

HW Reference: 20190206

Time & Duration of Visit: 13.00 - 15.15

Number of people engaged with: 13

## Enter & View Residential Care Report

**Specialism/Service:** Accommodation for persons requiring nursing or personal care, Dementia, caring for adults over 65 years

# White Rose Lodge

2 Limekiln Lane, Bridlington, East Yorkshire, YO15 2LX

Date of visit: 6<sup>th</sup> February 2019

Date of publication: 30<sup>th</sup> April 2019

HWERY Representatives: Peter Horrocks & Chris Mills

**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 to carry out a required number of Enter & View visits per year to collect the views of people whilst they are directly using services. This will then contribute to its remit of helping ensure that the views and feedback from patients and carers are an integral part of local commissioning across health and social care.

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

White Rose Lodge is part of the national Countrywide Care Homes group of approximately 80 homes; it is a well-equipped, purpose-built care home with sea views from most rooms - in general the home is well maintained. There are 33 rooms over two floors, all fully ensuite, with 26 residents living there at the time of our visit. The home is close to the town and has connections with local schools and churches.

During the visit staff were cheerful and welcoming to the home. From conversations with residents and relatives, it was made clear that the home and its staff are always ready to help and give proper attention to the specific needs of each individual in a caring, friendly way.

## Recommendations/Observations

- Repair or replace the laminate flooring in the toilet on the upper floor and repair the damaged toilet enclosure situated in the same room. This is for the safety and benefit of residents.
- Re-position some of the fire directional signage at a more visible height for residents and visitors



# 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.

Residents told us that they felt safe in the home and told us that that staff were always there to help. A new 'Medicare' call system has recently been installed and is said to be working well.

The premises are generally very well maintained; a full time handyman currently has a part time assistant to help ensure that repairs are carried out in a timely manner - larger jobs are overseen by the Countrywide group that own the home.

Medicines appeared to be managed safely.

The home has a food hygiene rating of 5 (the highest score possible).

Wheelchairs are stored safely in an unused conservatory next to the dining room.

One toilet on the upstairs floor needed some attention - the laminate floor was peeling away on all four sides and should be fixed or replaced as soon as possible as it was creating a trip hazard; the same room also had some broken enclosing woodwork around the toilet which should also be repaired for the safety of residents. The home could also consider enclosing some of the exposed pipework from the sink.

Some fire directional signage was positioned at a height of 9 - 10 feet high; it would better suit its purpose and be much more visible if it was positioned lower.

### 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?

There are regular hairdressing, manicure, podiatry and optical services provided for residents. A number of general practitioners visit the home to visit individual residents as

required, but none have so far taken responsibility for providing an overall view of the home; managers said that they would welcome medication reviews for instance.

There was much praise by residents for the quality and variety of the food they receive, menus are offered on a four weekly cycle, but we were told that individual preferences are taken into account and that residents are also asked where they would like to eat their meals - the home also rotates between summer and winter menus, offering seasonal produce. Only a few residents require help with feeding which is provided as necessary. Residents are also monitored for fluid intake and are weighed at least monthly or more frequently if advised by the dietitian.

There are handrails throughout the home to aid independent movement and during the course of the visit we witnessed most of the residents moving independently around the home.

The very pleasant garden area and summerhouse are well used, particularly during the warmer weather and provides a safe and secure area for residents to enjoy.

There was a large noticeboard displaying the activities on offer for the week; there are 3 activities planned each day, 7 days a week. The activities are also promoted on the dining room tables along with the weekly food menu to ensure that residents are made aware of what is on offer.

The management told us that there have been instances of mistimed or careless hospital discharges back to the home which have to be dealt with to the best of the homes ability as they occur; we are aware that this is an area of concern for many homes.

### **How caring do service users find the service?**

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

From conversations with residents and relatives, it was made clear that that the home and its staff are always ready to help and give proper attention to the specific needs of each individual in a caring, friendly way; they linked this experience with what they perceived to be the good levels of staffing provided at the home.

During the visit staff were cheerful and welcoming to the home.

Care plans are constructed with the individual, relatives and friends and are regularly updated; they generally also include end of life planning.

Activities are organised by two part-time staff, offering a wide variety of experiences; other staff carry out activities over the weekend to offer continual provision. External trips are also provided and the home is fortunate to have its own shared transport to support this; recent outings have included trips to Scarborough, Filey and a local café. The home also host fairs in their own grounds as well as BBQs and coffee mornings, utilising the gardens and summer house.

One or two residents are able to leave the home independently to access the local community and many residents have access to and manage their own money.

Rooms are spacious and the en-suite provision includes a bath and shower; doors to rooms are personalised and each has their own door knocker and letterbox.

We were told that the two dedicated laundry staff provide a good personal clothing service from their well-equipped laundry room.

One relative we spoke with said 'I am very happy with the care my mother receives. She is very happy living at the home. She has been here for 6 years'.

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

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

White Rose Lodge provides respite care as rooms are available and day care is also provided; in either case users are fully assessed by the home to ensure suitable care can be provided. At the time of the visit one resident was bedfast and being effectively supported with end of life care.

Relatives said that any complaints were handled constructively and pleasantly. There are regular (quarterly) relative/resident meetings held at the home; residents can liaise with the management and staff and for example ask for specific foods to be added to the menu or suggest activities that they would like to try.

The home's call system records how long people have to wait for attention and is monitored for responsiveness and effectiveness.

The home has good relations with the local church and schools and often has school children come in to sing for the residents.

### 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 manager role is currently not filled but a potential replacement is in post and took part in assisting us during our visit. Our visit was much assisted by Adam Janeway and Heather McGrath, both currently providing managerial support to the home.

Staffing levels appeared adequate, although staff comments suggested that they feel they could be better staffed at times; day shifts comprise 6 carers; 3 are on duty at night.

A monthly quality assurance system is in place.

Staff training is closely monitored and mainly provided by the Countrywide Group. Training is done via e-learning, in-house as well as sending the staff on training courses being offered throughout the homes in the group. All of the staff we spoke to on the day said that they enjoy working at White Rose Lodge, their training was up to date and had access to training above the mandatory units.

Some of the comments from staff we spoke with are detailed below:

'I would like more time with the residents'

'The team are great, we're like a family & all work hard for each other'

'The new manager leads by example & does the tasks that he would expect from the carers'

'The new manager has some good ideas which will hopefully improve things going forward'

'There was some pressure during the two months without a manager - did not feel fully supported and it was a very challenging time'

#### **Response from Setting:**

*No response had been received from the home (30<sup>th</sup> April 2019).*

Signed on behalf of HWERY

*Matthew Fawcett*

Date: 30/4/19

