

HW Reference: 20190325b  
 Time & Duration of Visit: 14.00 - 15.30  
 Number of people engaged with: 2  
 Managers name: Jen Cawkwell

## Thorn Hall Re-visit Report

Date of first visit: 26<sup>th</sup> February 2018

Date of publication: 15<sup>th</sup> April 2019

Date of re-visit: 25<sup>th</sup> March 2019

HWERY Representative: Pamela 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

Healthwatch East Riding conducted an Enter & View visit at Thorn Hall 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
Recommendation		Progress
Improve security of the front door to ensure entry and exit is only gained by those authorised to do so		
All visitors should be asked to sign in, to adhere to safeguarding and H&S procedures		
Remove any misleading Fire Exit signs that are not in use during on-going building works		
Ensure all restricted areas are locked to ensure the safety of residents		
To further enhance the existing activities programme, the introduction of an activities timetable (with input from residents) would ensure a set range of activities are routinely provided that complement the existing individualised provision		

### Summary of Key Findings & Progress towards Recommendations

The front door of the home was locked on arrival and throughout the visit; we were asked to sign in on arrival. Any misleading fire signs have been removed and the doorway and access have now also changed due to the building works. All restricted areas were found to be locked, e.g. the laundry. A whiteboard in the orangery now identifies the 'activity of the day'. The previous visit reported on the extensive building works being carried out and it was pleasing to note the outcome of the completed work so far; as the work continues and so affects environmental issues it will continue to need to be well managed.

### Impact and Additional Observations

Work in the Orangery has now been completed; all toilet and bathroom doors are painted blue and hand rails around walls are to be painted blue as well so that they stand out to residents. The home has rooms for 11 residents with 10 presently residing. There is a plan to demolish the communal space that joins the home to the private residency building it is adjoined to; the space will be replaced in another area of the home so it will not lose that facility - there are two communal areas as well as the dining area. The manager's dog attends daily and is welcomed by all. To address 'Fluid Intake' issues the home has introduced 'Thirsty Thursday' once a month when staff



and residents make milk shakes of their choosing etc.

Activities information - more could be made of advertising what is available/happening each day around the home.

The manager is studying for her Level 5 certificate and her research project is based on the following: '*How fluid balance affects the elderly*'.

This project looks how fluid intake or lack of it can effect falls, disorientation etc.

The manager has agreed to share her finished project - when available - with HWERY so that other homes can, as appropriate, benefit from relevant findings.

Signed: *M. Harvey*

Date: 12/04/19