

## Enter & View Residential Care Home Report

# The Old Vicarage Res. Care Home

84 Main Street, Skidby, Cottingham, East Yorkshire HU16 5TH

Date of visit: 8<sup>th</sup> March 2017

HWERY Representatives:

Date of publication: 16/5/17

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**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 Conclusion

This home seems a good example of delivering care in a residential setting. The Staff are highly qualified and seem to be developing on a constant basis. Dignity and respect are at the forefront of service delivery and the residents are put first. There is enough activity for the residents to participate in and they are encouraged (not forced) to get out of their rooms. We spoke with two residents who said how well they were being treated. The environment in the home was pleasant and appeared safe for residents. Policies and procedures all were held in the highest regard. Safeguarding was also of huge importance. The home's 'no cash' policy for the residents has proved most advantageous.

## Summary of Key Findings

As there are no previous recommendations to investigate, we can confirm that the high standards we recorded at the previous visit still exist.

We found this to be a very pleasant care home which sets a good benchmark of quality. It is particularly impressive that what, on the outside, is an old building (though well maintained) is, on the inside, thoroughly modern.

## Recommendations/Observations

No new recommendations.



## 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?

The home is set in large, private gardens down a long drive and is well away from the main road. Walking into the building there is a large courtyard which is used to host events to encourage residents to get out of their room.

No safety concerns.

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

Though our interaction with service users was limited, the service users we spoke to found the service effective and were very happy at the home.

Every resident has a care plan that has been shaped and shared with the service user and their family. These are reviewed monthly and twice a year these are reviewed with residents and relatives.

The care home also does a twice yearly questionnaire to residents to make sure standards are being met. This improves the care provided and also keeps residents involved in their own care.

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

The service users we spoke to found the service caring. This was also very clear to see in the interactions that we observed between staff and residents.

There is no pressure for residents to leave their room and throughout our visit we saw staff making sure that residents did not feel isolated.

Each resident has an assigned Key Worker/ named carer with whom the family can liaise and build a rapport.



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

Though our interaction with service users was limited, the service users we spoke to found the service responsive to their needs.

Residents all have their own room, with their own bathroom. The staff at the home regards choice to be very important e.g. all residents get a choice of food in addition to being able to request whatever they wish to drink at any time.

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

The service users we spoke to found the service well-led. This was also very apparent through our own observations and we were particularly impressed that the manager conducted visits to residents when they were in hospital in order to ensure that they were suitable to be discharged.

<i>Signed on behalf of HWERY</i>	<i>Mfawcett</i>	<i>Date: 16/5/17</i>
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