

HW Reference: 20180928bR  
Time & Duration of Visit: 2.30pm  
Number of people engaged with:  
Managers name: Karen Harrison

## The Rowans Care Home

West Ella Way, Kirkella, East Yorkshire, HU10 7LP

Date of first visit: 28<sup>th</sup> September 2018

Date of publication:

Date of re-visit: 23<sup>rd</sup> October 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 The Rowans 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
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Recommendation	Progress
Re-introduction of at least first names on bedroom doors, or personalisation of the doors would help identify the rooms of individual residents.	
Despite most bedrooms, toilets and bathrooms having dementia friendly signage, some areas were missed; there was no dementia friendly signage to the garden or on social areas such as the many lounges.	
Staff to wear name badged to make them clearly identifiable to resident and visitors	

### Summary of Key Findings & Progress towards Recommendations

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### Impact and Additional Observations

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Signed:	Date
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