

HW Reference:

Time & Duration of Visit: 10.00am - 12.00pm

Enter & View Residential Care Report

BEMPTON OLD RECTORY

Vicarage Lane, Bempton, Bridlington, YO15 1HF

Date of visit: 22nd October 2019

Date of publication: 27.11.19

HWERY Representatives: Karen Meadows/ Peter Horrocks

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

Bempton Old Rectory is a residential care home registered to provide care and accommodation for a maximum of 17 people aged 65 + who require support with personal, nursing and dementia care. As its name suggests, it is a converted and extended large house in the village of Bempton. The home is owned by Mrs Hunter who takes a close interest in its operation. At the time of our visit there were 16 residents, the majority of these living with dementia.

Accommodation is provided over two floors with stair lift access to the first floor. All rooms have ensuite facilities.

The residents of Bempton Old Rectory come from all over the East Riding area and have access to a lot of local NHS services, despite being in quite an isolated location. Residents told us that they were well looked after and felt safe in the home.

Recommendations/Observations

- To consider using a more pictorial approach to displaying the activities on offer throughout the home, to assist those residents living with dementia.
- To consider widening the meal choices to include two or more choices at mealtimes and displaying these in a pictorial format to assist those living with dementia.

What's working well

- The Old Rectory is a well led home with a comfortable 'homely' living environment that takes advantage of its small scale to deliver personalised care to its residents.
- The introduction of the Caredocs system has enabled resident care to be more effective and timely and has allowed staff to spend more time caring for the residents.
- The Old Rectory has a comprehensive range of activities and actively fundraises to purchase equipment that can enrich the lives of its 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?

On arrival at the home the Healthwatch team was greeted by the Manager Mrs. Dawn Baxter who asked us to sign in.

In the entrance hall we saw evidence of fire safety, infection control, the CQC rating and the homes complaint procedure; we also noted the recent food hygiene rating of 5/5.

There is a call system in all of the residents' rooms. For safety reasons some areas- electric cupboard, medicine's cupboard, cleaning cupboard and staff areas - are kept locked and not accessible to residents.

The Healthwatch team found the home to be clean and comfortable, with no mal odour present in any of the communal area. Lighting and heating were at the appropriate levels.

The home has recently been satisfactorily inspected by the local Falls Prevention team.

In addition to the falls prevention strategies, the home's carpeted flooring in the corridors is currently being replaced by laminate and there are handrails throughout.

The kitchen and food preparation areas have been rated '5'. The home employs three chefs who provide a range of food according to individual needs and preferences.

The main meal is served at midday with a lighter meal at tea time. However residents can ask for the main meal to be served at Tea time. There is only one choice on the menu but residents can ask for alternatives if necessary.

Residents praised the quality of the food at the home, "*the food is lovely,*" and there are facilities available throughout the day for the residents to stay hydrated and have a snack such as biscuits and fruit.

How effective do service users consider the service to be?

The residents of Bempton Old Rectory have access to a lot of external services, despite its isolated location. GP input is from a number of practices as the majority of residents have retained their own GP who can visit the home if necessary. Referrals and district nursing is provided as required with little problems although the home has had some issues with continence assessments being delayed significantly.

The home has invested in equipment to assist care staff in their duties. Nursing beds and lifting apparatus are in place and beds have electric pressure mattresses. As much as possible the home encourages the residents to act independently and at the time of our visit we observed staff promoting dignity and independence. Resident independence is also assisted through fixtures and fittings such as electric rise and fall bathing facilities and colored toilet seats and handrails. Residents make their own choices about how they spend their days, eat their meals etc.

At the time of our visit three Residents required assisted support with feeding and two requested full support with feeding. The dining area can be arranged to accommodate all residents dining with the assisted feeding taking priority. There are large French doors to the garden area from the dining room which makes for a comfortable and pleasant environment.

How caring do service users find the service?

Throughout their visit, the Healthwatch team witnessed positive interactions between the staff and residents. We had opportunity to speak to several residents during our visit, who said: '*the staff really look after me*', '*the staff are wonderful and caring*'.

Staff could be seen to promote dignity and empathy in their approach to residents and appeared to have a good understanding of their needs.

Each resident has their own room which they are encouraged to arrange as they like and bring in furniture and pictures to make it feel more personalised.

All residents have their personal clothing handled and laundered carefully, with the clothing being clearly named and marked. Laundry duties are undertaken by care staff.

Bempton Old Rectory have adopted the 'Caredocs' system to manage care plans. This is a windows based system and has been proved very effective in managing all care plans in real time, saving staff time taken up with paperwork and lending more time for the staff to spend caring for the residents. The staff the Healthwatch team spoke to on the visit were all trained on the system and said that they found it to be very effective.

The manger clarified that all relatives are invited to share their knowledge and understanding of their relative in order to have input and enhance care-plans and relatives are also invited to attend family meetings.

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

Bempton Old Rectory provides a wide range of activities for the residents, both on an individual and group basis. We observed a large activity schedule displayed in the dining area which showed an activity for each day of the week. Activities include; external entertainers, pet therapy, bingo and quizzes, chair based exercise, reminiscence and pamper sessions. One of the residents said she *'enjoys joining in with the singing.'*

Whilst the Activity schedule was very comprehensive, the team felt that maybe the activities should be displayed in pictorial form to aid those residents living with dementia.

External visits are also arranged for the residents and there was evidence of residents fund raising activities, one in particular to raise money for a Tovertafel 'Magic table' which will be a great asset to the residents.

There is a large outdoor space at Bempton Old Rectory which the residents make use of in the warmer months. This has appropriate outdoor seating and is surrounded by mature shrubs and trees for additional security.

The Healthwatch team observed that there is a complaints procedure in place and residents know how to use it. However the manager told us that the residents know they can talk to her or the staff with any niggles they have on a one to one basis and they will try to resolve if it's a reasonable request.

How well-led do service users consider the service to be?

On arrival at Bempton Old Rectory we met with the home manager, Dawn, who helped us gain an understanding of the home, its residents and the staff. We were given a tour of the home, before talking to residents. The manager had been sent some staff and relatives questionnaires prior to the visit and one staff questionnaire had been completed and returned, with the staff member commenting, *"The manager gave me a chance and I feel that she has brought out the best in me as a Carer. The manger has turned Bempton Old Rectory around in the time she has been here."*

Both residents and staff spoke very positively about the home *'I'm very happy here'* one resident told us. We also spoke to a staff member who said *'I love working here'*.

The home appears to be adequately staffed; there are two waking night staff and during the day there is the manager, a senior carer and two care staff. The Manager told us that she has no need to use Agency staff as all staff absences are managed internally.

All staff are encouraged to have ongoing training which is accessed online via the Care Skills Academy, and an up to date training matrix is kept.

A robust induction process is in place for new staff with flexible support and training given as necessary.

The Manager of Bempton Old Rectory is clearly passionate about her role and has a clear vision of how the home should continue to evolve, working closely with the Owner, Mrs Hunter, to achieve this vision.

Response from Manager:

It was nice to meet Karen and Peter, nice to have a fresh pair of eyes looking around our home and comments made have been taken on board.

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| Signed on behalf of HWERY | <i>Karen Meadows, Peter Horrocks</i> | Date: 27.11.19 |
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