

HW Reference: 20180724

Time & Duration of Visit: 10.30am - 1.00pm

Number of people engaged with: 11

Enter & View Residential Care Report

Specialism/Service: Accommodation for persons requiring nursing or personal care, Dementia, Mental Health Conditions, Caring for adults under 65 years, Caring for adults over 65 years

The Park

+

54 Cliff Road, Hornsea, East Yorkshire HU18 1LZ

Date of visit: 24th July 2018

Date of publication: [Office to complete]

HWERY Representatives: Michelle Harvey & Pam 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 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 The Park 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

The Park is one of a group of four residential care homes owned by Hatzfeld Care Ltd, three of which are based in Hornsea and one in Mansfield. The Park cares for 31 residents with mental health needs and dementia, currently ranging in age from 24 to 70+.

The facilities on offer to residents at The Park include Smart TV's in every room, Skype facilities, access to computers or laptops and Wi-Fi throughout the building; overall residents said that they are happy with the care and environment provided by the home. The activities programme is extensive and tailored to meet individual needs and all residents highly praised the food and catering arrangements.

Staff stated that they felt well supported in their roles and that the management team were approachable and helpful, all said that they enjoyed working at the home.

Recommendations/Observations

- The 'Comments, Compliment or Complaints' form is amended slightly to include 'Date of Incident' & 'Date of Action/Feedback' to ensure timely action is taken and recorded
- A 'You said....We Did' board could further demonstrate responsiveness to comments received
- Investigations are made to update current IT system for multiple staff users
- Healthwatch East Riding provide information to The Park regarding 'Get On-line Week' to promote improving the digital skills of 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 Park is well maintained with an extremely high standard of cleanliness throughout and is free from any unpleasant odours. Infection control measures are in place and prevalent throughout the home and fixtures and fittings promote independence and appear to be safe and well maintained; the home has its own maintenance team employed for approximately 34 hours per week who are on call to deal with any issues promptly as they arise. The maintenance team are also the designated fire marshals for the property and routine checks of equipment are carried out as necessary by an outside specialist firm; the home also employs the services of a specialist H&S consultant to help ensure compliance with all aspects of health and safety.

Entry and exit to and from the home is restricted by the use of keypads via the main door and on gates at the rear of the property; those residents who have been risk-assessed as safe to do so have free movement in and out of the home and sign in and out as necessary. 'Contact Cards' are provided to those residents who request them to use when they are out in the local community and can be used as an additional measure of support should a resident find themselves in need of help.

Effective medicine management procedures were seen to be in place, the medication room is well organised and documentation in good order and thoroughly audited; two dedicated staff members cover the home seven days per week providing accuracy and consistency.

The home has a Medicare call system in place in all rooms which includes a reporting tool and provides call data analysis and evidential reports for use by the management to monitor effectiveness. The residents that were spoken to during the course of the visit said that if they called for help, then they were responded to promptly.

The home has a food hygiene rating of 5 (the highest score possible), the kitchen was observed to be very well appointed and well organised.

Residents consistently told us that they feel safe living at The Park; one said ‘I couldn’t be more happier and safe. I spent 10 years on the streets and being safe is most important to me’.

Most residents feel that there are enough staff on duty to take care of them, there are five carers on duty throughout the day in addition to the manager, deputy and medication co-ordinator; however two residents said that they wished there were more staff, one said ‘There is a lack of carers which means I am limited when I can go out’. From fourteen completed staff questionnaires, five staff did not feel that there were adequate members of staff on duty.

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 at The Park wear a uniform which makes them clearly identifiable to both staff and visitors. Observations showed that staff effectively communicate with residents in a warm, friendly and respectful manner and let them make their own decisions, over the lunchtime period we noticed that some residents chose to eat in the dining room, while others chose to eat in the orangery, one resident told us ‘I sometimes like to eat my meals in my own room, but I usually always come down here for my tea, it’s up to me’.

Fixtures and fittings promote independence within the home; there are sufficient handrails in place around the home, a lift to the upper floor and level access to the garden/outdoor area, making all areas accessible.

Residents have access to the services that they need. Although local dentists have not been willing to register residents, dental services are provided by the City Health Care Partnership, optician services are provided by Visioncall and the services of a local podiatrist have been obtained at a competitive rate and visits quarterly.

The Park offers a 4-weekly menu to residents but there are flexible options available within that menu to cater to individual needs; each week a different themed day is also included, we saw photographs of examples such as a healthy eating day, world food days (based on a different country each month) and a BBQ is held during the summer months. All of the residents spoke very highly of the food on offer, we saw that the dining room was virtually full over the lunchtime period and offered a clean, bright and vibrant atmosphere with a café-like culture, one resident said ‘The food is really good, I’ve never had a bad meal - I like everything and there’s always a good choice’, another said ‘I have no complaints about the food, it’s always good - you ought to try it’. We also observed two residents who were being supported appropriately during and fed individually. We were told that when residents choose to eat in their rooms, any left-over food is removed after 45mins for food hygiene and safety. We saw the results of a recent meal survey displayed on the notice board adjacent to the dining area which also demonstrated the levels of satisfaction; the only slightly negative comment was that one person would like breakfast to be later. As well as the main dining room, there is also a well-stocked kitchenette in the orangery where people can make their own hot drinks and snacks should they wish to do so; there were also additional water stations in the home. Weight and fluid intake charts are in place where necessary.

There is a small but well-maintained garden area outside of the home, which overlooks some parkland and is easily accessible, it includes a seating area/smoking shelter; at the time of the visit there were five residents sat outside, one told us ‘I like to spend time out

here, I sit and talk to staff out here sometimes like I did the other night. I'm happy enough and just go where ever I want to go, but I know staff are there if I need them'.

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 to be very well cared for and everyone that we spoke to throughout the visit was very happy with the levels of care and the overall environment at The Park. All residents have a named key worker/carer, there is an on-site counsellor and external therapy groups are invited into the home, one lady said 'staff could not be more helpful'; another resident told us 'The staff here are great, I know they are always there if I need them. Maybe I'm not the right person to speak to as I can't say anything wrong about the place, but don't get me wrong, I have bad days here sometimes, but that is how I am and if I'm having a bad day and I'm in my room, someone always comes to check on me and it gives me a reason to get up on those days'.

Residents have their own rooms which can be personalised to their own taste, two residents were happy for us to see their rooms which were spacious, well-appointed and had en-suite facilities; every room also has a Smart TV provided by the home with internet access and Skype if requested to help keep in touch with friends and family. One lady told us 'My room is very cosy' a male resident told us 'I haven't really done anything to my room, but for me it's just about having my own space which is mine where I feel safe - I don't need anything more than that'. Two residents have had cat flaps fitted into their bedroom doors for their pet cat which they look after with the support of the home.

The Park employs one full-time and one part-time activities co-ordinator and offers numerous activities for its residents. We were shown photographs of some of the activities that had taken place and the home displays many of its activities as part of a rolling presentation on a large TV in the entrance of the home. Throughout the home there were a wide variety of activities being advertised that were taking place both internally and externally to the home; the home also makes the most of local and national events such as the Tour de Yorkshire, the football world cup and celebrations such as Easter and tailors events around these occasions. Residents can go swimming on a weekly basis, go on shopping trips (supported if necessary), there is a twice weekly sewing group held alternately with another local home, a variety of musicians/entertainers visit, quizzes are held, walks along the seafront organised and an annual fun/open day. Tigers Trust events were also being advertised as well as expressions of interest for a trip to Harry Potter World which had been suggested by some residents. We were also told of a fishing trip that had been arranged for a couple of residents who had expressed wish to do this. A hairdresser also visits The Park on a weekly basis.

The engagement of individual residents in activities is monitored to ensure that residents are participating and accessing activities which suit their individual needs. One resident told us 'There is always stuff going on, but I'm not bothered about it all. I like to play chess and eat ice-cream and I can do both', another 'I do a lot of reading, that suits me'; one resident also told us that he attends church on a Sunday. Only one resident said that they feel restricted stating 'I'd like to go further, you know go out more and go further away but it's always restricted cause there's never enough staff to do it and go with me.' - the residents movements were restricted due to their individual need and the necessary risk assessments being in place to keep him safe from avoidable harm to himself.

Residents have their own bank accounts and can manage their own finances, 'pay-day' is a Thursday and residents can withdraw funds via the office.

In the orangery there was a large TV, communal seating area, a table football, a fish tank and a kitchenette which made a very attractive communal space for residents to use.

Birthday parties are also held for residents, some of which have little or no contact with relatives so would otherwise not have the opportunity to celebrate their birthday.

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

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

The facilities on offer to residents at The Park include Smart TV's in every room, Skype facilities, access to computers or laptops and Wifi throughout the building; the home also provides individual accounts to Netflix for those residents that request the service. The home acknowledges that it would like to offer more training to some residents to enable them to access the internet independently. Many residents have their own mobile phones.

There is a complaints procedure in place which residents were aware of; however one resident told us 'I have nothing to complain about', another said 'If I have a complaint I see my carer, but it's few and far between'. In the entrance to the home there are 'Comment, Compliment or Complaint' forms which are readily accessible and set out how feedback is received and dealt with and include a feedback form and a section detailing the outcome of each report; all of these are recorded and logged and monitored on a monthly basis to produce a RAG rating for the home. The home also plans to install chart in the entrance hall showing the number of concerns, compliments and complaints received by the home each month to demonstrate transparency.

Residents and relatives meetings are held on a monthly basis and the minutes are clearly on display on the notice board, as are the results of recent meal surveys which both demonstrated resident's requests; expressions of interests for specific trips and activities were also clearly on display to ensure that the needs and requests of different residents are responded to and catered for. The residents that we spoke to throughout the visit gave us the impression that they were overall happy that the care that they received was responsive to their needs and personalised to them as individuals.

The Park offers respite care if there is space available within the home; otherwise it is unable to offer this service.

End of life plans are in place for those people that have requested them and are dealt with on an individual basis; those with a DNR in place have a butterfly symbol on the room of their door which is a recognised symbol to initially indicate their wishes.

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.

The Park has no difficulties in the recruitment or retention of staff and do not have the need to employ agency staff to support their work, offering consistency of care to residents. For new staff a thorough four week induction programme is in place and on-going training is provided; the management team told us how after each specific area of training is delivered, each individual member of staff then spends half a day carrying out a

specific role to experience and embed that specific competency e.g. after infection control training a member of staff would spend half a day working in housekeeping.

From the fourteen Healthwatch East Riding Staff Questionnaires that were returned, all stated that they felt well supported in their roles and that the management team were approachable and helpful, all also stated that they enjoyed working at the home. Comments were made such 'I love the Park', 'I am happy with everything', 'I enjoy coming to work to do my job' and 'I find the level of genuine care and professionalism to be of a very high standard'; another member of staff stated 'Effective management with a flexible approach enables the needs of the service users to be met effectively'.

Hatzfeld have also provided additional training and support for managers and deputies who have been enrolled on a Level 5 Diploma in Health & Social Care based upon learning, understanding and implementing the five principles of Safety, Caring, Responsiveness, Effectiveness and being Well-led. In response to a recommendation made by Healthwatch East Riding to another home within the Hatzfeld group, the home has implemented a 'Glimpses of Brilliance' book so that members of staff can recognise and celebrate the achievements of each other in a supportive manner, which has been met with enthusiasm from the staff. The only suggested improvements made staff was to upgrade the current IT system to allow multiple users to access and record information onto it at one time and two members of staff said that they would like additional staff to be employed to allow them to spend more time with individual residents.

The residents that were spoken to throughout the visit had no concerns and spoke positively about the leadership and management of the home.

At the last CQC inspection in July 2017 it was noted that four specific incidents that had occurred at the service had not been reported to the CQC as required; however otherwise appropriate action had been taken in relation to all four incidents. The manager had accepted that this had been an oversight when the task had been delegated to other members of staff; however since then, additional training and systems have been put into place to ensure such an occurrence does not happen again and all reportable incidents are reported to the CQC in a timely manner. Staff training and competency records have been updated and improved to ensure a true reflection of training is demonstrated for all members of staff. Work is also on-going to improve the information held in relation to the specific details of residents with a Lasting Power of Attorney in place to ensure that the proper authority is clear for all LPA decisions. Healthwatch East Riding are satisfied that the issues highlighted within the last CQC report have either been addressed or appropriate improvements are in the process of being actioned to ensure The Park are addressing the recommendations made by the CQC at their last visit.

Response from Setting:

Please note that all of your recommendations/observations have been acted on and implemented. We are currently working to update the IT system to enable us to access via multiple users; this piece of work has been ongoing and is being led by our IT specialist at head office in Newark.

Signed on behalf of HWERY

Matthew Fawcett

Date: 07/09/2018