



## **Enter & View**

**St Clare House**

**Date of Visit: 15<sup>th</sup> 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 St Clare's for welcoming us; in particular we would like to thank Nichola Ward (home manager) and family members of residents who took the time to speak to us.





## Details of the Visit

### Details of service

St Clare House is owned by Futurewise Properties LTD and managed by Nichola Ward. It is situated on Bourne Street, close to Hull city centre. It provides care for older people with dementia, mental health conditions and physical disabilities for up to 29 residents. At the time of our visit, the home was running at full capacity. The last CQC report, published in June 2016 rated the service as 'Good'.

### Location

Bourne Street, Hull, HU2 8AE

### Date/Time of visit

15<sup>th</sup> 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

Gail Baines – Healthwatch Kingston upon Hull Delivery Manager

### Provider Representative

Nichola Ward – Home Manager





## Results of the Visit

### First Impressions

St Clare House is situated on Bourne Street, close to Hull College, and the centre of the city.

The signage advertising the home is clear and visible. There is private off street parking, with a disabled parking spot marked clearly. It is a purpose built residential home. The first floor is designed to facilitate the care needs of people living with dementia. All rooms are en-suite and residents are encouraged to add personal touches. Resident's photographs are attached to their doors.

The communal area on the ground floor was clean, tidy and clear of obstruction. The living/dining room had recently been decorated to a very high standard. The space was clean, light, airy and very welcoming.

The outside space was well kept, private and secure. There is a gazebo and a raised planting area for the residents to use. BBQs and outdoor activities are held throughout the summer months (weather permitting).

### Entrance & Reception Area

Our advice from the last visit had been followed and a disabled parking space is now marked clearly in the car park.

We entered through the outer doors, signed in and then were allowed entry by the home's manager Nichola Ward.

The entrance is well presented, appeared to be clean, well lit, clear of obstruction and secure.

The signage within the home is clear and appropriately placed.

The entrances and exits to the home are wheelchair accessible.

### Activities & Leisure

The home's manager was very keen to encourage activities, internal and external to the home. They have hairdressers, nail technicians and chiropodists who attend the home on a regular basis. Musicians and other entertainers are invited into the home to perform for the residents. The home also holds annual summer and Christmas fairs. We witnessed the afternoon tea party taking place. There are lots of photographs on display from previous excursions/in home activities. They also display certificates from Active Gold, a physical activity programme for residents.





## **Food & Refreshments**

All food is prepared on premises

## **Cleanliness & Infection Control**

We witnessed stringent adherence to health and hygiene rules. The home was clean, with no trip hazards, and there were no obvious unpleasant smells.

## **Administration**

All paperwork we had requested prior to the meeting was completed and provided during our visit.

## **Staffing**

Number of part time staff: 14

Number of staff working during day: 6

Number of staff working overnight: 3

## **Privacy, Dignity & Treating People as Individuals**

The manager is keen to make every effort to ensure people are treated as individuals and that their dignity and privacy is respected as much as practicable. That attitude has been fostered the home's other members of staff.

We spoke to a number of members of staff during our visit, as well as one of the home's volunteers and a Health & Social Care student on placement there. All conversations were very positive.

## **Encouraging Positive & Respectful Attitudes**

The interactions between members of care staff and the residents were very good. The staff engaged willingly and gently with residents. The atmosphere in the home is very pleasant. Family members and friends of residents are encouraged to visit as often as they like, before 8pm (unless there are extenuating circumstances).

## **Other Comments**

During our meeting with the manager we discussed the interaction with health and social care services. We asked whether there were any particular issues she had accessing services for her residents and whether she could tell us about any notable examples of good practice. The manager expressed the following opinions:





- 111 call centre not always helpful, a return to Emergency Care Practitioner led team would be better for St Clare's.
- Too much emphasis on sending residents to hospital for minor ailments (minor cuts, bumps and bruises and water infections), which causes disruption to the home, and distress to the resident, as well as taking up hospital resources.
- Interested in the possibility of an online best practice information sharing forum for care home managers.

N.B: This information was imparted to us during the course of the introductory conversation held with Nichola Ward (home manager). It will be used to inform future project planning.

### Spotlight

We spoke with the home's manager (Nichola Ward) for 30 minutes to gain a good understanding of what the home offered and who it caters for. Ms Ward was very helpful and was able to offer a good insight into the people for whom she was responsible. She engages with the home's residents regularly, preferring very hands on approach. Ms Ward has worked at the home for 2 years, and has worked in other homes previously.

Ms Ward took us on a guided tour of the home. We spoke to a number of the residents about their general experience of the home, but they were engaged in taking afternoon tea at the time of our visit so we were unable to conduct a more in depth consultation with any of them. Instead we spoke to one of the resident's relatives about her experience; one of the resident's daughters was keen to speak to us about her experience.

The interview lasted for approximately 60 minutes. We were invited to look at the resident's life story book that the home encourages relatives to compile for residents. St Clare's encourages residents, their family members/friends to complete a life stories folder so that members of staff have a record of residents' likes and dislikes, and an idea about their history.

We spoke to a resident's daughter about her mother and her path into residential care. Her mother was in the late stages of dementia and was therefore unable to be interviewed herself. Her daughter was extremely happy with St Clare's, and could not praise the home or the staff highly enough.

### Recommendations

No recommendations





## Distribution List

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

- Hull City Council
- CQC
- Healthwatch England
- Hull CCG
- Provider (St Clare House)

