

HW Reference: 20180620

Time & Duration of Visit: 10.00 - 12.30

Number of people engaged with: 6

Enter & View Residential Care Report

Specialism/Service: Accommodation for persons who require nursing or personal care, eating disorders, mental health conditions, physical disabilities, substance misuse problems, caring for adults under 65 yrs, caring for adults over 65 yrs

Willowgarth Care Home

Rolston Road, Hornsea, East Yorkshire HU18 1XP

Date of visit: 20th June 2018

Date of publication: 13/8/18

HWERY Representatives: Michelle Harvey & Carol Dyas

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 Willowgarth is currently rated as 'Good'. It is also 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

Willowgarth is part of the Hatzfeld Group of homes and provides residential care for adults who have mental health needs, the majority having chronic psychosis (mainly schizophrenia), some cases exasperated by drug and alcohol induced brain injury. There are currently 68 men and women living on site the youngest currently being 24. The setting has a waiting list of potential residents; referrals being taken from all over the country; most residents have no contact with friends or relatives and no stability in their lives prior to their stay at Willowgarth.

The whole site is set over 8 acres with one main communal building housing those with the highest level of need in individual rooms, and two further courtyards with individual accommodation being provided for residents to move onto as their independence increases - offering a real sense of a small village-like community for those living there. All residents have their own front door key, from which they are able to live with on-going support from staff and supporting services in the least restrictive way possible. The majority of residents are part of a two year programme of support and rehabilitation, before moving on to being able to live independently within the wider community.

On the day of the visit we were only able to speak to a limited number of residents due to the nature of their mental health conditions.

Recommendations/Observations

- The 'gated' entrance to the garden/allotment areas should be made secure or removed to avoid it potentially falling and causing injury
- Manager to create a platform for Staff to be able to give ideas and provide feedback

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 whole site is extensive, set in over 8 acres; one main communal building houses those with the highest level of need in individual rooms, and two further courtyards with individual accommodation provide space for residents to move into as their independence increases - offering a real sense of a small village-like community. The size, scale and facilities that the site offers provides individuals with a safe, secure and non-judgemental environment to support them on their journey of re-learning how to become independent members of wider society.

All residents have their own front door key, from which they are able to live in the least restrictive way possible; however the whole site appeared to be very well staffed and able to offer the required level of support for those living there. There are 38 full-time staff and 5 part-time staff employed. During the course of the visit we observed a number of staff carrying out different roles, some offering one to one support for residents, some organising group activities; while others were carrying out repairs and maintenance of the site. We were told four staff are paid to be 'on-call' out-of-hours should they be needed. Willowgarth offers a no-locked door policy which particularly supports those with mental health problems; however some rooms are kept locked to ensure the safety of those living there e.g. the staffed laundry and maintenance areas and medication room.

There are robust medicine management procedures in place and those that are self-medicating are closely monitored. Those living with previous alcohol and drug related addiction are required to sign a commitment to remain 'clean' to support their own rehabilitation and that of others; there is a zero-tolerance policy for residents, who will lose their placement if they are found to persistently offend - all are closely monitored to ensure compliance for their own safety and that of others. We were told how those who have been dependant on alcohol in the past learn that they have a choice e.g. by choosing alcohol-free alternatives at social gatherings, skills which they are then able to transfer into situations when out in the wider community.

A close relationship with the local police has been established, who visit on a monthly basis to attend coffee mornings and get to know those living at Willowgarth to be able to break down pre-conceived barriers and make them more approachable; they are then also able to provide additional support within the local community should someone be found to be in any kind of difficulty.

Maintenance and repairs on the site are carried out by three full-time maintenance staff who cover seven days per week and are also on call 24/7; however as part of the care provided to residents, individuals are supported to learn 'life-skills' and carry out some of their own work while being supported as necessary.

Fixtures and fittings generally appeared safe; however the 'gated' entrance to the garden/allotment areas was not safe as access was restricted by a large free-standing wire fence panel which was unsecured and could have easily fallen.

No individual rooms were accessed during our visit to respect privacy; however communal areas which were generally kept clean and tidy and presented no concerns regarding safety, although some areas were ready would benefit from freshening up/re-decoration. There were no unpleasant odours prevalent in any of the areas that we visited during the visit.

The kitchen has a food hygiene rating of 4/5 (Good).

We spoke to one resident of Willowgarth who was waiting to be taken to a hospital appointment and she told us 'I'm safe here because they all look after me; yes they always look after me'.

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?

The facilities available at Willowgarth allow those living there to live as independently as possible and learn the necessary skills that they need for the majority to eventually move onto fully independent living within the wider community; although this is not always the case and some will remain at Willowgarth, every opportunity is given to those whose aim is to live entirely independently in the longer term.

On-site, there is a staff managed laundry but we also saw that there is access to communal laundry facilities so that residents are able to do their own washing; staff are available to teach the necessary skills and the on-site day centre also offers different opportunities for learning 'life-skills' that support independent living. There are allotments on site which residents maintain and care for and we saw how one resident had built their own pizza oven with the support of the maintenance team, who also have NVQ care training so are able to offer support in promoting the learning of 'life-skills'.

The space and facilities available means that people can access support and find companionship when they want it; however there is plenty of space and open areas for people to have their own privacy and quiet time when needed e.g. there are allotments/a gardening area, a wildlife area and communal gardens as well as communal sitting rooms and the day centre/activity centre where people can socialise and take part in organised activities. We observed a number of residents who appeared to be happily going about their day-to-day life around the site and others returning having been out into the local town to do some shopping - demonstrating the level of independence and freedom that residents have. We were told of one couple who met at Willowgarth and are now married and live in a cottage owned by Willowgarth in the adjacent village; they have also gained paid employment in the kitchens having started their initial training while still residents there. This has enabled the couple to live entirely independently but still have access to

support from the Willowgarth team should they need it. We were also told that some residents have secured jobs within the local community.

The move towards independent living is also supported by the professional services that residents have access to - both internal and external. Residents are registered with local GP's, Visioncall visit to offer eye care and access to a specialist dentist with expertise in treating those with mental health issues is also available. In addition to the appropriate standard healthcare services that are available, there is access to on-site therapists and Cognitive Behavioural Therapy, counselling services and a strong input from the local mental health team. Staff accompany individuals to their appointments and there is access to five company vehicles for transportation to any off-site appointments, we saw one lady who was getting ready to be taken to hospital for an appointment.

There is the option for residents to either cater for themselves or go to the communal dining room where meals are provided, there was an extensive selection to choose from, menus were available on each table and there is also access to drink making facilities and vending machines for snacks etc. Menus are changed quarterly and residents are consulted and given choice regarding the menus and food choices at monthly residents meetings.

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 observations made during the visit, the staff that we saw appeared to have positive, friendly and trusting relationships with residents; both the manager and deputy manager who showed us around the site were observed interacting positively with those residents that we happened to meet and two residents that we spoke to in the day centre spoke positively about the staff and the support that they were given. We observed some friendly banter between staff and residents walking around the site.

We were told that each resident has their own designated key worker and their own individual care plan in place as well as trained therapists being available. We observed one resident working on a 1:1 basis with a member of staff in a communal area and they appeared very content and happy to be working with that member of staff.

We were told that 95% of residents manage their own finances; some have a weekly allowance while others may need to be given a daily allowance initially to help support them with budgeting. We saw one resident returning from a shopping trip with bags of shopping from the local supermarket.

There is a full time activities co-ordinator in post and there appears to be a broad range of activities offered to residents; on the day that we visited there was a World Cup themed BBQ being prepared in readiness for watching the match that afternoon. There are also plans in place to clear an area of land to provide a sports/football pitch on the site. In the day-centre there was a table football and facilities for activities and life-skill classes such as cookery to take place.

Residents often take part in activities off-site such as attending football and rugby matches, trips to the theatre, shopping etc. supported by Willowgarth having their own transport available. There are walking and exercise groups and some residents go swimming or take part in other sports.

Willowgarth has its own outdoor stage and a local theatre group visit approximately four times per year to perform. There is also an annual festival held on site every August called 'Willowfest' at which four or five local bands perform live, there is dancing, Karaoke and the wider local community is invited to attend, with approximately 300 people in attendance last year. This event allows residents to experience this type of event in a safe

and secure environment with adequate support in place and gives them the opportunity to learn coping strategies should they wish to attend this type of public event in the future. Residents are able to personalise their own rooms as they wish; no individual rooms were accessed during our visit to respect privacy, although from the outside while speaking to some residents at their open doors, some rooms did look a little unkempt/chaotic; however as was explained, individuals have the right to live as they choose and are also in the process of learning the daily living skills required to live independently and this has to be acknowledged and respected.

The local Church also visits regularly to meet the spiritual needs of those residents who require spiritual guidance; however arrangements would be made for any religion.

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

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

Respite care is offered at Willowgarth, but not day care.

From conversations with the manager and deputy manager it was apparent that they were knowledgeable about the people that used the service and each of their individual needs. Joint resident and relatives meetings are held on a monthly basis; although the majority of residents have little or no contact with their relatives due to issues related to previously chaotic lifestyles. Approximately 10 residents per month attend on average; however this increases when a particular event of interest is being discussed or arranged e.g. Christmas celebrations and gifts. As very few residents have contact with their families, Willowgarth ensures that everyone receives a birthday card and has a birthday party and receives a gift at Christmas.

There is a complaints policy in place and information on how to make a complaint was on display; however concerns can also be discussed at resident meetings and are generally dealt with as they arise in conversations with staff.

Via staff questionnaires, staff told us that they always ask residents about the types of activities that they would like to do, sometimes suggestions and prompts are made to help residents decide but it appeared that residents lived fulfilled and active lifestyles.

All residents at Willowgarth have their own mobile phone (numbers of which are shared with Willowgarth) and receive their own mail through their own front door as well as having access to computers/laptops and the internet and Skype. One resident told us that they had just had Sky TV installed in their room and they were very much looking forward to watching it as they had waited some time for it to be installed and there was a particular programme that she wanted to watch.

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.

From speaking to both the manager and deputy manager, it was clear that both were passionate about achieving the best outcomes for the residents of Willowgarth.

Willowgarth has a Quality Assurance System in place and monthly audits of care plans take place as part of this process.

Staff questionnaires were issued prior to the visit and all twelve of the returned questionnaires indicated that staff enjoy working at Willowgarth and felt well supported in their roles.

We were told that recruitment and retention of staff is not an issue at Willowgarth and that the procedure for recruiting staff is rigorous; applications are followed by an interview, a trail day and then second interview to ensure that the right people are attracted and

recruited to the roles and clear expectations of each role a set from the start. Each post is advertised as an individual role to ensure that staff do not feel stretched/torn between the demands of different roles.

Induction is thorough and employees are required to complete a six week programme which involves shadowing a more experienced member of staff for 6 weeks.

A number of staff incentives are offered to employees of the Hatzfeld Group, including interest free staff loans, paid training & development opportunities and individual nominations to the care awards. Employees are encouraged to find their own development opportunities which the company will then generally pay for and there are office staff with the specific duty of monitoring training which is audited monthly. The deputy manager described how the group had paid for and supported her through pharmaceutical training, which she had then used to apply for another position, but ultimately returned to Willowgarth where she has now worked for 10 years. The manager stated that he feels a real sense of achievement from developing staff, even if they do ultimately move on to other positions.

Via a staff questionnaire, one member of staff stated 'This is my third job in care, Hatzfeld are by far the most progressive the best employer I've had', another said 'great and friendly place to work'.

Response from Setting:

A very pleasant visit, always happy to showcase our home.

I believe the report would benefit from a scoring system, it doesn't clearly indicate if the home is compliant, good or otherwise.

Signed on behalf of HWERY	<i>Matthew Fawcett</i>	Date: 13/8/18
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