

HW Reference: 20181219  
Time & Duration of Visit: 10.00 - 14.00  
Number of people engaged with: 24  
Managers Name: Laura Barnsley

## Enter & View Residential Care Report

**Specialism/Service:** Accommodation for persons who require nursing or personal care, caring for adults over 65 years

# Willersley House

85 Main Street, Willerby, East Yorkshire HU10 6BY

Date of visit: 19<sup>th</sup> December 2018

Date of publication: 30<sup>th</sup> April 2019

HWERY Representatives: Michelle Harvey & Chris Mills

**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

Willersley House is part of the MHA group of homes and offers accommodation for 34 residents, the home is currently at full capacity and has a waiting list of potential clients. The home is immaculately clean, beautifully presented and provides a safe and spacious environment for its residents. All communication and interactions that we observed between staff and residents were warm and friendly and residents were encouraged to make their own choices at every instance, it was obvious that the care provided was highly personalised and that staff and residents had developed positive, trusting relationships. The home has an extensive activities program over seven days per week, providing continuous provision for those that chose to take part. The home offers day care and respite care when a room is available. The home has a clear set of values, demonstrating a consistent approach to standards of care and core values and principles within the home.

### Recommendations/Observations

- Ensure signs around the home (particularly dementia friendly signs) are at a height where they can be easily seen by residents
- Review the fire directional signage to ensure that there are an adequate number of signs in place in all areas of the home
- From feedback received from staff, review whether two members of staff provide adequate cover during the over-night period



# 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 is secure, main entry to the home and access to each floor is gained by use of a key pad or assistance from a member of staff. On entry to the home, we were greeted by a member of staff, asked to sign in and our ID was checked.

The home was immaculately clean and beautifully presented; there were no potential trip hazards or clutter apparent in any part of the home, which provides a safe and spacious environment for its residents. There are handrails in place to support the independent movement of residents and a lift in place for access to the first floor accommodation; ramps at various points throughout the home allow residents to safely access all areas of the home.

Maintenance and repairs are carried out by a dedicated member of staff and are carried out promptly; during the course of the visit, there was an area of paintwork that was being refreshed in the dining room and it was apparent that all areas of the home were maintained to an extremely high standard. One resident told us 'my room is kept absolutely spotlessly clean, as everywhere is, and it is checked every day'.

Residents are free to leave the home to access the grounds, gardens and local community as they wish, risk assessments are in place and support the independence of these residents; we were told how residents can be provided with a card to carry with them providing contact details etc. should the resident feel that they needed to access support while they are out and about. Residents told us about their frequent trips out into the local community and how they accessed local services and were very well supported by the staff to be able to do so, which made them feel safe.

The home has effective medicine management procedures in place, we were told that some residents choose to self-medicate, but that this is carefully monitored; the senior member of staff operates a 'two strikes and you're out' type system for anyone that is self-

medicating to ensure that medication is being administered properly. Any apparent errors are carefully discussed with the resident to ensure that they have been able to make an informed choice and have acted in their own best interest without putting their health at un-necessary risk.

There is a call system in place and residents said that they are responded to promptly when they choose to use it. Residents told us that they felt safe at the home and that they felt that there is always enough staff on duty. Via staff questionnaires provided by Healthwatch East Riding of Yorkshire (HWERY) prior to the visit, some staff said that there are not always adequate members of staff on duty, particularly when there are only two staff on duty overnight and that staff absences could be better managed; however, this was not noticed or commented on by any of the residents themselves.

There are hand sanitisers in place throughout the home to aid infection control, safety signs and fire evacuation signs are apparent, although we felt additional fire evacuation signs may be helpful in some areas. There is also a copy of the complaints procedure on the resident's notice board.

Via relatives' questionnaires, relatives told us that the home provides a safe environment, with a high standard of cleanliness and that they have no concerns regarding any aspect of safety at the home.

The home has a food hygiene rating of 5 (the highest score possible).

### **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?**

Upon arriving at the home, at the main entrance, we encountered the 'Rambling Club' (a group of approximately five or six residents) which was just about to start their regular morning walk and appeared in high spirits, inviting us to join them. Later in the visit, we encountered a larger group of residents who were just completing an armchair aerobics class, some of whom had also taken part in the ramble; they told us 'we enjoy our morning ramble (around the block, twice), then we come back and do our exercises before enjoying tea and scones - have you had some scones? They are delicious, warm and cooked fresh every morning; they are just what you need after all that exercise'.

All communication and interactions that we observed between staff and residents were warm and friendly, residents were encouraged to make their own choices at every instance, one told us 'We always talk to the staff about the types of things that we would like to do and they help us make it happen', another told us 'I don't like to go out much these days, but I still have plenty to do here, there is never any time to get bored, there are always plenty of staff to help me should I need it'. Another resident said 'We believe in 'Seize the Day' - and we certainly do living here'. We were approached by one resident who had been told of our visit and specifically wanted to talk to us about her experience of living at the home, she was 'working' in the office sorting post; she told us how she delivers the post to individual residents post boxes around the home and how this also gives her the opportunity to call in on her friends and make sure that they OK each day. When talking about moving into the home she told us 'I don't regret it one bit - I would absolutely recommend it to anyone'; another resident told us 'I could have gone to live at my daughters, but I didn't want to intrude - I much prefer it here'.

There was a wide choice of communal spaces that residents and their families were able to access - inside and outside, such as the main lounge, dining room and additional seating areas in the large, open corridors where we saw one resident enjoying in a particularly sunny spot. There were also three small, fully equipped kitchenettes where residents and relatives could make their own drinks if they wished and immediately outside the main entrance of the home, an area has been specifically developed to replicate the seaside (including an ice-cream hut); there is also an internal courtyard that resident use, particularly during the warmer weather. The home also has a quiet lounge that provides computer and Skype access, which had been used to stream the wedding of a residents granddaughter - the room had been suitably decorated and other residents had been invited to attend 'the wedding' and everyone had suitably dressed up for the occasion; the home had also made a wedding cake for everyone to share and help celebrate the occasion.

Weekly menus are on display outside the dining room and we were told how in response to resident feedback, the main meal of the day had been moved to the evening, as some residents who preferred to get up later felt that the main meal at lunchtime was too much. Since this had been trialled it has been found that residents are eating more and those that needed to have actually gained weight. There is a four weekly menu offered that is responsive to residents requests, one lady told us 'She is very good [the chef] - she knows what everyone likes; she make me special salmon, which is salmon cooked just the way I like it and is different to everyone else'. Residents have the choice as to where they choose to eat their meals, though we saw that many chose to eat in the dining room during our visit; residents take it in turns to say 'Grace' before each meal.

Staff at the home appeared very well presented and acted in a friendly but professional manner at all times; they wear both a uniform and a name badge which makes them clearly identifiable to residents, relatives and visitors. There is a staff 'picture board' which clearly identifies all members of staff and volunteers at the home and their associated roles.

On touring the home, resident's privacy was respected and we were only able to enter a resident's room with their permission.

Fixtures and fittings support and promote independence, we saw residents were able to move around the home freely and were offered support from staff as necessary. There were Dementia friendly signs positioned in some areas of the home; however not all were positioned at a height where they would be easily seen by residents. We acknowledge that the home does not cater for/specialise in caring for those living with Dementia, but any signs should be positioned at a useful/visible height.

Residents told us that they have access to the services that they need such as doctors, dentists, podiatrists, opticians and community nurses etc.; most residents use the services of the local GP and the home has good relationships with local services and does not generally encounter any problems, other than occasional problems with the hospital discharge service (which is a common problem experienced by many homes). Residents are weighed monthly/weekly dependent on need and fluid charts are only used as necessary, based on the advice of a G.P.

A hairdresser visits the home weekly on a Tuesday, but residents can choose to use their own hairdresser if they wish - there is a dedicated room for this purpose which can be used by the hairdresser of their choosing. Reflexology sessions are offered by appointment on a weekly basis.

## How caring do service users find the service?

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

As we were shown around the home and observed interactions between staff and residents, it was obvious that the care provided was personalised and that staff and residents had developed positive, trusting relationships; staff also knew all residents by name and vice-versa, from our observations staff always had a moment to chat and have a friendly word with resident's in-between doing their duties. During the course of the visit we noted that all of the residents appeared very well presented and of a healthy weight; without exception they were all happy, content and enjoying their day. A relative told us 'We chose this home for my mother because of the staff and atmosphere when we first visited'.

We were told that each resident has a key worker who aims to be that resident's 'best friend'. A key worker has three or four residents under their responsibility at any time based upon their contract hours and each individual's level of need. The home has a 'What to expect from your keyworker' list on the residents notice board for all to see, making expectations very clear.

The home employs an activities coordinator who works five days per week and was extremely enthusiastic and energetic in the approach to her role; she is also a trained reflexologist and performs reflexology by appointment twice a week for those residents that request it. There are three activities planned every day of the week, one in the morning, one in the afternoon and one in the evening; these are run by care staff in the absence of the activities coordinator to ensure that there is continuous provision of activities. One resident told us 'I sometimes tell my relatives not to come on a particular day because I am too busy - I tell them to come another day instead when it something that I am less interested in', another said 'I'm very happy here, we do lots of activities'. The activities timetable was on display on each table in the dining room, along-side daily menus so that residents could clearly see the activities on offer.

The activities on offer are also responsive to residents requests; the activities coordinator conducts a review of the activities at the quarterly resident meetings and checks with residents if there was anything they didn't enjoy and also if there is anything they would like to do going forward - plans for the next quarter are then adapted accordingly. An example of this includes the 'Classical Music Afternoon'; following feedback from a number of residents, the activities co-ordinator shows a classical concert from You-Tube via large screen, but also produces a physical programme listing approximately eight pieces of music and in conjunction with this, booklets are produced focussing on particular musicians with points of interest and additional information detailed. We were also told by one resident (who is an ex-scout leader) that some residents attend the 'V.I.P.'s' (Very Important Pensioners) group which she initially set up and is entirely resident led; she told us 'We set the group up because understandably some of the activities aren't quite stimulating enough or of interest to everyone, so we organised our own group where guest speakers come in and talk about things, we've had a vet and a police finger-printer. I use my contacts from before I lived here, they can be very interesting'. The home supports the group in any way possible.

As well as activities within the home, the residents also take part in external trips and activities on a very regular basis. These are not always extravagant trips or visits that are held long distances from the home, residents frequently enjoy going to the local parks, shops, the local church and into the city of Hull. A number of residents told us how they were going to be visiting the local church that afternoon to take part in the carol singing service and that they would be taking candles and lanterns with them s part of a

community event. The home often uses local services such as the church and library for community activities on a 1 to 1 or group trip basis. We were told that the residents have requested a trip to Bridlington next summer; the home fully capitalises the support of its volunteers group, with one of the volunteers working on gaining either free or subsidised train travel to help keep costs to a minimum. There is also the option of residents choosing to go on longer holidays/breaks supported by carers, which the home facilitates, but is led by resident's suggestions.

Residents have access to their own money to spend as they choose or they can also have shopping bought for them; we were told 'The shopping lady takes orders on a Tuesday, does the shopping and brings it for us the following Tuesday'. Residents can handle their own money if they decide to; otherwise it can be kept in the office safe. Some residents also choose to order take-away food; there are a number of local take-away menus for residents to choose from on the residents' notice board.

Residents are encouraged to personalise their rooms in every way possible, rooms are provided on an un-furnished basis to encourage residents to bring their own items of furniture and possessions and personalise the space as much as possible; however the home would be willing to support any resident with the supply of furniture if they needed it. Residents can choose what colour they would like their room to be painted prior to moving in and from the rooms that we saw, every room was entirely personalised to each individual.

To meet the spiritual needs of its residents, the home has its own designated Christian Chaplain and worship services are held twice per week on a Thursday morning and Sunday afternoon in the 'quiet lounge' for those that wish to attend; arrangements can be made for residents of any other religious denomination if required.

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

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

The home offers day care and respite care when a room is available, we spoke to one lady who told us she comes to the home every Wednesday to take part in activities, enjoy having her meals provided for the day and all social aspects of visiting the home on a weekly basis; she told us 'I very much enjoy the company and spending time here, once a week suits my needs for now'.

Residents have access to the same technologies that they would in their own homes; some residents have mobile phones while others have their own telephone in their room. Some residents told us that they have their own laptop; however there is a communal computer in the quiet lounge with Skype access; one resident told us how her Granddaughter Skypes regularly from Australia and that she has arranged to Skype her on Christmas Eve.

Willersley House has its own small library and we were told how residents had requested that it should also include a reference section, which the home had then accommodated. There was also an extensive collection of approximately 300 DVD's offering a wide selection to suit a variety of tastes.

In order to meet the needs of their residents and keep relatives informed, Willersley House hosts a quarterly meeting for residents and relatives. The home tries to encourage as many relatives to attend by making the meetings social events where they might have a cheese and biscuit theme for example. Any issues or suggestions can be raised at these meetings and the home tries to accommodate requests to the best of their ability, residents told us 'We discuss activities, trips, plans for the garden area - things like that. There's just one

area of the garden that has become untidy and we said needed sorting out, but we have seen the plans for what is going to be done to it, we expect the work to begin when the weather gets better’.

The kitchen is responsive to individual needs/preferences we were told by one resident ‘I won’t eat eggs from battery hens, so the cook makes sure that my eggs are all free range - and you can tell the difference’, another said ‘The cook is very good and will always make something special for me if I ask’.

The home has a complaints procedure in place that is clearly on display; however, one resident told us ‘We could complain, but I can honestly say I’ve never had anything to complain about. If I wanted to complain though I know there would always be someone there to talk to and I wouldn’t hesitate’. Other residents also told us ‘We can go to the office and speak with the managers at any time if we have any concerns whatsoever’.

When a new resident comes to live at the home, a care plan is put in place and this is reviewed at regular intervals or when necessary; residents are involved in the production of the care plan and can decide on such things as self-medication. Residents are also given the opportunity to choose or change their Key-worker to a member of staff of their choosing (wherever possible) to ensure that the most positive, trusting relationships are formed between the resident and their Key-worker, based upon the resident’s personal preference. We were told that the Key-worker is also expected to provide a monthly phone call to each resident’s family to keep them updated on the well-being of their loved-one.

The home runs a scheme called ‘Seize the Day’ where on entry to the home each resident has the opportunity to tell the home of any activity or experience that they have always wanted to do, the home does its very best to ensure that the resident gets to fulfil their wish during their time at the home, appropriately supported.

End-of-life plans are put into place for residents at an appropriate time, the decision to place some-one on ‘End-of Life Care’ is always made by a doctor and the doctor is responsible for informing families of this decision, so that any concerns can be properly discussed and any questions and queries properly answered. For family who have an unwell relative at the home or a relative deemed to be at the ‘end-of-life’ stage, the home offers a bed and breakfast service for a charitable donation, so that they can be close to their relative and close by whenever needed.

The homes also holds an annual memorial service for passed residents and have created special memorial stones that are placed in the garden as well as organising a balloon release, all in memory of lost friends. One resident told us ‘It is lovely to have a memorial garden’.

### **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.

The Registered Manager has been in post for ten years, and has worked at the home for nineteen years. Conversations with the manager demonstrated that she is clearly passionate about how the home should meet the very highest standards and ensures that everyone is performing to the very best of their ability for the benefit of each individual resident, so that the home continues to provide the very best standard of personalised care. The homes values are clearly on display and all of the staff that we spoke to were a

great advocate of maintaining these values, demonstrating a consistent approach to standards of care and core values and principles within the home.

Staff retention at the home is very good, with some staff working there for as long as twenty years. All of the staff we met during our visit spoke very highly of the manager and felt well trained and supported to carry out their roles, they were also very positive about the level and quality of training that they received. One Senior described to us how she had started working at the home as a 'dish-washer' and via the support and encouragement of the manager had not only achieved her current position, but also completed her NVQ 5 in management, despite it not being essential for her role - she felt that personal development and training was always put first before necessity. Another member of staff told us 'There is an abundance of training on offer from within the group, requests for training are never turned down'.

Staff spoken to on the day also said that they enjoy working at Willersley House and that the management were approachable and helpful, one carer told us they 'would be comfortable going to any of the management with any concerns or views', knowing they would be listened to and appropriate action would be taken. Another member of staff said 'I feel fully supported. I can speak with the managers about work life as well as my home life problems'.

Via staff questionnaires from HWERY, distributed to staff prior to the visit, the majority of staff were also highly complementary about working at Willersley House, comments were made such as:

'I love my job; it's the best job ever'.

'I like working here, I wouldn't change anything'

'I love my job here, the home is fully supportive and all training is excellent. MHA are fully supportive with any issues and go over and above at all times'.

'I wouldn't change a thing. It is a wonderful place to work and the option of developing is always encouraged'.

'Willersley is a wonderful place to work; all the residents enjoy living here with good staff and management'.

'This home is one of the best places I have worked - management and staff are one big family'.

'I can ask managers or seniors for help at any time'

'This is a very happy home, I enjoy my job, there's excellent training and we are well looked after'.

From the sixteen completed questionnaires, there were however four questionnaires that raised some queries saying that they only 'sometimes' felt supported and that the management were 'sometimes' approachable and helpful. Four also felt that there were not always adequate numbers of staff on duty - in particular when there were only two members of staff on duty on a night. One member of staff felt that working in two separate teams was not good for overall staff morale and three others raised concerns over the lack of sick pay - particularly in instances where the member of staff felt they had picked up an illness from work.

All of the residents that we spoke to during the course of the visit were all very positive in the comments that they made about both the staff, and the leadership and management of the home. Although there were no visiting relatives present on the day, during the course

of the visit, via relatives questionnaires, relatives were also very complimentary about the management of the home and expressed no concerns about any aspects of care for their relatives and expressed no concerns at all regarding the overall leadership of the home.

The MHA group also have their own Quality Assurance System in place to ensure that consistently high standards of care are maintained throughout the group, which take place annually - both members of staff and the manager of the home stated that they considered these inspections to be extremely rigorous and every aspect of the home was scrutinised to ensure the highest of standards were met and maintained.

***Response from Setting:***

*Thank you to Healthwatch for a lovely visit, the residents enjoyed chatting to them.*

Signed on behalf of HWERY

*Matthew Fawcett*

Date: 30/4/19