HW Reference:
Time & Duration of Visit:
Number of people engaged with:
Managers name: Julie Madden

healthwatch East Riding of Yorkshire

Woodlands Care Home, Driffield

Date of first visit: Date of publication:
Date of re-visit: 18 November 2019
HWERY Representative: Emma Pullan & Helen Moore

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 Woodlands 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
The identity of all visitors should be established before entry is gained and all visitors should be required to sign in.	
Cleaning equipment should not be left unattended at any time (particularly if it holds potentially harmful substances).	
Dementia Friendly signage should be extended to all communal areas to maintain the work already done on bedrooms, toilets and bathrooms.	
Planned activities need to increase to include all days of the week, have more variation and include everyone in the home, specifically those with higher needs or dementia.	

Summary of Key Findings & Progress towards Recommendations

On arrival we were buzzed in by a staff member who asked to see our identity badges and then showed us to sign in. As previously recommended, this process is followed for all visitors to the home. No cleaning equipment was seen to be left unattended and domestic staff were observed to be following this recommendation. Dementia friendly signage has been extended throughout the home. There is an activities rota on display in the communal areas. The activities coordinator talks us through the rota and explained that all residents take part in an activity with some choosing to do these in groups or as one to one sessions. During the month of December, there are 20 Christmas themed activities planned, ranging from a trip to the cinema to miniature ponies visiting the home.

Impact and Additional Observations

All staff now have a care certificate, meaning that domestic staff can help with care when needed. All staff complete mandatory training which is recorded on a training matrix.
There is a new call system in place and call response times are monitored by management.
The home has introduced a ‘Red Dot’ system following suggestion from paramedics. A red dot on a resident’s bedroom door indicates that the resident has a DNAR.
During the visit, we observed residents at breakfast time. The dining area was set in a café style and each resident could choose from a varied menu.
A resident we spoke to stated that “You couldn’t get nicer people to look after you” and that “nothing is too much trouble”

Staff told us that management and owners of the home are approachable and responsive and all felt that staffing levels were adequate. During out tour of the home, we were shown too many different communal areas, all decorated in a homely manner.

Signed: *E Pullan*	Date 29/11/2019