



## Virtual Care Home Engagement Project



# Report Wold Haven

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## Introduction

Wold Haven is a care home registered to provide care and support for up to 43 older people in the market town of Pocklington in East Yorkshire. The service has two units with accommodation and all facilities provided on the ground floor. One unit has 37 bedrooms and the second is a six bedded re-ablement unit with en-suite toilet facilities for short term care for people who need support to return home or to prevent an admission to hospital or respite care. There is also a courtyard and large garden.

## Communal areas

Wold Haven is set out as a number of ground floor buildings connected by corridors. There are a number of small gardens and court yards accessible from the building.

The entrance to the home is a small glass porch area opening into a wide corridor. Opposite there is a large internal courtyard garden. Inside the reception there is a set of drawers containing PPE. There are 2 signing in books, a thermometer gun and alcohol gel.

The corridors are all named North, South, East and West. The wallpaper is appealing and was chosen by the residents.

There is a large main dining area with chairs and tables. There is a small lounge with comfortable armchairs. This area has windows on two sides with a view out to a courtyard.

If it is warm this courtyard can be used for visiting as there is a table and chairs and it is in an enclosed courtyard setting.

The flooring is all laminate and is in good order.

The home has three communal bathrooms, two shower rooms and a bath. Including ensuites there are 13 toilets in total. Six of the resident's rooms have ensuite facilities.

“The shared toilets are not very good. They don't flush properly on the North corridor”.

## Residents

Wold Haven currently has 21 residents.

The home has 6 respite beds in total but only three were in use at the time of Healthwatch's engagement.

The residents spoken to liked their rooms, stating that they were warm and clean. Residents are able to have some of their own furniture around them.

Residents said they enjoyed the view outside their windows.

They find their beds to be comfortable.

“I get the best of care here. I’m very lucky to be here. I was very poorly when I arrived and I’ve improved so much. I feel safe here. I felt safe as soon as I came through the door”.

“I can’t grumble about a thing. I can’t believe my luck. I’m treated like the queen mother here”.

“I’ve been into other homes to visit friends but I’ve never been in a place like this. It’s fantastic”.

Residents have a buzzer in their rooms they can press if they need assistance from staff.

“I don’t use the buzzer much. I think I used it once. They come in to see you at night if you’re awake. They check you twice a night. I love it here”.

Residents meetings are held every few months.

“I’m on the residents’ committee. We are discussing getting more chairs and tables for the garden”.

“I feel involved in my welfare”.

### **Activities**

The home has previously provided external trips for residents however there has been some difficulties obtaining transport in order to do this. The home therefore takes residents out of the home in small groups. Residents go into the town to look at the market and to the local Burnby gardens. Many residents also go out with their relatives.

The home has a popular pen pal scheme where the residents can write letters to residents in other care homes.

The home has been wanting to get entertainers back into home but at the time of our engagement this was not possible due to Covid restrictions.

In order to pick up upon any loneliness or difficulties the residents may be having in adapting to life in the home, staff are very active in detecting any behavioural changes. Residents have a key worker and have one-to-one time with staff. Most residents socialise with each other and join in with any home activities. The residents are encouraged to join in with activities by the staff.

Residents spoken to stated that they enjoy taking part of quizzes, dominos and playing games.

“I like quizzes, floor dominos and playing hangman. We get a sheet with a programme of what’s on. The Activities Coordinator is very good”.

## Staff

The home employs 8 full time members of care staff, and 10 part time members of staff. There are six care staff on shift during the day and 4 staff including a senior carer on shift during the night.

The home also employs 10 domestic staff members, a carer taker, two admin staff, a laundry staff member and two cooks.

Absences are covered by staff members doing extra shifts. The home has used agency staff in the past but now only uses one of these staff members regularly.

With regards to staff training, the home has what they call a blended approach, meaning that they use a combination of online learning modules and classroom learning. The home uses a training 'matrix' which records staff training.

The manager meets with domestic staff and care staff separately in small groups. If staff cannot attend in person e.g. if they are night staff, then the manager will meet them over Microsoft Teams.

## Food and Drink

Resident's food is prepared and cooked on the premises.

The home has two residents who are coeliac and therefore the home has a manual that needs to be followed so that any allergens can be detected. The home follows the MUST (Malnutrition Universal Screening Tool) to identify residents who may be losing weight.

The menu is displayed on the wall of the home.

The home's food hygiene rating is '2', however the home is hoping that they will soon get back to their previous 5.

*"You can get snacks and drinks. I like a nice coffee mid-morning. They bring a trolley round after lunch and supper time too".*

The residents are weighed weekly and monthly. The home uses a system called 'iCare' to log the residents weight, alongside care plans and risk assessments. Staff can update this system as and when they need to.

If residents are struggling with fluid intake, then the GP will come and check them weekly.

## Health checks

If the residents are experiencing any issues with their hearing then this is managed through a GP referral to Audiology at York hospital. Residents don't regularly have hearing checks. Most of our residents would tell you if they're struggling to hear and our staff know residents really well.

Residents have regular eye tests provided by Specsavers.

*"They come from Specsavers for hearing and sight tests. Specsavers provide a 3 year battery. I don't think the staff at the home clean this".*

“I see the home’s doctor on a Thursday. Once a month there’s a chiroprapist and a hairdresser on a Friday”.

“I go to my own dentist every 3 months”

The home has a Chiroprapist come into the home every 6-8 weeks.

Any health care staff who visit the home are recorded on the professional visit record on the ‘ICare’ system. This records who the staff member is and who they have seen.

We asked the home if they have any problems accessing any healthcare services, and they stated that they have had issues accessing wheelchair services and the falls team. The home described difficulties obtaining wheelchairs for all the residents that need them.

Additionally, because there is no district nurse team at night in operation in Pocklington, the home must call the out of hours Doctor. The home are now having to do various things themselves, such as dressings and addressing skin tears.

The home has also had issues with residents not being able to be taken to hospital. This is because the resident would be at risk of being placed on the Covid ward.

The home now features what are known as “Patient Passports” on their system. Therefore if one of the residents is going into hospital this passport features their medication and any DNR requests (if applicable).

### **Relatives and Friends**

Relatives and friends of residents are able to stay in touch via the telephone, in person visits and over video call. There is also a Facebook group page and a newsletter which is sent out every two months, updating loved ones with what the residents have been up to.

The relative we spoke to stated that the interactions they’ve observed between staff and residents are always positive and friendly. The relative stated that staff are always available whenever friends and relatives need them.

The relative said that the home communicates with them frequently to keep them updated with their loved one’s care.

The relative’s loved one speaks positively about the home and their carers. The relative was happy with the care that their loved one is receiving.

“She loves all the staff here! She appreciates all the love and care they give her (so do I)

The relative we spoke to had not yet been invited to attend meetings regarding their loved ones care.

The relative stated that their loved ones room reflects them. The relative was extremely happy with the cleanliness of the home and their loved ones room.

“Just wanted to say a big thank you to all the staff. Obviously I was upset that my mum had to come in a home. But honestly it is a wonderful place with the best staff! Mum loves them all. Thank you Wold Haven, we are all so grateful”.

## **Visiting**

At the time of our engagement, visitors to the home were able to come as they want but had to book an appointment for the visiting room. The visiting room can hold four residents with their visitor in at one time. All visitors have to do a lateral flow test first before they're allowed to enter the home.

“During Covid we used to talk through the window. They can come in my room now. I get lots of visitors. We're going out today to market”.

## **Support**

The Manager, Gary stated that he felt supported in his role of the manager. Gary has regular meetings with other managers, and supervisions with his manager. There are also different Teams calls where they update staff.

Gary described experiencing difficulties with staff recruitment, which mirrors the nationwide recruitment struggle the care industry is currently facing.

Gary meets regularly with other organisations such as the local authority, the safeguarding Team and the CCG.

## **Promotion of Privacy, Dignity and Respect**

Residents have end of life plans in place, and the home works on these with the residents and their families.

Care plans are kept on the ICare system and are reviewed every month by the senior carers or by Gary. The ICare system alerts staff when it is time to review a care plan. Both residents and relatives are involved with their care plan.

The home hold regular residents' meetings and residents are actively involved in decisions such as décor of the home, garden furniture, plants and food etc.

## **Safeguarding, Concerns and Complaints Procedure**

The home has a complaints policy in place. If there is an issue they would like to discuss, the resident or relative can speak to a member of staff or there is an online form. The home has a poster up to advertise this. They also give out paper copies as well.

The home meets raises any issues with the safeguarding team and the CCG.

## Recommendations

- Hand rails along the corridors be painted a colour that contrasts with the wall colour so as to be clearly visible for residents with dementia or sight loss.
- Check visitors phones to ensure they have tested negative for Covid (when we visited no one checked that we had done this).
- Yearly hearing tests as well as sight checks for all residents to pick up any hearing issues as soon as possible, as hearing loss can impact upon dementia. These could be carried out in the home by OutsideClinic who provide this service.
- The communal toilets in the North corridor be updated as we were told they do not flush very well.
- Toilet seats be raised for residents who would like this, where it would help them to get off the toilet. We were told by a resident that they struggle with this as they find the toilet seat is too low.

## Acknowledgements

Healthwatch East Riding of Yorkshire would like to thank Wold Haven, the registered manager Gary, and all the staff at the home for their help and involvement with the enter and view. We would also like to thank all the residents and relatives for their engagement. Thank you to our Healthwatch East Riding volunteers who helped us facilitate the project.

## Distribution

This report has been distributed to the following:

- Healthwatch England
- The Care Quality Commission (CQC)
- East Riding Clinical Commissioning Group
- East Riding of Yorkshire Council
- The Healthwatch Humber network
- East Riding Safeguarding Adults Board

## Virtual Engagement Project- Feedback from Services

Feedback from the service- Wold Haven

Date- 20.07.2022