

HW Reference: 20180628B
Time & Duration of Visit: 1.15pm - 1 hour
Number of people engaged with: 6
Managers name: Debra

Summer Court

Football Green, Hornsea, East Yorkshire, HU18 1RA

Date of first visit: 28 June 2018

Date of publication:

Date of re-visit: 23 July 2019

HWERY Representative: Emma Pullan

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 Summer Court within approximately 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
Urgently repair or replace faulty door to medicines cupboard		
Lower fire escape signage to eye level where appropriate		
Ensure all call buzzers are at an appropriate height in resident's rooms		
Look at ways to further promote activities, e.g. posters with visual aid		
Review the laundry system to ensure residents are provided with own clothes		
Display the complaints procedure for residents and relatives		

Summary of Key Findings & Progress towards Recommendations

Activities board is now on display and is easily readable. There are also photographs of residents taking in part in activities such as baking.
There is a new dryer in place in the laundry and residents clothing is separated using labelled baskets. The door to the medicines room had been repaired and the complaints procedure is in view on the notice board at reception.
Call buzzers are all detachable from the 'pod' on the wall and easily accessed by residents.

Impact and Additional Observations

The home received a rating of 'Requires Improvement' from the most recent CQC inspection (Feb 19)

Since the previous visit, there is a new manager in place. One member of staff explained that since the change in management, the home is a better place to work, stating that she now had time to spend with the residents. There are new activity groups in place, including a choir, gardening club and cooking club. The manager advised that there are two new chefs in the kitchen and all meals are home cooked. Each carer is now allocated a specific number of rooms during their shift and responsible for the residents residing in these. A log is kept of all information relating to the resident and used as a hand over tool for the staff on the next shift. The manager reports that this system is working well.

Signed: *Epullan*

Date: 25/07/2019