

HW Reference: 20180820B  
 Time & Duration of Visit: 1pm - 1 hour  
 Number of people engaged with: 2  
 Managers name: Suzanne Cross

## Westfield Re-Visit Report

Date of first visit: 20<sup>th</sup> August 2018  
 Date of re-visit: 2<sup>nd</sup> September 2019  
 HWERY Representative: Emma Pullan

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

**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 Westfield Residential home 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
Introduce hand sanitiser at front door for guests to use to aid infection control		
Improve dementia friendly signage throughout home at an appropriate eye level; specifically to toilets, bathrooms, lounge and dining room.		
Fire route directional signage should be reviewed and increased throughout the home. Some fire exits were full glass doors and need a sticker to avoid people trying to walk through them when they are closed; a fore sticker would be ideal.		
There is a suggestion box in the entrance hall but no suggestion slips for residents and guests to write on. Ensure these are freely available.		

### Summary of Key Findings & Progress towards Recommendations

Since the full Enter and View visit, the management and staff at Westfield have fully implemented all recommendations made by Healthwatch. Hand sanitiser was available at the front door and a visitor was seen using it. Dementia friendly signage has been lowered through the home and is now at eye level for the residents. All full glass doors now have stickers to ensure it is evident that the door is closed. In the shared areas of the home, these stickers are round circles spanning the width of the door. In the bedrooms, the stickers are butterflies in order to create a more homely feel.

The suggestion box is still in the hall way and suggestion slips and pens are situated on the notice board above.

### Impact and Additional Observations

On discussion with the manager, it was apparent that the biggest change in the home had been in regards to activities. There is now an activities brochure that is published quarterly and distributed to residents and relatives. This is to ensure everyone knows what is happening and which activities relatives can attend. There is a wide range of activities on offer, including, cheese and wine sessions, arm chair exercises and visits from the library. The home also provides entertainment in the form of external singers and tribute acts

visiting the home. During the course of the visit, residents were bracelet making.

The manager informed us that there was a visit to the garden centre booked for later in the year; however, the taxi company that they have previously used have now closed down. They are now looking for alternative transport for multiple wheelchair users.

The home is currently at capacity and no other major changes have occurred since the original visit.

Signed: *E pullan*

Date 08/09/2019