



Enter & View

Rockliffe Court

Date of Visit: 14th June 2017



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Background

What is Healthwatch Kingston upon Hull?

There is a local Healthwatch in every area of England. We are the independent champion for people who use health and social care services. We exist to ensure that people are at the heart of care. We listen to what people like about services, and what could be improved and we share their views with those with the power to make change happen. We also share them with Healthwatch England, the national body, to help improve the quality of services across the country. People can also speak to us to find information about health and social care services available locally.

We have the power to ensure that people's voices are heard by the government and those running services. As well as seeking the public's views ourselves, we also encourage services to involve people in decisions that affect them. Our sole purpose is to help make care better for people.

What is Enter & View?

Part of the role of local Healthwatch is to carry out Enter & View (E&V) visits. Local Healthwatch representatives, along with trained Healthwatch volunteers, carry out these visits to health and social care services to understand how they are being run, to identify instances of good practice and to make recommendations where there are areas for improvement. The Health and Social Care Act (2012) allows local Healthwatch representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, care homes, GP practices, dental surgeries, opticians and pharmacies.

Disclaimer

This report relates to the observations made on the specific date of the visit, and is representative of the views of the service users we spoke to on that day.

Acknowledgements

Healthwatch Kingston upon Hull would like to thank everyone at Rockliffe Court for welcoming us; in particular we would like to thank Jean Goodwin (Home Manager) and the residents who gave their time to speak to us.





Details of the Visit

Details of service

Rockliffe Court is an independent residential home, owned and run by Jean Goodwin and is situated on Anlaby Road, close to Hull city centre. Rockliffe Court provides 24 hour residential care for up to 29 residents. At the time of our visit, there were 29 individuals in residence. The home offers care for older people, those with dementia, sensory impairment, and specialises in working with people with Alzheimer's. The last CQC report, published in December 2015 rated the service as 'Good'.

Location

331/337 Anlaby Road, Hull, HU3 2SA.

Date/Time of visit

14th June 2017 at 1.30pm

Reason for Visit

To speak to care home residents from across the city, to hear their life stories, their experiences of health and social care services, and how they came to reside in the home they are in. Healthwatch Kingston upon Hull is interested to know if and how social bonds are being maintained between residents and the communities they came from. These life stories will be written up in a separate report.

Healthwatch Representatives

Lucy Heatley – Healthwatch Kingston upon Hull (Research & Reporting Officer)

Kevin Delaney – Healthwatch Kingston upon Hull (Volunteer & Engagement Officer)

John Wilkinson – Healthwatch Kingston upon Hull (Volunteer)

Provider Representative

Jean Goodwin – Home Owner/Manager





Results of the Visit

First Impressions

Rockcliffe Court is situated on Anlaby Road, close to Hull City Centre.

The signage advertising the home is clear and prominent. The area surrounding the main entrance is surrounded by shrubbery which is a little overgrown, but it does not impede access to the front door. There are steps leading up to the front door which makes access for wheelchair users impractical. There is however access available at the rear of the building, next to the lift to the first floor.

The communal areas on the ground floor were reasonably clean and tidy. There had been some recent decorative work carried out, which was largely complete, with just a few finishing touches to add (i.e window coverings in the dining area). The home smelled clean, and all of the residents who were in the communal area looked happy and well cared for. The residents interacted well with members of care staff who were making sure care plans and planned appointments/outings for the following days were up to date. The staff members interacted very well with the residents we observed them speaking to and the interactions we witnessed were upbeat and friendly.

The gardens to the rear of the property, accessed through the morning room/conservatory are well kept.

On street parking is available to the rear of the property on Saner Street, a short walk from the home.

Entrance & Reception Area

The front door was secure and accessible but was surrounded by some very full foliage which obstructed the view to the door from the road. Only one of the buzzers attached to the front door worked.

Inside the entrance hall was clear of obstructions and reasonably clean, but it was not very well lit.

The signage inside the property was adequate, with signposting to communal areas and fire exits prominently displayed.

Wheelchair access is available at the rear of the building, with a lift to the rooms on the first floor.

Staff members that we met were security conscious. They asked to see our identity badges and for us to sign in and out of the premises.

We did not notice any unpleasant odours.





Activities & Leisure

The residents we spoke to told us that there were occasional trips organised to places such as The Deep, and they were also encouraged to pursue their own interests. One of the residents we spoke to attends her local church on a weekly basis to sing in the choir, and takes regular trips into Hull city centre to go shopping.

Food & Refreshments

All food is prepared on the premises.

Cleanliness & Infection Control

The areas our team saw all looked to be in reasonable decorative order with a few finishing touches to be completed (window coverings in the dining area). The communal areas we inspected looked and smelled clean. There were no obvious unpleasant odours, and all of the residents we met looked happy, clean and well presented.

Administration

We sent a short questionnaire out with the letter informing the home of our visit, which was completed before we arrived. The manager (Ms Goodwin) although very busy, took time to speak to us and was happy to answer our questions. We witnessed care staff speaking to a number of the residents about planned appointments/visits for the upcoming week and making notes in their records.

Staffing

Number of full time staff employed by home: 6

Part time staff: 17

Day time staff on shift:

- Early – 3 care staff, 1 manager/owner, 1 admin, 1 domestic, 1 cook, 1 kitchen assistant, 1 activity & 1 handyman.
- Late – 3 care staff

Overnight staff: 3

Privacy, Dignity & Treating People as Individuals

All of the interactions we witnessed between residents and staff were friendly and warm. The residents we spoke to were complimentary about the staff and management team and the way they treated them.





Encouraging Positive & Respectful Attitudes

The interactions between members of care were professional, friendly and warm. The residents we spoke to felt they could speak to the staff about concerns, and felt confident that their concerns would be acted upon.

Recommendations

- Trim foliage around front entrance.
- Remove broken buzzer from front door.

Distribution List

This report has been distributed to the following groups/organisations:

- Hull City Council
- CQC
- Healthwatch England
- Hull CCG
- Provider (Rockliffe Court)



