

HW Reference:

Time & Duration of Visit: 10.00am - 12.00pm

Enter & View Residential Care Report

HESSLEWOOD HOUSE

Ferriby Road, Hessle, HU13 0JB

Date of visit: 11th November 2019

Date of publication:

HWERY Representatives: Karen Meadows/ Helen Moore

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

Hesslewood House is a residential care home registered to provide care and accommodation for a maximum of 66 people aged 18 to 65 who require support with personal, nursing and dementia care. The home is part of the Four Seasons Health Care group.

Accommodation is provided over two floors with lift access to the first floor. The majority of rooms have ensuite bathrooms.

At the time of our visit, there were 57 residents.

On arrival at the home the Healthwatch team was greeted by the Regional Manager, Mrs. Liza Murphy, who explained that she was covering in the absence of a Manager. The home Manager had been sent staff and relatives questionnaires prior to the visit but, at the time of writing the report, none had been returned. Additional questionnaires were sent following the visit but we are still awaiting responses.



Recommendations/Observations

- To consider, as part of the painting and decorating refurbishment, to provide a contrast in colour to the flooring and handrails, particularly in the residential wing for those living with dementia. This would aid navigation and perception.
- To continue working with the catering provider to improve the catering and dining experience for the residents.
- To place signage on full glass doors to assist those residents living with Dementia who struggle with perception difficulties.
- To consider a pictorial menu to aid ease of choice and assist those residents living with dementia.
- The Activity Coordinator to prioritise a weekly activity schedule with a range of activities to suit all residents individual needs. This should be displayed prominently and preferably in pictorial format.

What's working well

- Management recognise that the home is in need of some refurbishment and has implemented an audit to identify areas of priority. This is in progress and is being closely monitored by the Regional Manager.
- The residents enjoy having a resident pet cat that encourages nurturing activities and aids relaxation.
- Staff and management responded well to resident's individual needs and demonstrated a caring and empathic approach, promoting dignity at all times.

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.

Full Report

How safe is the setting for service users?

In the spacious entrance/reception area we saw evidence of fire safety, infection control, the CQC rating and the homes complaint procedure. There was also an electronic feedback station and access to the lift.

We observed that both fire evacuation procedures and infection control measures were in place.

The Healthwatch team found the home to be clean and comfortable, with lighting and heating at the appropriate levels. The team did observe a slight malodour in the upstairs corridor area.

Hesslewood House has a mix of hard and carpeted flooring areas in the corridors, bedrooms and communal areas. We were told that the carpet in the lounge/dining area was due to be shampooed as this looked a little 'tired'. Whilst handrails were observed throughout all corridors, some corridors appeared to have little contrast between the flooring, walls and handrails, which could prove problematic for those residents living with dementia.

The team observed that some of the paint and woodwork throughout the home was scuffed and a little tired but we were told that decorators were due to come in to refresh paintwork in the corridors, and that the bathrooms were all being refurbished as part of a rolling programme. The home has taken advice from Infection Control regarding the refurbishment.

The kitchen and food preparation areas have been rated '4'. The home has contracted out its catering to a company called Ellior, who we were told owns the kitchen and employs their own kitchen staff. The Home is currently monitoring dining experiences following issues raised in the CQC report around the quality of food provided. We were told that the homes are in consultation with Ellior around improving the food provision. Residents that we spoke to on the day commented that the food was "ok", with others stating that that it was "great".

We observed that there were facilities available throughout the day for the residents to stay hydrated and have a snack such as biscuits and fruit.

Hesslewood House has a resident cat that can be said to have a therapeutic effect on the residents, as they are able to nurture it and experience the calming effect that stroking a pet can provide.

How effective do service users consider the service to be?

The residents of Hesslewood House have access to a range of external health services.

As much as possible, the home encourages the residents to act independently and at the time of our visit we observed staff promoting dignity and independence. We observed them speaking to residents on their level and knocking on resident's doors before entering.

Resident independence is also assisted through fixtures and fittings such as assisted bathing facilities and colored toilet seats and handrails. Signage is in both print and pictorial format and is displayed prominently on all communal facilities. However, the team did observe some glass doors that were not clearly signed, and in having signs would aid perception of those residents living with dementia. In the dementia wing of the home, resident's bedroom doors were painted in differing colors, also giving the appearance of an external door.

Residents make their own choices about how they spend their days, eat their meals etc.

Hesslewood House has a large conservatory style dining area and is arranged to accommodate all resident's needs. Printed menus are available indicating healthy food choices, but we would recommend, that to aid those residents living with dementia, these be in pictorial format. There are large French doors to the garden area from the dining room which makes for a comfortable and pleasant environment.

How caring do service users find the service?

Throughout their visit, the Healthwatch team witnessed positive interactions between the staff and residents. The team had the opportunity to speak to several residents during our visit, who said; *"Staff are wonderful, not a bad one among them,"* and *"the staff are very caring"*. However, one resident told us that *"there is never enough staff, there needs to be a 'floater'"*. She also told us that she had been waiting for a good length of time for the required two members of staff to assist her to be taken downstairs. On relaying this to the Regional Manager, she told us that the difficulty lies in that they are funded for staffing for residential care, and whilst this lady was on the residential unit, her needs were mostly nursing due to her mobility issues. As a result there may not always be the two members of staff available at any one time to assist if there assistance is required elsewhere.

Similarly, another resident on the same residential floor told us that she had *"been waiting all morning to be taken down for her breakfast"*. However we were told that this was not the case and that the resident had had an explanation as to why she may have been kept waiting a little longer than usual.

During the visit we did later observe these two female residents sitting in the downstairs communal area and appeared quite content.

Staff could be seen to promote dignity and empathy in their approach to residents and appeared to have a good understanding of their needs.

Each resident has their own room which they are encouraged to arrange as they wish and can bring in furniture and pictures from home to make it feel more personalised.

Hesslewood House has recently appointed an Activities Coordinator who commenced in post on the day of our visit. Staffs have been providing a reduced activity schedule in the interim. The upstairs attic space has been converted in to an activities space, with a large table for arts and craft activities and books, puzzles and board games provided. There is also a hairdressing unit for a visiting hairdresser and a designated 'sensory' room. This room is fairly basic, with soft mats on the floor, and wind chimes and mobiles hanging from the ceiling. Soft music can be played into the room to aid relaxation.

We did not observe an activity schedule displayed. We would recommend that a pictorial weekly activity display be a priority for the new Coordinator.

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

The Healthwatch team observed that there is a complaints procedure in place and residents that we spoke to told us that they knew how to use it.

Residents at the home have access to Wi-Fi.

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

Both residents and staff spoke positively about the home, 'I'm happy here' one resident told us. We also spoke to a staff member who had worked at the home for 12 years who told us that she "loved my job". We were told that other staff members had also been at the home for a long period of time and staff turnover was low.

The home appeared to be adequately staffed and staff were observed to provide person centered care. All staff are encouraged to have ongoing training and staff that we were able to speak to told us that they felt well supported by management.

Response from Manager:

"Manger not responded to the report"

Signed on behalf of HWERY

Karen Meadows, Helen Moore

Date: 20.11.19