

## Enter & View Residential Care Home Report

# Lavender House

Welton Road, Brough, East Yorkshire HU15 1BJ

Date of visit: 24<sup>th</sup> May 2017

Date of publication: 30/6/17

HWERY Representatives: Jessica Mell & Michelle Harvey

**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 measure the impact of previous visits to Residential Care Homes across the East Riding of Yorkshire conducted between January 2015 and March 2016 and check on recommendation progress.

#### Previous Recommendations

- Consider the removal of the screen curtain rails from larger rooms unless there is a good reason to keep them. This will increase the homeliness of the room.
- Consider a process for staff to voice ideas and suggestions.
- It may be useful for the manager to develop peer group relationships with managers in other local care homes to share experiences and knowledge.

### Summary of Key Findings

Lavender House is a privately owned care home providing a homely atmosphere for its 20 residents, who are very well cared for. Residents have positive and trusting relationships with staff who are extremely attentive, patient and considerate of their individual needs. A range of activities are offered to suit the needs of residents and relatives and visitors are welcomed at the home at any time and are highly satisfied with the level of care provided. Some areas of the building are in need of decoration but this does not impede the level of care shown to residents.

Progress has been made in relation to previous HWERY recommendations.

### Recommendations/Observations

- For the benefit of service users with Dementia and visitors to the home improved signage around the home and on individual resident's doors.
- Prioritise arranging access to the outside space via patio doors in the quiet lounge, to benefit those residents who enjoy spending time outside.



# Full Report

## Background

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.

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

Under its remit of 'Making a Difference Locally', Healthwatch has a responsibility to ensure that recommendations for change are heard and responded to by relevant decision makers.

## Main Findings

### How safe is the setting for service users?

On arriving at the home a number of residents were observed sitting at the front of the building, enjoying watching the many passers-by, reading the newspaper and discussing the day's news with a member of staff; the residents remained supervised at all times, ensuring their comfort and safety in the small seating area which was adjacent to the car park.

Access via the main entrance was restricted by a key pad, ensuring all visitors had to be let in by a member of staff and store cupboards were locked (although a key had been observed as being left in the door of one store cupboard, which was later removed).

The home was clean and had a pleasant smell and hand sanitiser was available for use at the signing in desk.

One resident described how his medicines were administered by a member of staff who was 'very intelligent and knew exactly what he was doing' and was extremely happy with his level of care, having full confidence in the staff at the home. Another resident described how it 'would be nice if the staff would break some of the rules and regulations sometimes' and went on to explain ways in which the staff kept him safe and met his varying needs.

There were hand rails throughout the home to support residents moving independently around the building and a lift for use by residents who were unable to use the stairs.

### How effective do service users consider the service to be?

Residents have access to the services that they need e.g. dentists, podiatrists, opticians etc. and access to G.P. and hospital care as required. One resident told us that the staff ring the doctors for him whenever he needs them and told us 'the dentist came and visited me and gave me new teeth, everything was just sorted out for me'.



A hairdresser regularly visits the home and one resident described how they enjoyed getting their hair done each week.

Staff were observed effectively communicating with residents during the visit and were extremely attentive and considerate of individual resident's needs. One relative commented 'I visit the home every-day and as an observer, the way in which staff communicate with residents is marvellous, the level of patience shown with some residents is just excellent'; another commented 'the staff are friendly, kind and full of patience'.

Residents receive a varied diet and are happy with the food on offer. One resident described the food as 'good old Yorkshire food, which is just what we want', another resident said 'the food is fantastic - you couldn't go to a hotel and get a better meal'. Residents had the choice of where they wished to eat their meals. One relative described how he was often invited to stay and eat with his wife at the home, which he enjoyed and provided him with the opportunity to spend more quality time with his wife and also ensured that he was able to enjoy a good meal himself, as he described himself as not the best of cooks.

### How caring do service users find the service?

The residents spoken to on the day felt that they were very well cared for and clearly had very positive and trusting relationships with the staff, all of the interactions observed on the day of the visit were extremely kind, caring and supportive of resident's needs. One resident said 'I was a bit dubious when I first came here but the other day I asked - can I stay here for the rest of my life? I'd be happy to stay here for the next twenty years but I'm 84 now so that would probably make me a bit old'.

There were a range of daily activities on offer which were on display on both the notice board and in the communal lounge. A music performer visited once a month and a 'pat dog' had visited the home for the benefit of those residents who were animal lovers as well as a visitor who had brought in a number of owls for residents to see. Activities are organised by the staff and one member of staff was observed conducting a quiz with a number of residents and their relatives in the communal lounge during the visit. One relative later described how his wife suffered quite severely from Dementia, but he had been pleasantly surprised at how well she had been able to take part in the quiz by successfully recognising and naming the film stars and had clearly enjoyed herself. Some residents said that they might like to do more activities, but they were unsure as to what they might like to do.

Outside trips are sometimes organised, however not all residents like to go out and said that they feel happier staying within the home; a mini bus is hired to take out those residents who wish to do so - some residents said that they would like to go out more often. Residents sometimes go and visit the pub/restaurant across the road and other local amenities and said that they enjoyed this.

Relatives explained how Christmas and birthday celebrations were very good and staff always made a fuss, ensuring that they always felt like a special event.

Residents have their own room which they can furnish and decorate with their own possessions to make their room feel as homely as possible. A husband and wife were happy for us to visit them in their room and told us how their son had helped them personalise



their room with their own furniture, pictures and ornaments etc. The gentleman explained how his wife had initially moved into the home after he found that he was no longer able to care for her; unfortunately very shortly after that he had suffered a fall and had needed care himself and the home had been able to accommodate him in the same room as his wife. Although the couple had not been at the home for long and were still adjusting to moving into residential care, they felt well cared for and supported, they explained how they were just happy spending time together living in their own room and in each other's company. They enjoyed the views from the window of their room, which was bright and airy.

One relative said that they were 'absolutely delighted with the level of care provided at Lavender House', others via the relatives questionnaires commented 'I am very happy with the love and care provided' and 'First class service, very friendly and professional staff offering very good care.'

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

Both residents and relatives felt that the service provided is very responsive to their needs; both were aware that there was a formal complaints procedure in place however no-one had felt the need to use it. Residents said that any slight niggles that they had were dealt with promptly by staff as they arose, one resident commented 'The manager is fantastic, whatever you ask her to do, she will do it.', another commented 'I have nothing to complain about'. One relative said 'I have never had a complaint, so have never had to use it', another commented via a questionnaire 'A well-run care home - no complaints'.

Relatives described how they are welcome to visit the home anytime and are always made to feel extremely welcome, they felt that their views were always listened to and individual request were responded to and accommodated wherever possible.

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

Both residents and relatives spoke extremely highly about the leadership and management of the home. One resident said of the manager 'Lovely, lovely lady - I can't find anyone nicer'. All relatives that had responded via the relative's questionnaire stated that they were happy with the leadership and management of the home, one commented 'The home is extremely well run and the staff are always helpful and cheerful'.

Staff feel that they are adequately trained to carry out their roles and feel well supported. One member of staff commented 'I enjoy my job here - everyone is friendly and there is a good atmosphere'.

The home provides a homely environment for its residents, some areas of the building were in need of decoration but this did not impede the level of care shown to residents. One relative commented 'It's not the poshest of places, but clean, hygienic and well kept', another commented 'It's a nice homely place - not clinical like some other places, it feels like home'.

Work is being undertaken to extend the home and residents will benefit from being able to access further outside space via patio doors in the quiet lounge, which will be of benefit to those residents who enjoy spending time outside.



As a new visitor to the premises, navigating the corridors to resident's accommodation was not easy and one resident was seen to be struggling a little in finding where he wanted to go. Although resident's names were on each door, the signs were quite small and hard to read, these could be improved and personalised to further enhance the accommodation and personalisation of individual rooms. Although residents and relatives did not comment on this as being an issue, as a visitor this is an improvement that would enhance the accommodation on offer at Lavender House.

A discussion was held with the manager regarding the previous Healthwatch recommendations and it was noted that although screen curtain rails were still in some rooms, these were used effectively to protect the privacy and dignity of residents as necessary. Those rooms that were seen during the visit that included screen rails were not adversely affected by the presence of the rails and the rooms had been personalised for residents with their own belongings maintaining a homely feel. The manager also described how she had also made links with other local care home managers since the last visit.

The manger was extremely accommodating and welcoming throughout our visit and it was clear that she is keen to develop the home and continually strive to improve the home for the benefit of its residents.

<i>Signed on behalf of HWERY</i>	<i>Matthew Fawcett</i>	<i>Date: 30/6/17</i>
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HW Reference: 201806208R  
Time & Duration of Visit: 11.00 - 12.15  
Number of people engaged with: 3

## Lavender House Re-visit Report

Date of first visit: 24<sup>th</sup> May 2017

Date of publication: 18<sup>th</sup> September 2018

Date of re-visit: 11<sup>th</sup> June 2018

HWERY Representative: Martin Davies

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### Main Purpose of Visit

Healthwatch East Riding conducted an Enter & View visit at Lavender House 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
Recommendation	Progress	
For the benefit of service users with Dementia and visitors to the home improved signage around the home and on individual resident's doors.		
Prioritise arranging access to the outside space via patio doors in the quiet lounge, to benefit those residents who enjoy spending time outside.		

### Summary of Key Findings & Progress towards Recommendations

The home has purchased and is installing dementia friendly signage throughout the home demarking areas such as bedrooms rooms and bathrooms etc.

The home has five residents suffering with dementia at the moment. Some residents choose to stay in their rooms, but many choose to use the two lounges that are available.

The space outside the quiet lounge now has an access ramp, and the outdoor area is being developed with seating and planters to provide an outdoor space for residents to enjoy.

### Impact and Additional Observations

On the day of our visit 3 residents were outdoors enjoying the sunshine.

One married couple who share a room told us 'We have no complaints whatsoever, we have good caring staff and the food is excellent, this is a homely home. We have got Wi-Fi and our son visits 3 times a week, we stay in our room; however that is our choice'.

Signed: *M. Harvey*

Date: 18/09/18