wine' evening and a 'Mexican Evening'. Subject to transport arrangements trips out are also provided, the next one being to Hornsea, complete with fish and chips at Sullivan's.

All residents have their own en-suite rooms and are encouraged to personalise them with their own belongings, (furniture, ornaments, pictures etc.). Married couples are offered shared facilities either of adjoining bedrooms or one room as a bedroom and an adjoining room as a lounge.

A resident said 'I've lived here for over a year. I'm happy, feel cared for by the staff - they're really good. The food and activities offered are really good too.'

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

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

Respite and post-operative care can be provided when rooms are available.

Residents, relatives and staff meetings are held on a quarterly basis. We were given the results of questionnaires that the home had given to residents and to relatives; they were all very positive, (mostly 90% or above satisfaction with each question).

There is a complaints procedure in place, details are displayed on the noticeboard in the foyer and a folder in residents' rooms explains the procedure and contains forms to complete if necessary. Residents we spoke to knew what to do if they needed to complain but stressed that it was never necessary.

Residents are encouraged to remain connected to the community, several residents being members of local groups/clubs. One resident spoken with had a telephone in his room and regularly spoke with friends and relatives.

A resident said ‘I can’t complain. There is a happy and friendly atmosphere amongst the staff and it shows in their work’.

One resident had a concern saying ‘I am worried that if I end up in a wheelchair I may be forced to do things that I don’t want to, like I feel happens with others who live here’; she explained that some residents in wheelchairs appear to be taken to an activity and then do not appear interested in taking part and she would not want that to happen to her in the future - but that was just her perception and they may have been asked.

#### 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.

Staff levels are sufficient to provide safe and quality care both day and night, although some staff felt they would like to have more one to one time with residents. All of the staff that we spoke with enjoyed working at St Marys. There was little turnover of staff and they said that the management was very supportive and their views were listened to. Staff training was all up to date and recorded on a training matrix.

Some of the staff’s quotes were:

‘Really happy working here, it’s like a family.’

‘I’m happy at work, though I worry about the increasing amount of residents with dementia and we don’t cater for them enough.’

‘I’ve worked here for over eight years; it’s a lovely place to work. They are very accommodating.’

One relative we spoke to was full of praise for the quality of management and the ‘amazing’ care provided by all of the staff.

Signed on behalf of HWERY	Matthew Fawcett	Date: 18/09/18
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#### **Response from Setting:**

*Thank you for your visit. We are pleased that the efforts of all the staff who contribute in providing a safe and caring environment for people to live in have been recognised.*

*(With regard to fire exit signage: This was not brought to our attention during feedback and I am unclear as to what you are referring. All exits are clearly marked and directional signage is abundant.)*