

HW Reference: 20180730A

Time & Duration of Visit: 10.00am - 12.00pm

Number of people engaged with: 7

Enter & View Residential Care Report

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

Stuart House

10-14 Eastbourne Road, Hornsea, East Yorkshire HU18 1QS

Date of visit: 30th July 2018

Date of publication: [Office to complete]

HWERY Representatives: Martin Davies & 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 focussing on the provision and quality of residential care within Hornsea; following over 40% (3 out of 7) homes being categorised as 'Requires Improvement' by the CQC, including two of which that are under at least partial suspension by the Local Authority. It should be noted that Stuart House is one of the homes rated as rated as 'Good'.

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

Stuart House is a care home providing accommodation and care for older people some of whom are living with dementia. At the time of our visit there were 16 residents all in single en-suite rooms. There are presently 30 staff- full time and part time, and one vacancy waiting to be filled. Staff levels appear sufficient for both day and night.

Residents appear well cared for, they are clean, tidy and well presented. We observed that interactions between residents and staff are warm, polite and friendly and saw staff responding in a timely and compassionate manner when residents needed help.

Recommendations/Observations

- The garden could be further improved by the provision of raised planters to make them accessible to 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 site is clean and tidy, regularly maintained and with no unpleasant odours.

Medicine management appears to be in line with legislation, correctly managed and regularly audited. All medicines are kept within a locked cupboard; controlled medicines are within a further locked cupboard.

All external doors and areas where residents can't go are controlled by coded keypads.

One resident we spoke with said that he always felt safe and well cared for; he said he was able to call for help from his room if necessary using the call system.

Infection control measures are in place with hand sanitisers available as necessary.

The small kitchen was spotlessly clean and the home has a food hygiene score of 5 (the highest score possible).

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 wear uniforms and are clearly identifiable with name badges; they communicate clearly and compassionately with residents and encourage them to make their own decisions.

A community nurse visits regularly and a podiatrist, dentist, optician and GP as required.

Falls prevention measures are in place and they are audited on a monthly basis. Support is provided by the local falls team if a resident has two or more falls.

Food is cooked fresh each day with a four week menu rota. Snacks are provided between main meal times and at other times if a resident wishes.

Residents are encouraged to act independently where possible and there is a lovely garden with seating areas.

How caring do service users find the service?

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

Residents appear well cared for, they are clean, tidy and well presented. They are weighed on a monthly basis and their meals adjusted or supplemented where necessary. We observed that interactions between residents and staff are warm, polite and friendly and saw staff responding in a timely and compassionate manner when residents needed help.

Although there is no post for an activities coordinator, a senior care worker has taken on this responsibility and residents enjoy a wide variety of activities including bingo, skittles, quizzes, chair aerobics and visits from “Motivation and Co”. The latter are a company specialising in physical and mental motivation. When the weather allows residents also enjoy trips out to the sea front and a local garden centre.

All residents have a care plan which is reviewed regularly. Residents and relatives have input into this care plan where appropriate.

All residents presently have their own rooms, which they personalise with ornaments, pictures, photographs, furnishings etc.

A hairdresser calls on a weekly basis. Residents having capacity are able to go out alone as long as they carry a card which supports their risk assessment

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

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

Residents and relatives meetings are held quarterly, there are usually only two or three attendees; these meetings are usually followed by a staff meeting so that any issues raised can be addressed.

There is a complaints policy which is clearly displayed in the entrance hall.

Residents have access to the same technologies they would at home; Skype was set up but removed because it wasn’t being used.

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.

Both residents and staff speak very positively about the quality of leadership and management.

One staff member we spoke with said how much things had improved under the new management, she felt that she was now ‘listened to, views and opinions are always considered’ and she was encouraged with training progression; she had a planned meeting later that day to consider the idea of having ‘staff champions’.

Staff feel that they are well trained and feel supported in their roles; new staff undergo an induction process which includes all of the statutory training and an opportunity to shadow an experienced member of staff.

Response from Setting:

Stuart House acknowledged the content of the report as being factually accurate.

Signed on behalf of HWERY

Matthew Fawcett

Date: 07/09/2018