

HW Reference: 20181024B

Time & Duration of Visit: 2.00pm - 4.00pm

Number of people engaged with: 10

Enter & View Residential Care Report

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

Rosewood Lodge Residential Home

4 Southfield, Hessle, East Yorkshire HU13 0EX

Date of visit: 23rd October 2018

Date of publication: 7/1/19

HWERY Representatives: Michelle Harvey & Denise Lester

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

Rosewood Lodge is a residential home providing accommodation and personal care for older people including those living with Dementia. The home is situated in a pleasant residential, conservation area; there are currently eighteen residents with one room presently available. The rooms vary in size and style due to the nature of the building but are generally small but adequate, with six of them having en-suite facilities.

We found that the home offers a high standard of person-centered care in a setting which although not purpose built provides a safe and homely atmosphere.

Recommendations/Observations

- At the suggestion of residents, investigate the viability of making the patio area outside of the quiet lounge fully secure to allow free access for residents, particularly during the summer months.



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 was clean and free from any odours; fixtures and fittings appeared safe and there were no obvious safety hazards.

There was a lift to the upper floor and gates across the stairs on the first floor to restrict access to the stairs.

Most of the corridors were fitted with handrails and bedroom doors and communal rooms had dementia friendly signage in place.

There was a push button call system in place which was seen and heard to be in use on several occasions during our visit and residents appeared to be responded to in a timely manner. We noticed that all residents rooms had a notice next to the call buttons saying 'Please call, don't fall' to remind residents that help was available should they need it and try to limit the number of potential falls (particularly during the night when residents are less stable).

The kitchen was small, clean and had achieved a food hygiene rating of 5 (the highest score possible).

Repairs and maintenance needs were recorded in a 'communications book' and dealt with accordingly; the home employs local tradesman and a gardener as and when needed - on the day of the visit a plumber was seen carrying out repairs in the kitchen.

Some redecorating would brighten and update the surroundings; however this has no impact upon safety and the level of care experienced by residents. The manager told us that the home is in the process of replacing the patterned carpets with plain to assist those living with Dementia.

One resident we spoke with said the home is 'lovely and comfortable and I like it here'. She said that she felt 'safe and well looked after' and could always get help if needed.

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?

During the course of the visit staff were seen to be communicating effectively and compassionately with residents and encouraging them to make choices and act independently.

The home is well supported with healthcare and other support services such as chiropodists, district nurses, hairdressers etc.; a chiropodist had visited the home that morning and residents told us that they had regular appointments with a hairdresser and manicurist. Some residents choose to use in-house services, while others prefer to visit their own off-site hairdressers etc. which is fully supported by the home and gives residents individual choice.

The manager told us that although the local GP was always on call if necessary, local practices were not accepting new patients, making it difficult for people who were on respite or joining the home from out of the area. Under these circumstances, resident's needs are accommodated, but it can mean a longer journey to be able to visit a doctor - in a recent case the resident had needed to travel by taxi to a practice approximate 20 minutes away.

There is a two week rotating menu offering a good choice of meals and drinks and snacks are readily available between main meals. One resident we spoke with said 'We have some nice meals' another said that she didn't eat very much but that 'the food is OK and I always have enough to eat'.

Residents are weighed monthly and diets adjusted accordingly.

One resident told us that she enjoys Chinese food; her visiting relative said that the home will order a Chinese Take-away when her mum requests it and that she has also taken part in cheese and wine-tasting. The same relative told us that her mum had been at Rosewood for four years and that she often visits her mum after work and that the home 'feed me half the time - it's never a problem and means that I get to spend quality time with my mum and it fits in with my life, which helps'.

She also told us that when she had arranged for her mum to come home for Christmas, the home had packed everything that she needed, clothes, medication and even additional equipment to support her mum whilst way from the home, making the visit home much more practical and achievable; she said 'The staff are fantastic, they don't just take care of the residents, they take care of the relatives as well and do everything they can to make life easier'.

Residents have access to a fully secure garden area to the rear of the property, there are also window boxes fitted and special bird feeders which attract birds to feed at the windows of the home; however the residents who were sitting in the quiet lounge told us that they would like to be able to open the door and sit out more, particularly on warm sunny days. Although there was a door to the outside from the lounge, unfortunately this particular area of the grounds was not fully secure from the driveway and adjacent road.

How caring do service users find the service?

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

We saw that all interactions between staff and residents were positive, warm and friendly and residents appeared to be well-cared for. Residents were given privacy and shown dignity and respect; we noticed that some bedroom doors had warning signs on stating 'personal care being carried out' ensuring that resident's dignity was maintained and that they were not unduly disturbed.

All residents had their own rooms and were encouraged to personalise them with their own possessions; one resident told us 'I have a lovely room and I even brought my own bed', another stated 'I say it's lovely, it's really comfortable - I like it here'.

The home offers a wide variety of activities; social events and monthly trips out are provided using the community mini bus. The home covers the cost of the mini bus hire and residents just pay entry fees (where applicable) and the cost of lunch. One resident told us how much she had enjoyed the visit to The Yorkshire Air Museum, one said 'The trips are brilliant' and another 'I've been on a trip to Brid. and Scarborough, we went for fish and chips in a café'; we were also told 'When we go out we always find a nice café and get a cup of tea - we go out a lot'. Potential destinations are discussed and chosen at residents meetings.

We were provided with a comprehensive list showing 'What's on in October' with an activity/event listed for every day of the month, which is distributed among residents and on display in the home. Activities provided internally include physical activities provided by 'Motivation & Co', animal therapy (with a Halloween theme this month) and one resident said that she had been playing Bingo, another resident told us that a Saxophonist had recently visited. A visiting Pantomime (Jack and the Beanstalk) has been arranged for the Christmas period which is an annual event and fireworks are planned for Bonfire Night.

Residents are encouraged to pursue their own interests where possible, we listened to one lady playing her piano which had been brought from her home and sited in one of the lounges; another lady played the keyboard for us which she kept behind her chair close to hand, she told us 'I don't read music, I just play. My dad was musical too you see - he played in the Cottingham Silver Band, so I learnt to play just by ear. I have been practicing playing Christmas songs recently'. We were treated to renditions of 'Que Será Será', Daisy, Daisy and Silent Night.

The manager keeps an audit of the activities done by each resident and whether they found it enjoyable. One relative did say however that her mother was 'often frustrated when planned activities were cancelled'.

All residents receive a birthday cake on their birthday which is provided by the home.

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

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

Respite care is provided if there is space/rooms available.

There are two lounges available, a main larger lounge area and a smaller 'quiet' lounge where relatives and residents can have a more private space if required.

Residents' and relatives' meetings are held every two months; however issues are also discussed on a day to day basis as they arise.

All residents have a care plan which includes an end of life plan if appropriate; residents and relatives are involved with planning care and the plans are updated regularly.

There is a complaints policy in place which could be seen on display in reception. A resident we spoke with said that she had nothing to complain about but that she would talk to one of the carers if necessary.

The manger told us that the home will only accept up to five residents living with Dementia at any one time to be able to specifically meet their needs and limit the potentially negative impact upon other residents living within the home.

Residents are encouraged to maintain their own routines and remain connected to the wider community; one resident told us 'I go to the Anlaby Community Centre. I went there before I lived here and wanted to keep going; someone from the Centre comes and picks me up'.

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.

There is very little turnover of staff with present staffing levels thought to be adequate. Residents and relatives spoke positively about the management and staff, one relative said 'I can't speak highly enough of the staff here, they're just brilliant. I never really need to complain but anything I do bring up is just dealt with straight away'.

Staff felt that there were no issues regarding training or support, they had received all of the mandatory training and their training needs were regularly reviewed and updated. Staff said that they were well supported in their roles and that the management were approachable and helpful.

Response from Setting:

Very pleased with the report and we will act on the recommendations/observations suggested.

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