



Virtual Care Home Engagement Project



Report

Bessingby Hall

April 2022

Healthwatch East Riding of Yorkshire
The Strand, Hull CVS, 75 Beverley Road, Hull, HU3 1XL
Tel (01482) 665684
enquiries@healthwatcheastridingofyorkshire.co.uk
www.healthwatcheastridingofyorkshire.co.uk

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Introduction

Bessingby Hall is a residential home providing specialist dementia care, day care facilities and respite care. The registered manager of the home is Kelly Hart. Bessingby hall is registered to provide care for old age, dementia and physical disability. Bessingby Hall is currently rated by the CQC as 'requires improvement'.

The extended Georgian manor house is set within five acres of grounds, built on the edge of Bessingby village which lies on the outskirts of Bridlington.

Details of the visit

Communal areas

There is a reception near the front door. The receptionist ensures any visitor's temperatures are taken and that everyone has had a negative lateral flow test.

There is a wide sweeping staircase just past reception. The staircase has a desk half way up the stairs which gives a good view of the entrance to the home. There is a hydration station near the bottom of the stairs with jugs of juice and water, with pictures of what drinks are on offer.

To the side of the reception room is a large dining room with patio doors opening onto a wide patio area leading onto a large lawn with shrubs and trees. Staff go out with residents if they go in the garden.

There was a small TV lounge. There was a scenic view from large windows.

There is the activities room which has a tree painted on the wall. It's a family tree with pictures of all the residents. The manager told us there is going to be another tree with pictures of the staff.

There are stairs to the second floor with a gate at the top and bottom. PPE stations throughout the home, mounted on walls. There is also a PPE station in the visiting room. Rails along the corridors are a contrasting colour to walls. Corridors looked clear, in good order and freshly painted. Residents can personalise their rooms. There is a notice on the door and PPE outside if someone is isolating.

The home have 5 bedrooms on the ground floor and the rest upstairs. They have one double room used as a visiting room now as it's nice and large and has an ensuite toilet so visitors don't have to go into the rest of the home.

There are two bathrooms, two ground floor toilets and one communal toilet upstairs.

Ensuite facilities consist of a toilet and sink. They are wheelchair accessible. Some rooms have a smart TV on wall so residents can connect to internet. Four rooms don't have an ensuite but there are communal toilets. All toilet doors are yellow. Spare rooms are used for storage as they are not in use.

Staff have a donning and doffing room. There are spare boxes and uniforms so they can store their stuff. There is an ensuite in the room so they can wash in here and don't need to leave. Staff come in their own clothes and get changed into their uniforms in the home.

The communal bathroom has a motorised bath seat to help residents get in and out of bath. There are laundry bins in the room.

Food and Drink

The home has a food rating of '5'.

The resident's food is cooked and prepared on the premises. The home caters for various diets, likes and dislikes, allergies and modified diets. The home's cook is involved in the planning stage of the menus and will adjust them as needed. The cook participates actively in what the home terms the 'resident of the day' (see page 3), and speaks to the residents during their meal times.

There are menus on tables displaying the day's menu and this is also featured on the white board in the dining room. For residents that are primarily in their rooms they have the option for the weekly menu to be given to them.

Residents also have access to a hydration station for residents to be able to help their selves to cold juices.

Residents are weighed monthly, unless there is a concern in which case they will weighed weekly. The home also put in place fortified diets for those residents who are underweight.

The resident's food and drink intake is logged and inputted into their system to be used as a monitoring tool.

Residents said they enjoyed the food they receive at the home, stating that there is always a choice and they enjoy the options they are offered. Some residents have special dietary requirements, due to certain conditions such as diabetes.

Residents are offered various drink choices throughout the day and are able to have extra drinks when necessary, either via the tea trolley that goes around the home or by asking the staff.

Recreational Activities

The home has had to suspend external trips due to the pandemic. They have been planning to resume these for the summer months, and are planning to hold a summer fayre for the residents.

Residents explained that they enjoy activities such as reading, doing puzzles, watching television spending time in the garden, and going on trips. Residents like

to spend time in the homes garden facilities and water the flowers, when the weather allows it

Residents

Bessingby Hall currently has 35 residents. There are 48 beds available. 44 of the resident's rooms have ensuite facilities.

The residents all find their bedroom comfortable. Though some residents mentioned not being fully happy with their beds "The bed gets me down. I fall to the bottom of it and I'm always asking for them to move me up a bit". Residents have their personal items amongst them in their bedroom, such as pictures, televisions, and items of furniture.

Residents said that if they were unhappy with anything they could speak to a member of staff or Kelly the manager. The residents praised the staff for being kind and helpful.

The home ensures that the activity coordinator will spend more time with any residents who choose not to participate in group activities, and with those who are new to the home.

Residents have a buzzer in their room they can use when necessary, and residents explained that the staff do come quickly once the buzzer is pressed.

The home also has a system called 'resident of the day' carried out every weekday. This is when various staff groups e.g. Care, Kitchen, Maintenance etc. review each resident and speak to them about whether they are happy with various elements of their experience of living at Bessingby Hall. For instance, the maintenance man speaks to the resident of the day to ask whether they would like anything in their room changing, such as putting TV on the wall, fixing something, checking all the sockets etc. Kitchen staff would speak to the resident to find out to check allergies and update charts, ask what sort of food they are enjoying and what they would like more of; Senior Carers review care plans, falls risk, choking risk assessments, medication and check with the resident how they are feeling and sleeping, whether their pain levels are manageable etc. The Activities Coordinator asks what sort of activities they would like including and looks to see whether this is reflected in the care plan. For example, one resident wants to go skiing so the home have spoken to Xscape who have facilities for people with disabilities. Staff will make an action plan and it is very person centred. The idea of resident of the day came out of a Manager's Workshop and has been rolled out across the company.

Health checks

Residents have their hearing tested and hearing aid checks as required. The home will change batteries and ensure that they are thoroughly cleaned.

The home has an optician who visits regularly for any residents who need their sight checked. Some residents did express a need for a new pair of glasses.

Residents have their foot care provided by a chiropodist who visits the home. If there are any issues regarding foot care then a wound care plan is put in place.

Resident's health checks are recorded on the homes monitoring software.

The home stated that they do have some barriers in accessing Dentistry and Dietician services. The home struggles to access affordable dental services for residents. The home currently uses a private dentist but this is costly.

All residents are body mapped every week. Every resident has their skin checked to see whether they need a referral to OT or physio. The home carry out a medication audit and a care audit.

Within the home there is a small medication room with 2 medication trolleys attached to the wall and a locked cupboard for controlled drugs. Medications such as creams and supplements are kept in the medication room but not locked away. There are policies procedures and paperwork for all medications kept.

The home has 2 infection control champions at the home, a Medicine champion, a Dementia, End of Life, Oral Health and Nutrition champion. All the champions have free distance learning course over 12 weeks.

Relatives and Friends

Friends and relatives of residents find the staff to be polite, friendly and approachable. Relatives said interactions between residents and staff are positive and friendly. They find that staff are always available when their loved ones need them.

The home mostly communicates with the friends/relatives via the telephone. Friends/relatives have been invited to attend meetings regarding their loved ones care. Friends/relatives are involved in their loved ones care plan.

Friends/relatives stated that loved ones speak positively about the home and the staff. We were also told that staff encourage their friend/relative to get involved with the homes activities.

“Dad's very happy here which is very reassuring”

Friends/relatives stated they were happy with the cleanliness of the home, and their loved ones room. They also feel that their friend/relatives room reflects them well, being able to have their own personal items around them.

All friends/relatives were happy with the care and their loved one is receiving. Friends/relatives knew to speak to Kelly the manager if they ever needed to raise anything, and felt comfortable in making a complaint if necessary.

Visiting

The home currently has a booking system in place in order to book in visits. This procedure was kept in place after consultation with the residents. Visitors must do a Lateral Flow Test and record the result before coming into the home. This is checked by the receptionist on arrival.

Residents are able to have frequent phone calls and or zoom calls/face time with their loved ones also.

Staff

The home employs 19 members of full time staff, and 4 members of part time staff. 6 care home staff are on shift during the day, and 3 are on duty during the night. The home employs 12 other members of staff. The home has a full time maintenance person who deals with any issues that arises.

Staff feel that there are an adequate amount of staff on shift both day and night as per the number of residents. Staff also felt that absences are well managed. Staff mostly feel that they are able to spend adequate time to support the homes residents in order to meet their needs.

The home uses an online training portal for staff to complete, and look at any outstanding training. Training needs are evaluated through supervisions and competencies.

Staff told us they felt confident to raise concerns, and would go to either the team leader or the management. Staff said that concerns were dealt with quickly and efficiently.

Staffs training needs are regularly reviewed and updated. Staff told us that they felt adequately trained in order to fulfil their roles, however some staff did express a desire to complete some activities training.

Staff feel that they know the personal preferences of the residents that they care for, including their personal histories, likes and dislikes. Staff reported that they mostly understand the residents' preferences and choices for end of life care.

We asked staff what the most enjoyable element of their job is, and they answered that they liked to make a difference in the residents lives, make the residents happy, getting to know the residents personalities and caring for them.

Support

Kelly said she felt support in her role of manager.

Kelly explained that although staff recruitment has been difficult, as it has been nationwide, there have been no issues with staff retention or staff absences.

Staff feel supported within their role, and feel that they get all necessary guidance. Staff explain that the management are very approachable and feel comfortable going to management with any concerns or queries they may have. Staff feel that the home is well managed and well.

Promotion of Privacy, Dignity and Respect

Residents who wish to engage in end of life planning have the appropriate care plans in place. Any changes in care plans are done with the resident where possible or with their family.

Care plans are reviewed at least monthly. The home has what is known as 'resident of the day' also so residents have their care plan looked at as a holistic approach, this includes involvement from laundry staff, kitchen staff, activities staff, senior staff and management.

The home asks on admission if residents have any religious or cultural needs, and they can arrange for those to be met by outside agencies if needed.

The home has a safeguarding policy in place.

Recommendations

- To replace flooring in ensuite bathrooms as it is showing signs of age.
- Make changes to the patio area in order to prevent residents stepping onto uneven ground around it.
- By putting a hard path around garden area would ensure that all residents, including those in wheelchairs, can fully access all the garden facilities.

Acknowledgements

Healthwatch East Riding of Yorkshire would like to thank Bessingby Hall, the registered manager Kelly, and all the staff at the home for their help and involvement with the enter and view. We would also like to thank all the residents and relatives for their engagement. Thank you to our Healthwatch East Riding volunteers who helped us facilitate the project.

Distribution

This report has been distributed to the following:

- Healthwatch England
- The Care Quality Commission (CQC)
- East Riding Clinical Commissioning Group
- East Riding of Yorkshire Council
- The Healthwatch Humber network
- East Riding Safeguarding Adults Board

Virtual Engagement Project- Feedback from Services

Feedback from the service- Bessingby Hall

Kelly Hart

Date- 23.11.2022

I would like to thank Caroline and the team from Health Watch East Riding for their time here with us at Bessingby Hall. We are a home which strives for excellence and are open to new ideas on how we can make the lives of our residents as enriched and fulfilled as possible.

At Bessingby Hall I am lucky to have a team of staff who are dedicated to the needs of our residents and go above and beyond to ensure they experience a care that is second to none with planning outings and trips to making wishes become reality.