

HW Reference: 20181010

Time & Duration of Visit: 10.00 - 12.15

Number of people engaged with: 6

Enter & View Residential Care Report

Specialism/Service: Accommodation for persons requiring nursing or personal care, Dementia, caring for adults over 65 years

Prospect House

Low Street, Swinefleet, Near Goole, East Yorkshire, DN14 8DF

Date of visit: 10th October 2018

Date of publication: 7/1/19

HWERY Representatives: Michelle Harvey & Freya Harvey

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

Prospect House is a privately-owned care home offering accommodation for up to twenty-six older people, some who may be living with Dementia.

The building itself is a converted farmhouse and as such has a homely feel to it with a variety of rooms and lounges where residents can choose to spend their time socially. The range of activities on offer is extensive and many residents (who also lived locally) are given the opportunity to remain very much part of their local community by supporting residents in maintaining past friendships, going out into the village and receiving regular visits from local school children and the local clergy.

Residents and their relatives spoke highly regarding all aspects of care that the home provides and said that any concerns were dealt with quickly and appropriately to their satisfaction; however these were few and far between.

Recommendations/Observations

- Following a comment made by a resident, ensure that there is a visible presence of staff ready to assist residents as necessary during staff changeover times.



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 home is clean, well maintained and free from any odours; repairs are carried out promptly by the home owner as and when required.

There are infection control measures in place with hand gel available in the main entrance for entering visitors, along with an 'Infection Control Mission Statement' clearly on display, demonstrating that infection control is a high priority of the home.

Fixtures and fittings appear safe and support resident's free movement around the home which we observed during the visit; there is a lift in place to gain access to the first floor which some residents choose to use independently, while others prefer to use it with the support of staff.

The home has a food hygiene rating of 5 (the highest score possible).

There are medicine management procedures in place and medicines are stored securely; one resident was confidently able to tell us what medication she took and why, she told us 'I know what medicine I need to take, but I like the staff to be able check, especially sometimes when I need some more - like when I need antibiotics'.

Residents that we spoke to told us that they feel safe and well looked after in the home, one resident told us, 'I only have to press my buzzer and someone will come. I know that there is someone there if I need them'. Another said, 'I have no complaints, but if I did I wouldn't hesitate in talking to the staff about it, I know they would sort it out and so would the manager, she is always there to speak to if we need her'.

There appeared to be sufficient staff on duty to care for residents; however, one resident told us 'There never seems to be enough staff at change-over time at about 3 o'clock, if I want the toilet then, it can be a bit of a problem having to wait - that's the only time I really have a problem though'.

CCTV is installed in corridors throughout the home to monitor the safety of residents.

From the completed staff questionnaires, staff told us that they feel that there are adequate members of staff on duty, any absences are well managed and that they understand the systems that are in place to safeguard residents. They also said that they feel adequately trained and that any concerns that they have are always acted upon.

Six questionnaires from relatives were also returned to us and all considered the home to be a clean and very safe environment for their relative and had no concerns regarding any aspect of safety.

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?

Residents told us that they have access to the services that they need e.g. doctors, opticians, community & district nurses etc; although the manager told us that dental services can be difficult to procure.

A hairdresser visits the home twice per week, one resident told us 'I've had a perm done this week. Having your hair done always makes you feel better - and I get my nails done too'.

Residents are generally weighed on a monthly basis or more frequently if required and charts are used to monitor their food and fluid intake as necessary.

Fixtures and fittings throughout the home promote independence and staff support residents in establishing and maintaining their own personal routines; one resident told us how the staff help her maintain the same routine she had when she lived in her own home and how other residents are given the choice to follow their own routines. She told us,

'I get an early cup of tea at 6.30, which is lovely. At 7.00 I use the commode and then get washed and half-dressed, just the top half so I can relax in my own room and I don't get my skirt creased. I have porridge, tea and toast for my breakfast same as I did at home. I like to stay in here until lunchtime though and then I get my skirt on and I like to go downstairs for my lunch in the dining room, then I stay down there for the afternoon - you know in one of the lounges. There is usually something going on down there and I can mix with the staff and the others. I also know some of the others like to get ready for bed early and some even have their tea in their nightdress because that's what they like to do, but I'd never do that - I'd feel like a naughty girl getting sent to bed early!'

There is Dementia friendly signage throughout the home and each resident has their own door number, residents seem aware of their own number and those of their friends, one resident asked us 'Have you been to see [friends name] at number 12 and [friends name] at number 9, I'm sure that they would like a chat with you, so make sure you do'; another resident gave us directions to get back to the main entrance, clearly having no problems in navigating the home.

Residents told us that they overall, they like the food on offer, one told us 'The food is good enough, of course its not your own, nothings ever like your own cooking or as good, but they'll always give you something else if you don't like it'. Another said 'The food is very nice, it's always served nicely - I go down in the lift for it and then I go off to the lounge'. One resident also said 'The best meal of the week is Sunday roast and then on a Saturday and Sunday we have a buffet tea which is nice'.

Residents make their own choices, including regarding their diet, one resident told us 'I have a tot of whiskey every night before bed like I have done every night since I was sixty, and now I'm 93. I swear by it to keep you young, but it must be true because I watched a programme with Eamon Holmes in it - he talked to a lady who was 112 and she had the same sort of whiskey as me. [The manager] knows I have it and they don't mind you know. I get my nephew to buy it in for me when it's on offer so I know I'm getting a good deal and I never run out'.

Via the relative's questionnaires we were told that relatives feel well informed and are always kept updated about their relatives' care, one relative specifically stated 'There has been a couple of times when my dad has needed the paramedics and each time the staff have been very prompt and have gone above the call of duty'. The relative also told us 'My Dad came to Prospect House initially for two weeks respite while I was on holiday. On my return I was happily surprised at how well my father looked, his mobility had improved, he was interacting with people and was really happy. In my opinion that was all down to the kind, caring nature of the staff at Prospect'.

How caring do service users find the service?

By caring, we mean that the service involves and treats people with compassion, kindness, dignity & respect.

The residents that we saw appeared to be very well cared for; they were clean, tidy, well-dressed appeared very happy and settled within the setting and considered it their home, one saying 'Although it is obviously not as good as your own home - nowhere is, I have been here for 5 years and have been very happy' another said 'I like it very much, the staff are very kind'. Another resident told us 'Staff are very caring and they give us a bit of banter which is good'.

Residents are able to personalise their rooms, all rooms are painted in neutral tones and then enhanced with residents' personal belongings, including photographs and pieces of furniture - some residents also choose to provide their own bedding and curtains. We could see from the rooms that we visited, that each room is reflective of the individual residents' tastes - one resident showed us that she had her own mini fridge in her room as she like to keep cheese and other snacks in there ready for supper time, which she liked to organise herself and helped maintain her independence and her own routine.

Residents have access to their own money, one resident told us how she likes to receive an invoice from the home every month so that she can pay her own bills and keep track of her own finances. She told us 'I have been self-supported for five years and I write a cheque every month for what I get here - I like to know exactly what I'm paying for. I also spend 70p on a Goole times and 70p on a weekly TV magazine and then there's the £5.00 I need for my hair doing. I also leave money for a newspaper on my bedside table to pay for my daily newspaper, I like to know that I am paying my own way. I send my niece out with a shopping list to but birthday cards and other things that I need'.

There is an activities co-ordinator in post who also spends time creating themed displays in the communal areas of the home that are changed on a monthly basis and show photographs of recent trips and activities, providing a stimulating environment for residents. A memory tree display had also recently been created.

The range of activities on offer is extensive, we saw evidence of many of the activities that have been carried out and a resident told us that she had taken part in bingo, ball games, skittles, quizzes and indoor bowls; there are regular trips out organised to places such as the local Waterways Museum and a resident told us 'When I was 90 I decided that I was too old to go out for trips, but I have the choice and that is what I've decided. I have been to the garden centre and out shopping, we even went out for Christmas Dinner once', she also

said 'I enjoy the quizzes now though - especially when they're about local history'. The home has also entered a local scarecrow competition and later in the week the home was hosting a Harvest Festival Service. Local school children regularly visit the home and spend time with the residents, the residents and children read to each other which both parties thoroughly enjoy. There had been a 1940's theme day organised earlier in the year and everyone dressed up and the menus for the day also followed the theme to make it a fully immersive experience, the residents enjoyed reminiscing about their own experiences of the era.

Relatives agreed that there were a wide range of activities for residents to take part in and said that they are welcome to attend and take part too. Staff told us that they share ideas with the activities co-ordinator who then organises different activities each day and makes sure that they are always followed through, one also said 'The clients are positively enjoying outings and joining in with daily activities'.

Relatives also told us that Prospect House provides a caring environment stating 'Staff treat each resident as an individual, with dignity and respect and are very caring' and 'I wouldn't have my dad living at any other residential home, Prospect House is his home and what a lovely, calm, homely place to be' and 'I independently visited six different care homes. I chose Prospect House as it met all the needs of my nana and provides a very caring, loving environment'.

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

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

The home appears very responsive to the needs of its residents. Many residents have lived locally all of their lives and their local community remains important to them, the home provides as many opportunities as possible for them to remain very much part of their local community by supporting them in maintaining past friendships, going out into the village and receiving regular visits from local school children (who visit weekly) and the local clergy (who visit fortnightly). One resident explained '[Friends name] and I have been friends since we were young girls and we even went to Dublin once to try the Guinness, she lives at number 2 now and we still get to see each other regularly - her daughter calls in to see me too - it's good to keep in touch with old friends and we can keep an eye out for each other'. The manager also told us that the local library visits and that the home keeps in touch with people locally to keep informed about local events that the home and residents can take part in.

One resident showed us her mobile phone which she uses every night to ring her family and her disabled daughter who is not able to visit that regularly; she told us 'I use my phone every night to speak to my family'.

The manager holds residents' meetings approximately every 6 weeks or as and when required and although she does not hold relatives' meetings, newsletters are produced approximately three times per year to keep relatives updated. Generally, residents and relatives raise any concerns as they arise and they are dealt with informally; however, residents that we spoke to were aware that there is a complaints policy in place but said that they have never needed to use it.

Respite care is provided, via a relatives questionnaire we were told 'My Dad came to Prospect on 2 weeks respite...once back at home he became withdrawn, at first he wouldn't tell us why but eventually he told us it was because he wasn't at Prospect. Unfortunately, my dad's health deteriorated and after much thought he moved to Prospect House permanently. On August 17th my dad moved in and what a difference it has made to him'.

Care plans are regularly updated and relatives told us that they are involved in this process where necessary. End of Life plans are also in place for residents, the manager told us 'I usually leave the subject until at least a couple of weeks after the resident has moved in to give them chance to settle in and give relatives the chance to get to know us a bit better and build up a relationship before discussing End of Life care. I have found this to be the most effective way of dealing with this subject which is obviously very sensitive'.

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.

Staff, residents and relatives speak positively about the leadership and management of the home.

Residents feel that overall they are well looked after and feel happy; regarding leadership and management a resident told us 'I know [the manager] very well, if I ever have anything to say I don't hesitate to say it and it gets sorted out - I never have any complaints though really'. Pragmatically one resident said 'We are well looked after; the staff are lovely. Of course, there are never enough staff unless you had one each, we're not daft though, we realise it is a business as well as our home'.

The home does not experience any difficulties with staff recruitment and retention and the majority of staff have been employed at the home for a number of years. Staff meetings are held quarterly. Twelve staff completed staff questionnaires and all stated that they felt well supported in their roles. The vast majority said that the management team are approachable and helpful and that they enjoyed working in their current setting - two did not.

Comments made by staff included,

'I have worked in other homes and really enjoy working at Prospect House; the management are very approachable and the care staff are the best and very supportive.'

'I enjoy working at the home, I get along with all the staff and the residents.'

'I have been to many health professions and Prospect House is by far the best setting, you walk in and you feel at home.'

Via the relatives questionnaires, relatives told us that they are happy with the leadership and management of the home and of the quality of care provided.

Response from Setting:

The report was lovely and it was very nice to read that the staff, relatives and clients are happy here.

Signed on behalf of HWERY	<i>Matthew Fawcett</i>	Date: 7/01/19
---------------------------	------------------------	---------------