

healthwatch

North Somerset



Enter and View Report

Yatton Hall Care Home
8th February 2017



Contents

Visit Overview.....	3
About Healthwatch North Somerset	4
Enter & View	4
Key Benefits of Enter & View.....	5
Purpose of the Visit	5
How was the Visit Conducted?.....	6
Observations and Findings	6
Personal Care and Dignity of Residents.....	6
Independence of Residents and Control over Daily Life	6
Staff Behaviour and Attitudes and Relationship between Residents and Staff.....	7
Activities for Residents	7
Food and Drink and Meal Times.....	7
Relationship between the Home and Relatives/Carers.....	8
Staff Satisfaction.....	8
Other Observations and Comments from Resident, Staff and Relatives.....	8
Recommendations	9
Acknowledgements	9



Visit Overview

Service Name and Address	Yatton Hall Care Home, High Street, Yatton, BS49 4DW
Registered Provider	Four Seasons Health Care
Type of Service	Residential, nursing and respite care
Specialisms	Learning disabilities, physical disabilities, caring for adults under 65 years
Registered Manager	Ms Lisa Marie Brain
Date and Time of Visit	8th February 2017 9.30am-11.45pm
Enter and View Team	Sophia Jones, Manuela Lopez

About Healthwatch North Somerset

Healthwatch North Somerset is the local independent voice for health and social care services. We work with local people to improve services for people who live, or access services in North Somerset, gathering local views and experiences and acting on them to make local services better, now and in the future.

Healthwatch North Somerset's statutory function and remit, which is laid out in The Health and Social Care Act 2012, is to provide a voice for people who use health and adult social care services, by:

Influencing

- Giving people an opportunity to have a say about their local health and social care services, including those whose voice isn't usually heard
- Taking public views to the people who make decisions - including having a representative on the Health and Wellbeing Board (People and Communities Board in North Somerset)
- Feeding issues back to government via Healthwatch England and the Care Quality Commission (CQC)

Signposting

- Providing information about health and social care services in the local area
- Advising people on where to go for specialist help or information (signposting)
- Helping people make choices and decisions about their care
- Working closely with other groups and organisations in the local area.

Enter & View

In order to enable Healthwatch North Somerset to gather the information it needs about services, there are times when it is appropriate for Healthwatch North Somerset staff and volunteers to see and hear for themselves how those services are provided. That is why the government has introduced duties on certain commissioners and providers of health and social care services (with some exceptions) to allow authorised Healthwatch North Somerset representatives to enter premises that service providers own or control to observe the nature and quality of those services.

Healthwatch North Somerset Enter and Views are not part of a formal inspection process, neither are they any form of audit. Rather, they are a way for Healthwatch North Somerset to gain a better understanding of local health and social care services by seeing them in operation. Healthwatch North Somerset Enter and View Authorised Representatives are not required to have any prior in-depth knowledge about a service before they visit. Their role is to observe the service, talk to service users and staff if appropriate, and make comments and recommendations based on their subjective observations and impressions in the form of a report.

This Enter and View report is aimed at outlining what they saw and making any suitable suggestions for improvement to the service concerned. The report may also make

recommendations for commissioners, regulators or for Healthwatch North Somerset to explore particular issues in more detail. Unless stated otherwise, the visits are not designed to pursue the rectification of issues previously identified by other regulatory agencies. Any serious issues that are identified during a Healthwatch Enter and View visit are referred to the service provider and appropriate regulatory agencies for their rectification.

Legislation allows 'Enter and View' activity to be undertaken with regard to the following organisations or persons:

- NHS Trusts
- NHS Foundation Trusts
- Local Authorities
- a person providing primary medical services (e.g. GPs)
- a person providing primary dental services (i.e. dentists)
- a person providing primary ophthalmic services (i.e. opticians)
- a person providing pharmaceutical services (e.g. community pharmacists)
- a person who owns or controls premises where ophthalmic and pharmaceutical services are provided
- Bodies or institutions which are contracted by Local Authorities or the NHS to provide health or care services (e.g. adult social care homes and day-care centres).

Key Benefits of Enter & View

To encourage, support, recommend and influence service improvement by:

- Capturing and reflecting the views of service users who often go unheard, e.g. care home residents
- Offering service users an independent, trusted party (lay person) with whom they feel comfortable sharing experiences
- Engaging carers and relatives
- Identifying and sharing 'best practice', e.g. activities that work well
- Keeping 'quality of life' matters firmly on the agenda
- Encouraging providers to engage with local Healthwatch as a 'critical friend', outside of formal inspection
- Gathering evidence at the point of service delivery, to add to a wider understanding of how services are delivered to local people
- Supporting the local Healthwatch remit to help ensure that the views and feedback from service users and carers play an integral part in local commissioning

Purpose of the Visit

Healthwatch North Somerset is carrying out a series of visits to Social Care/NHS funded accommodation/services in North Somerset to ascertain the quality of life and experience and opinions of residents. Yatton Hall was selected as it provides care for people under the age of 65.

This report relates only to this specific visit and feedback we have received directly at Healthwatch North Somerset during the same time period. It is not representative of all

service users, only those who contributed within the restricted time available, through interviews or other feedback.

How was the Visit Conducted?

The visit was an announced visit with the Manager being given two weeks' notice. We sent letters, posters and leaflets to the home to inform residents, relatives/carers and staff about our visit and about the role of Healthwatch North Somerset.

We observed the condition of the premises, the interaction between the staff and residents and we talked with four residents and one family member who was visiting at the time, and four members of staff who were on duty at the time of the visit. We also spoke with the Manager at the start of the visit and at the end to clarify any questions that had been raised.

Observations and Findings

Yatton Hall is a purpose built facility with forty eight beds situated on the High Street in the centre of Yatton. Thirteen beds on the second floor are designated for Young Physically Disabled people aged between 18-65 years. In the rest of the home nursing, residential and palliative care patients are accommodated together.

When the team arrived we saw that the road was very busy with traffic and that the home had a narrow garden which backed onto the street. We saw a large car park to the front of the home with plenty of parking space available.

The team were welcomed by a member of the staff team who said she was expecting us. She did not identify herself. She asked us to sign in to the visitor's book in the lobby before entering the home. We saw a copy of the Complaints Procedure in the lobby. We noticed that there was a Four Seasons Healthcare touchscreen feedback point and feedback cards in the hallway opposite the Manager's office.

The staff member introduced us to the Manager, Lisa Brain. Our general impressions of the home at this point was of a welcoming, spacious entrance hall which was well decorated, clean and tidy.

Personal Care and Dignity of Residents

All the residents that we observed were dressed in clean clothes and they looked neat and tidy in their personal appearance. We saw 6 residents sitting in the lounge on chairs which were positioned conversationally so that people were able to chat to each other.

Independence of Residents and Control over Daily Life

On our walk around the building we observed items of clean laundry on a rack. We were told by a member of staff that they would be given back to the residents that day and that each resident wore their own clothes. We were invited into their rooms by two residents. One lived on the residential/nursing floor and one resident, who had physical disabilities, lived on the floor above.

We were told by these two residents that they always had two choices at mealtimes and that the cook visited them the evening before to find out what they would like. The Manager told us that if a resident did not want the meal offered then the cook would prepare a simple snack for that person instead. One resident told us that he was able to eat meals in his room

if he chose too. He also showed us some ingredients in his room which he said the cook would prepare for him individually if asked.

We were told by a resident that getting up times on the second floor were not fixed but depended on how many staff were on duty to assist residents. In one room we observed personal belongings, furniture and toiletries. On the second floor we saw that the rooms, including the doors, were decorated individually and were told by the Manager that residents were able to choose a personal paint colour before moving in and that the home arranged the decorating.

Staff Behaviour and Attitudes and Relationship between Residents and Staff

We observed several interactions between staff and residents. We saw the Activities Coordinator engaging with residents during an exercise session in the lounge. Her manner was open and friendly, she laughed and joked with the residents whilst gently correcting their posture and movements. It was evident to us that she knew the names of residents and we saw her treat them in a respectful way.

Another member of staff arranged for us to speak with a particular resident in his room. We heard her talking to him, explaining our visit and getting his permission for us to go into his room. This staff member had worked at Yatton Hall for nine years and was able to talk at length about the people she looked after. It appeared to us that she had a good knowledge of each person as an individual and also that she was genuinely fond of them.

Activities for Residents

We were introduced to the home's Activities Coordinator who we were told works every day. We saw a schedule posted on the wall outside the lounge and also on the first floor which listed morning and afternoon activities for the whole week. On the list we saw Exercise, Board Games and Music among others. One resident told us that the residents were consulted on which activities they would like to try. The Manager told us that if a resident has a particular interest then staff will try to fulfil it for example one resident enjoys chess so staff make time to play with him.

We observed the Activities Coordinator leading the residents in some basic physical exercises in the lounge. The residents were seated and the coordinator was offering lots of encouragement for them to participate as much as they were able.

One resident on the young physically disabled floor told us that the activities were mostly geared towards the interests of older people so he chose not to join in. However, he said that his friends come and take him out to church which he appreciates and enjoys.

Food and Drink and Meal Times

In the dining room we saw that each table had a menu for the day showing two choices at lunch and dinner. The Manager told us that the menus run on a four week cycle.

She told us that some residents complain about the food because they have to have pureed food and they miss the consistency of "real" meals. She said that a lot of their residents needed help with feeding. She told us that the chef is flexible to provide meals for individual residents outside of set mealtimes and that individual dietary needs can be catered for.

Relationship between the Home and Relatives/Carers

We talked to a family member who was waiting in the corridor whilst her father was being washed and dressed for the day. She said that she valued the staff and the way they responded to her father who she said had early dementia. She told us that she felt relieved that her father was being well cared for and that he was safe at Yatton Hall. She told us that she had raised some minor issues with the Manager and that these had been addressed. She said that even though Yatton Hall was some distance from her home in Bristol she would not consider moving her father because she believed the level of care he received was better than at other homes she had visited or heard about.

The Manager told us that family members were welcome to visit residents at any time. When the residents were taking part in an activity in the lounge during our visit, we saw two visitors sitting in the dining room across from the lounge. One was drinking tea and one was reading the paper while they waited.

One resident told us that his friends from the local church would sometimes come to visit him. Another talked about a recent visit from his son and grandchildren.

A relative told us that she was always kept up to date on any infections that her relative developed. She also told us that the home would provide an escort for her father's hospital appointments if she was unable to accompany him herself.

We asked the Manager about visiting and were told relatives could come at any time. She also said that staff would stop anybody that they did not recognise from coming into the home.

Staff Satisfaction

We interacted with several staff members during our visit. On all occasions we were greeted with a smile and a friendly word. On the young physically disabled floor we talked to the Deputy Manager of the home. She told us she had been working at Yatton Hall for nine years and that this was longer than she had worked anywhere else. She said she likes the variety the home offers her in her role.

Other Observations and Comments from Residents, Staff and Relatives

“Yatton is very compact and I have everything I need close by.” (Resident)

“There is a low turnover of staff which is good for my father.” (Relative)

“I like the variety that working here offers.” (Staff member)

Examples of Good Practice Noted

The Manager recognises the importance of keeping the residents active (physically and mentally) and is planning to send four members of staff for training to run activities in the home alongside the Activities Coordinator.

Yatton Hall runs a Tuck Shop for residents to fundraise for arranging more activities.

The Home allows residents on the young physically disabled floor to choose their own paint colours for their rooms, arranges and pays for redecoration.

Recommendations

Based on the feedback received during the Enter and View visit Healthwatch North Somerset recommends that the home arranges a wider variety of activities for residents to ensure that some would appeal to the interests of younger residents.

Acknowledgements

Healthwatch North Somerset would like to thank the Manager, Lisa Brain and all the residents and staff of Yatton Hall for their assistance in planning the visit and the preparation of this report as well as the provision of opinion and feedback.



Healthwatch North Somerset
3rd Floor, The Sion
Crown Glass Place
Nailsea
BS48 1RB

01275 851400

contact@healthwatchnorthsomerset.co.uk

www.healthwatchnorthsomerset.co.uk

