

HW Reference: 20180730B  
Time & Duration of Visit: 10am - 1 hour  
Number of people engaged with: 1  
Managers name: Julie Kirk

## Stuart House – Re-Visit Report

Date of first visit: 30<sup>th</sup> July 2018

Date of publication: 9<sup>th</sup> September 2019

Date of re-visit: 6<sup>th</sup> September 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 Stuart House 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
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Recommendation	Progress
The garden could be further improved by the provision of raised planters	

### Summary of Key Findings & Progress towards Recommendations

Although initially in agreement with the recommendation, the owners of Stuart House have decided not to act on the Healthwatch recommendation in the garden at this time. This decision was made on the basis that planning was being sought (which has now been approved) to extend the building and therefore making the garden smaller. Understandably, the management are waiting until the work is complete to see how much space will be available for the changes. The long term plan is an addition of a sensory garden into which they will in cooperate raised planters.

### Impact and Additional Observations

Since the full Enter and View visit, plans have been put into place to extend the living areas of the home. This will come in the form of an extension to the current conservatory area, which is being used as a dining area for residents. The extension will also create more space for the manager's office to be moved to ground level as opposed to the first floor. There will also be space for a stationary cupboard. Changes are proposed to the second floor also, with a further 2 bedrooms being created. This will take the number of beds up to 21. Currently there are 19 beds, 1 of which is empty. Changes have been made to some shifts with an addition of an 8.30am - 12.30pm shift to cover busy periods, ensuring important duties such as medication administration is done without delay or distraction. The home has also undergone a 'facelift' with new décor and new, smaller armchairs which give residents more space in the living areas. In a bid to moving away from paper, care docs electronic system is in the process of being introduced and should be live from 9<sup>th</sup> September.

Signed: *E Pullan*

Date 9<sup>th</sup> September 19