

## Enter & View Residential Care Report

# Beverley Parklands Care Home

Beverley Parklands, Beverley, East Yorkshire HU17 0RA

Date of visit: 29<sup>th</sup> November 2017

Date of publication: 10/1/18

HWERY Representatives: Carol Dyas & 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

Beverley Parklands is a recently opened home offering care for older people and those with dementia. It is one of a group of four owned and supported by Yorkcare Homes Ltd. With the agreement of the Group the home is opening in a considered and gradual fashion so that after almost three months less than a third of its places have been filled.

We were much helped in our visit by Sheena Kidd the registered home manager, by numerous staff and the views of three residents. We found that the staff of the home are adopting the highest standards of person-centred care in a pleasant purpose built setting that fully supports their objectives.

The home is already an outstanding example of good practice

### Recommendations/Observations

- A further visit should be planned when the home has reached its full capacity.



## 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?

Great thought has been given to the safety of the residents while preserving their ability to walk about the home and enjoy fresh air from each of their three floors.

The home is clean and bright with carpeting in many areas, rooms are spacious each having wet floor en-suite facilities.

The home is covered by a modern call system that communicates with staff directly.

The kitchen and laundry on a fourth 'services' floor are clean and up to date. Meals are provided in a number of settings and fluid intake is monitored closely.

Senior care assistants supervise medication; provision of drugs is via a new system linking the home to their pharmacy.

#### How effective do service users consider the service to be?

Beverley Parklands residents are registered with several of Beverley's GP practices. One practice declined further registrations because of overload. District nursing is provided to the home effectively.

The Group is employing a physiotherapist to support all four of its homes.

Continence assessments are taking place; there are no storage problems for continence aids.

The home has experienced one badly timed hospital discharge and is this was managed by the home as it occurred. Hospital passports are available for all residents.

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

Care plans mostly embody end of life considerations; Macmillan nurses have been part of end of life care at the home.

Plans are updated continuously and include resident and family inputs and all potential residents are pre-assessed.

Staff are designated as key workers and champions.

Residents told us: 'They do everything they can', 'nothing is too much trouble' and were full of praise for the help they receive. Others said 'It's like a hotel'; 'You can't fault it'.

There was special appreciation of the food provided and the choices they were offered.

Podiatry and hairdressing are available.

The home is acquiring a clothes-marking system.

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

The home has provided day care to one person so far and will consider respite admissions. There are two suites one of which has a kitchenette. A couple are due to enter one of the suites soon.

One resident requires help with feeding; another has a peg feeding system and care-staff have been trained in using this.

Activities are overseen by two full time coordinators, eventually to be three when the home is at full capacity. Other Group homes join in some activities.

One floor of the home is for dementia care and will have the capacity to manage challenging behaviours. The home has memory streets, shops and a cinema in the Haven dementia unit.

Relatives are welcome at mealtimes. They receive a newsletter, can attend relatives' meetings and may be given the key-code for the entrance to the home. Relatives are welcome to join their resident for snacks and will be invited to upcoming Christmas meals.

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

The Yorkcare Group provides lead training support as well as clinical leadership. Via a staff questionnaire, one member of staff stated 'When I arrived at Beverley Parklands I had a weeks training, it was fantastic - the trainer was amazing. Beverley Parklands is a fantastic place to work; all staff are very helpful, friendly, hard-working and very, very approachable'. All of the fourteen staff that completed staff questionnaires said that they felt adequately trained to carry out their role, one stated 'Training that I wish to attend has been arranged - NVQ L5. I believe Beverley Parklands is very person-centred and resident lead. It is a nice environment to work in'; another said 'Any training we required is usually really quickly sorted by the management team' and 'It is a beautiful home with good staff that give their best for the residents'.

Relatives that responded via questionnaires reported no concerns regarding any aspects of the care of their relatives at the home.

The Parklands manager regularly meets managers from the other Group homes. Staff have a ten workbook training plan which is linked to salary. The home works to a 12-hour shift system. Staffing levels are increasing as the home gradually opens.

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

*The home has offered no response to the report (3rd January 2018).*

## Beverley Parklands Re-visit Report

Date of first visit: 29<sup>th</sup> November 2018

Date of publication: 20<sup>th</sup> December 2018

Date of re-visit: 14<sup>th</sup> November 2018

HWERY Representative: 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

Healthwatch East Riding conducted an Enter & View visit at Beverley Parklands 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    |
| A further visit should be planned when the home has reached its full capacity. |                        |             |

### Summary of Key Findings & Progress towards Recommendations

Originally visited soon after opening, the home is developing well. Three floors are in use, a number of suites will open in January. The 20-place Haven dementia section is well equipped.

The successful commitment to person-centred and family-centred care has recently been recognised by the award of an “outstanding” grading by CQC.

### Impact and Additional Observations

The previous visit was able to offer support to the thoughtful plans to open the home with care of the highest quality. All has gone well.

There are now three activities organisers providing seven day cover

Recruitment of the right staff is a continuing challenge. Residents take part in appointments.

The home is used by East Riding College for placement of NVQ health care students

Together with other homes in the Yorkare Group a case for dedicated transport to support activities is being made.

Signed: *M. Harvey*

Date: 20/12/18