

HW Reference: 20190220

Time & Duration of Visit: 14.00 to 16.30

Number of people engaged with: 13

Enter & View Residential Care Report

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

Sandy Lane Hotel

33 Sands Lane, Bridlington, East Yorkshire YO15 2JG

Date of visit: 20th February 2019

Date of publication: 30th April 2019

HWERY Representatives: Peter Horrocks & Steve Mottershaw

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

Sandy Lane was built as a local authority home in Bridlington in the 1960's and underwent conversion to a modern care home in 1996; it has 29 places in all. Rooms are all en-suite providing a hand basin and toilet; they are on three floors connected by a lift and stairs. All rooms were occupied at the time of our visit.

The home is part of a two-home group; its partner is the Regent Hotel care home also in Bridlington. We were much helped on our visit by the manager of the home Amanda Kwiecien and her deputy Diane Green.

Recommendations/Observations

Sandy Lane Hotel is a pleasant, spacious and very well maintained care home. Rooms are bright and many have sea views. We found no matters of concern during our visit to justify formal recommendations.

- For the future there may be a need for a more up to date call system.



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?

The call system works well with a target response of not more than three minutes; during the visit we witnessed a request being answered well within one minute.

Handrails are plentiful, lighting is good and signage is clear, particularly to indicate fire precautions.

A fulltime on site 'handyman' addresses any repair needs as they arise, or contractors are brought in as required for more specialist work. The 'handyman' will respond out of hours if needed.

We were told that the home had a fire some years ago and the staff was praised for their response at the time.

The spacious kitchens have a current 5-star food hygiene rating (the highest score possible).

Medication is well managed and always administered by a senior carer.

Residents told us that they felt safe in the home, one told us 'Yes we are alright here, we feel safe'.

How effective do service users consider the service to be?

General practitioners attend their own patients and are willing to review medication on request. The usual services for chiropody, dental, podiatry and optical services are all available to residents. There was particular praise for the support and responsiveness of the district nursing service and the input of their liaison nurse.

Weights are recorded fortnightly for all residents and fluid charts adopted if necessary.

The home had fixtures and fittings to support and promote independence with adequate fall prevention measures in place.

A hairdresser attends every Wednesday but residents will also attend local hair salons or have their own personal hairdresser come to the home as they choose.

Staff appeared clean and tidy in a uniform; they were easily identifiable to residents and visitors.

There was praise for the quality and choice of food. Menus are used each morning to choose food for the day and residents eat where and when they like.

Speaking to some residents they told us, 'It's nice here, you get good meals' and 'The home suits me well, the food is very good'.

Personal clothing is handled well. There are laundry workers in attendance every day with modern equipment and all clothes are labelled as required to help ensure clothing and personal items are not lost.

Some hospital discharges to the home have been badly timed or careless, though hospitals have been willing to review individual errors with home managers. The patient passport system is not always working well, with passports never being returned; therefore the home currently keeps the original and sends a copy of the passport with body maps with the patient (Healthwatch East Riding of Yorkshire is currently conducting a review into this matter across the local authority area).

How caring do service users find the service?

Residents are cheerful and responsive; they told us that they were 'happy with the care they receive' and that 'staff are always willing to help'.

Care plans are developed with the residents and their families on admission and updated monthly or as necessary; most include end of life considerations/plans. All residents have a named key worker.

Rooms are individualised/personalised, some service users having their own furniture. Entrance doors to rooms are personalised with names and pictures of the residents for most rooms, those that aren't are because the resident requested it.

Some residents are able to go into town for shopping and attend a local day centre. Two residents are able to handle their own money and some have their own phones, those that don't use the care homes phone when needed.

One resident told us 'I am Happy here, it's running very well'.

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

There is no day care at the home; respite care can be offered if rooms are available.

There are no visiting restrictions; visitors are free to visit residents whenever they wish.

Residents/relatives meetings take place at six monthly intervals and complaints are handled according to a clearly posted protocol.

The home's rooms are arranged so that the most dependent residents are generally on the ground or second floors and the least dependent on the first floor; at present two residents are mainly in bed and another requires help with feeding.

Activities are mainly organised by two staff members each working on two days per week, though activities take place every day at the home. The activities themselves are chosen by consulting with individual residents.

The home has the benefit of access to transport shared with the Regent care home.

How well-led do service users consider the service to be?

Recruitment and retention of staff pose no problems and the current manager has been in post since 2016.

Staff levels are able to provide four carers during the day and two at night; there are additional staff during meal times or busy periods and staff who are on call if needed. One staff member told us 'These levels are sufficient to give a good level of care at the present levels of dependency in the home'.

Staff supervisions are every two months but the manager will address any issues or concerns from staff in between.

Training is closely monitored and is provided via distance learning, the local authority and in-house group sources; external training can be provided as requested. One staff member told us 'additional training can always be asked for and management have never refused'.

Support to the home from social services is much appreciated.

Staff clearly enjoy working at the home and we were told, 'I love it here, management are lovely' and 'I wouldn't do the job if I didn't like it, care work is just wonderful'.

The home had an assessment by the Care Quality Commission about twelve months ago with all categories being graded "good"

Response from Setting:

The report was acknowledged by the home as being factually accurate.

Signed on behalf of HWERY	<i>Matthew Fawcett</i>	Date: 30/4/19
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