

Enter and View Report

Name of Setting: Foxglove Care - 14 Wawne

Name of Manager: Gary Sparkes and Rose Davage

Insert address: 14 Church Road, Wawne, HU7 5XJ

Date of visit: Wednesday 26 July 2023, 10.30am 12.00pm Date of publication:

Healthwatch staff & volunteers involved in the visit: Carrie Frost

Disclaimer: This report relates only to the service viewed on the date of the visit and is representative of the views of the residents who contributed to the report on that date.

What is Enter and View?

Enter and View is the statutory power granted to every local Healthwatch which allows authorised ambassadors to observe how publicly funded health and social care services are being delivered. Healthwatch East Riding use powers of entry to find out about the quality of services within the East Riding.

Enter and View is not an inspection, it is a genuine opportunity to build positive relationships with local Health and Social Care providers and gives service users an opportunity to share their views in order to improve service delivery. Enter & View allows Healthwatch to-;

- Observe the nature and quality of services
- Collect the views of service users (patients and residents) at the point of service delivery
- Collect the views of carers and relatives of service users
- Collate evidence-based feedback
- Enter and View can be announced or unannounced

Purpose of Visit

- To engage with service users of the named service and understand how dignity is being respected in the care home environment.
- To observe the care provided at this home, looking at a number of key themes, environment, food & drink, safeguarding, staffing and personal care.
- To observe residents and relatives engaging with the staff and their surroundings.
- Capture the experience of residents and relatives and any ideas they may have for change.

14 Wawne Background

14 Wawne is a small Care Home with one resident with learning disabilities. It is owned by Foxglove Care, registered for a maximum number of 2 residents. 14 Wawne is registered with the Care Quality Commission (CQC) for specialist care categories learning disabilities, physical disabilities and sensory impairments for younger adults. The home is based in the village of Wawne, with local amenities, nearby.

At the time of the visit, 1 resident was living at 14 Wawne. She has lived there for a number of years. There used to be another resident living there too but there were issues between the residents and it was decided that it would be best to move the other resident out.

The Visit - On Arrival

On arrival, The Healthwatch representative were welcomed into the home by the manager and resident. The reception hallway was spacious and included a sofa. The Healthwatch representative did not notice a signing in book or alcohol gel but this is very much the resident's own home. The home is clean and bright with no mal-odour. Colourful walls decorated by stick on flower stencils and the resident's coloured in pictures.

There is a small office (which used to be the 2nd bedroom). The home do not provide respite care as it is single occupancy.

Summary of the Manager's Questionnaire

Prior to the visit, Healthwatch sent the manager a questionnaire to find out some general information about this home e.g. the number of residents living there, the number of staff employed at the home and what external health services visited the home.

Staffing and General Information

Foxglove care employ 7 full time staff and 1 part-time staff, with any absences covered by in house staff when needed for 14 Wawne. The staff levels are quite high as the resident has 2 to 1 care support during the day due to having seizures and sometimes exhibiting challenging behaviour. During the night there is 1 carer on waking night duty in case the resident has a seizure. The manager, Rose, is part of the 2 to 1 care team. However on the day of the visit only Rose was present. This was due to other staff members being on annual leave and as Rose has been at the home for many years she knows the resident really well. In addition the resident was due to go out with her mum that day.

The manager confirmed she had been in post for many years. Staff receive all essential in-house training plus training that is identified due to the needs of the resident. This is provided both face to face and online.

Safeguarding

Any safeguarding issues are dealt with in accordance with policies and procedures and with the support of East Riding Council. If there is an issue they are unsure about staff ring the Safeguarding Team to ask whether this is an issue that needs to be reported. This is then recorded on the care plan.

Care and Responsiveness

The resident has a care plan and is involved in the review of her plan, if she wants to be, along with her family. Care plans are reviewed in accordance with the review schedule and if there are any changes in presentation or needs. The resident's mum is invited to reviews and visits the home every week so is kept up to date informally.

Although there isn't an activity coordinator in post, staff hold activities daily, based on the needs of the resident. The resident enjoys colouring and painting and has many games and jigsaw puzzles. She is able to get out into the local community with her carers and mum for walks and enjoys pottery painting, visiting the community farm, going for pub lunches in the village and visiting aviary. She used to go to an art college in Hull which she enjoyed very much but this shut down during Covid and she misses this.

The resident enjoys attending a disco for people with learning disabilities. She usually goes to the one at Walton Street Social Club, however this is quite expensive as she has to pay for 2 carers to attend with her. She has recently started going to The Vault on Holderness Road as carers go free there. Most of the outdoor visits have to be free though as the resident only receives £25 per week spending money. The manager said social services were looking into this for her.

Dietary Requirements

All meals are prepared on site by carers. The Resident gets to choose her meals as she goes shopping with her carers. The kitchen is open most of the time except when

cooking is taking place. There is a risk assessment in place and the kitchen is locked when a carer is cooking in case the resident displays challenging behaviour if she gets upset for any reason. The resident has her weight and fluid intake monitored. She has a tendency to want to eat the same things. Staff try to encourage healthy options and variety.

The doors in the home are locked in case the resident tries to go out unaccompanied. The resident does not like the doors being locked so staff monitor her mood. There are always staff around and all staff carry keys in the event of a fire.

Accessing Health and Care Services

The resident had her sight checked in November 2021. She was taken to the optician again but refused to have her eyes checked. She has never exhibited any hearing difficulties so has not had her hearing checked.

The resident is usually quite happy visiting various health services. She is fine with having blood tests and vaccinations. The manager said that they use the Haxby Group GPs on Kingswood and it is not usually a long wait to get an appointment. The resident has a dentist at the Morrill Street Health Centre. She goes to Podiatry every 4 months. The resident has needed to visit A&E from time to time which can be a challenging environment, however, the manager has found that if you explain the resident's circumstances and needs that they usually deal with her quicker which is helpful.

The Manager said the resident is on the waiting list for Speech Therapy but has been waiting a long time.

The manager said that the resident is under the psychology service who say that she does not have mental health problems however the manager has concerns as she has observed that the resident has periods where she is happy but then has other periods where she is so down she doesn't want to go out, refuses medication and breakfast and doesn't want to get out of bed.

Complaints Procedure

The manager said that there is a complaints policy. She sees the resident's mum weekly so any issues can usually be resolved informally.

What Did Residents Say?

Healthwatch representative spoke to the resident to ask her questions from the questionnaire during the visit. It is not always easy to hear what she is saying as she speaks very quietly.

Question 1: *What sort of activities do you do?*

The resident told me she likes pottery painting, colouring, visiting the community farm as she loves animals and going for a pub lunch where there is an aviary. She likes seeing her mum who visits on Wednesdays. The resident showed me the pictures she had coloured.

“I like colouring. I love birds and animals”.

Question 2: *The resident would like to?*

Go to discos and art groups but the art group is finished now. She can't go to the Walton Street Social Club disco as often as she would like as it costs quite a lot.

Question 3: *I like living here/I feel safe*

The resident indicated that she did like living at her home. She talked about the other lady who used to live there and seemed very comfortable with Rose whom she has known for a long time.

Question 4: *Do you like the food? Do you have a choice?*

The resident goes shopping with her carers and chooses her own food. Her favourites are curries and mashed potato.

The resident indicated she liked her room. She showed me around. She was very proud of the colour, pink, which she chose. There were beautiful feathers on the wall and patio doors to the back garden. There are bird feeders just outside, so she can watch the birds.

“My room is nice, I have beautiful feathers on the wall.”

Question 6: *The staff are friendly and kind*

The resident indicated she liked the staff and feels comfortable with them. She is not keen on being cared for by agency staff whom she doesn't know. Whilst I was there a maintenance man came to look at the shower. He was friendly and the resident was clearly comfortable with him.

Question 7: *I am supported to do things for myself*

The resident is quite independent but will ask if she wants support with something. The Healthwatch representative observed her happily colouring by herself.

Overall, the resident appeared very happy with the level of care that the home provided. The Resident appeared comfortable and at ease with staff, enjoys the food and has the opportunity to go shopping and choose this for herself. She also seemed very happy with the variety of activities she gets to do and feels supported.

What did Family and Friends Say?

Healthwatch did get the opportunity to speak to the residents mum during the visit. It was a brief conversation however as they were going out. The relative appeared happy with the level of care her daughter receives from the home. She was given a questionnaire but this has not been returned.

What Did Staff Say?

The Healthwatch representative spoke to the home manager and the overall Foxglove Care manager during our manager interview. There were no other staff to speak to on the day of the visit, however 2 staff members completed questionnaires.

The staff commented that they felt they had a very adequate induction which lasted 3 months and said their manager makes sure they were informed of meetings and regular training. Staff said that they felt comfortable to raise any concerns.

Staff said they had adequate time to support the resident and meet their needs and that they felt they understood the resident's needs, likes and dislikes and that their care plan was reviewed regularly. Staff said that the care provided was person centred as the resident is cared for on a 1 to 1 or 2 to 1 basis due to her care needs.

“The service user is at the centre of our care”

Staff said they had the back up of an activities coordinator at head office and felt supported to provide relevant and appropriate activities for the resident and ensure that she had time in the garden and engaging in the community.

“They have access to the garden, activities are arranged daily. It is the service user's choice if they want to do it.”

Staff reported that they felt the home was well run and that the management team were approachable.

Observations

The home is a bungalow set in a quiet residential street of similar houses. There is a driveway leading to a garage and a well-established front garden.

The home is clean, light and airy. There was no malodour and the home was colourful having been recently decorated with all the colours being chosen by the resident. The walls were decorated with stencil flowers and the resident's coloured pictures.

Hygiene, Cleanliness and Decor

The hallway is spacious with a sofa. The walls are painted a lovely shade of purple and decorated with stencils and the resident's coloured pictures. The hallway opens into a large front room with a table and chairs with boxes of activities on the table. There was a large bay window with the window sill decorated with the resident's items including a lovely hand painted wooden model of a dinosaur. The large bay

window has decorative window film on the glass to ensure privacy. There was a comfortable reclining chair, small sofa and TV. The TV and all radiators throughout the home had been secured with strong wooden supports so that the resident could not pull them off the walls as this has happened in the past.

The resident's room is pink with beautiful feathers decorating the walls. The resident has a spacious room with lots of storage, a large bed and patio doors opening into the back garden which consisted of shrubs, trees and paths with a bird feeder placed outside the patio window.

There is a large bathroom. The bath had a cover on which was bolted down as the resident has flooded the bathroom in the past. The manager told me that the resident prefers to shower. There was a shower area with a stool and curtain to ensure privacy. There is also a toilet and a sink with storage cupboards underneath. There was no lock on the door as the resident has locked herself in, in the past.

There was a small bedroom which had been converted into an office. This was tidy with cupboards for storage and necessary information displayed on the walls. There is a desk with a computer. Certain items from the kitchen, such as the microwave are also kept in this room which the resident respects as the office.

There is a large kitchen which is open except when cooking is being done. The kitchen looked clean and tidy.

Radiators throughout the home have been fixed to the wall with timber frames screwed into the walls as when the resident gets upset she can be very destructive. She usually has 2 carers during the day (including the manager) and when she goes out but there was only the manager there on the day that I visited. Rose said that this was because they had staff on annual leave. The resident's mum was coming to take her out for most of the day and Rose has worked with her for many years so knows her really well.

Support with Daily Life

The Healthwatch representative did not observe the resident being supported with any activities as such, as she was happy to colour by herself, with occasional input from the manager. The resident seemed very comfortable with the manager, both showed me around the home. The resident looked clean and nicely dressed and was clearly looking forward to spending time with her mum that day.

Hydration and Nutrition

Healthwatch representative was told that all food is prepared on site. There is no menu but the meals are chosen by the resident with the support of the carers. The resident can go into the kitchen to make herself a drink any time, except when food is being cooked due to health and safety reasons.

Activities and Social Participation

Although no formal activities were observed at the time of the visit, the manager told the Healthwatch representative that activities happen every day and the resident goes out into the local community frequently with her carers.

Conclusion

Foxglove provide quite unique care in that it is provided for individuals living alone in a home provided by the company, within the community. 14 Wawne has a relaxed and homely feel to it. The manager understood the resident and her needs very well and whilst the home is homely and has lovely personal touches it has nevertheless been adapted to ensure that it is as safe as possible for the resident who lives there.

The resident seemed very comfortable with the manager and a member of the services team who visited.

The home had a person centred approach. The resident has the opportunity to go out frequently into the community for a variety of activities and to visit shops so she is able to choose her own meals. All the décor was chosen by the resident and the home was personalised with all her things.

Healthwatch would like to thank the managers, and the resident at 14 Wawne for accommodating the Enter and View visit.

Highlighting Good Practice, Themes & Recommendations

The following themes and recommendations are being made based on the feedback and observations made during the visit:

Good practice

Healthwatch would like to highlight good practice and make recommendations based on what we were told and observed during the Enter and View visit.

Care is provided in a very person centred way. The resident is very well supported and it is very much the individual resident's home

Lovely personal touches such as displaying residents coloured pictures on the wall, having the bird feeders outside her window, taking the resident shopping so she is able to choose her own food. And enabling her to get out into the community and see animals and birds regularly as this is what she enjoys doing.

Recommendations:

1. Contact East Riding or Hull Council Learning Disability Services to find another free art class the resident can attend. The Healthwatch representative provided details for Case Training but unsure whether funding would be available for this.

2. Ensuring the back garden is secure so that the resident can go into the garden whenever she wishes via her patio doors, perhaps a bench could be put out there so she could sit and observe the birds visiting the feeder in nice weather.
3. Adding a sensory border or just a large trough planted with scented and colourful plants. Which the resident might find soothing.

Signed on behalf of Healthwatch East Riding: <i>Caroline Frost</i>	Date: 07/12/2023
---	-------------------------

Foxglove Care 14 Wawne, Manager Response to Recommendations:

Recommendation 1	
Specific	What is the recommendation?
	Contact East Riding, Hull Council Learning Disability Services to find another free art class the resident can attend.
Measurable	How can you measure progress and know if you've successfully met the recommendation?
	We can ask the resident if this is something she would like to do and enquire if this is possible once we have contacted the Learning disability service.
Achievable	Is the recommendation achievable? Do you have the skills to achieve it?
	We believe it is achievable and we do have the skills to achieve it within the team.
Relevant	Is the recommendation relevant?
	The resident likes art and loves colouring so yes it is relevant to her if she chooses to go if it is available.
Time-bound	When will the recommendation be completed?
	We would look for this to be completed in terms of enquiry before the end of January 2024

Recommendation 2	
Specific	What is the recommendation?
	Ensuring the back garden is secure so that the resident can go into the garden whenever she wishes via her patio doors, perhaps a bench could be put out there so she could sit and observe the birds visiting the feeder in nice weather.
Measurable	How can you measure progress and know if you've successfully met the recommendation?
	Review what is required, make arrangements for any changes to be made and purchase any equipment needed when the nice weather returns in spring
Achievable	Is the recommendation achievable? Do you have the skills to achieve it?
	It is achievable over time
Relevant	Is the recommendation relevant?
	It is relevant to the residents interests
Time-bound	When will the recommendation be completed?
	We think this should be considered a recommendation to be completed over the next 6 to 7 months to allow for winter to be over and we can take a fresh look at what is needed in the garden
Recommendation 3	
Specific	What is the recommendation?
	Consider adding a sensory border or just a large trough planted with scented and colourful plants. Which the resident might find soothing.
Measurable	How can you measure progress and know if you've successfully met the recommendation?
	Success would be a suitable area contained in a border, so we could try to avoid anything that could be thrown into windows, so perhaps a plastic pots or pots or planted directly into a soil border.
Achievable	Is the recommendation achievable? Do you have the skills to achieve it?
	Yes it is achievable and we do have the skills to achieve it
Relevant	Is the recommendation relevant?

	It is relevant to our resident
Time-bound	When will the recommendation be completed?
	The plan for this would be in the new year once the weather improves and the frosts have disappeared , we can discuss with the resident what she would like and progress from there.