



Enter & View Visit Report

Details of Visit

Service Name and Address	York House, Glebe Road, Bayston Hill, Shrewsbury SY3 0PZ
Service Provider	Prospects for People with Learning Disabilities
Day, Date and Time	Wednesday 17 th December 2014, 2 - 3.30 pm
Visit Team (Enter & View Authorised Representatives from Healthwatch Shropshire)	Anthea Fell Frank Parsons

Purpose of the Visit

Dignity, Choice & Respect: the quality of life experienced by service users in this care setting

Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experience of all service users and staff, only an account of what was observed and contributed at the time.

Context of Visit

In the wake of the Winterbourne Review, Shropshire's Health & Wellbeing Partnership Board requested that Healthwatch Shropshire carry out Enter & View visits to some learning disability facilities. This is one of a number that will take place in response to this request.

The visits will take place over a number of months. Each visit will produce an individual report. Once all the visits have taken place Healthwatch Shropshire will produce an overarching report.

This visit was announced.

What we were looking at

We looked at some key things that affect an individual's quality of life: whether they experience choice, dignity and respect in this care setting.

Do individuals experience choice?

- Choice of activities, including socialising and participating in 'activities'
- Choices to shape their daily routine
- Choices over personal appearance and space

Do individuals experience dignity and respect?

- Personal privacy
- Supported as an individual and individuals' needs are recognised
- The setting manages group dynamics
- Involvement of family and friends in an individual's care
- Facility to complain
- Access to healthcare services.

What we did

The Enter and View team visited York House initially on 3rd December to meet the staff and residents as it was felt that it would be less stressful for the residents. The actual Enter & View visit took place two weeks later. On arriving for both visits we were greeted by the Team Leader and the Unit Manager. On the actual Enter & View visit we were taken on a tour of the building to familiarise ourselves with the layout, and then proceeded to walk around unaccompanied to talk to residents where possible and make observations as we went. We were able to spend quite some time with the unit manager who was able to answer our questions.

York House is a purpose built care home, situated in a residential area of Bayston Hill, Shrewsbury. It provides long term care for ten residents. The Care Home is semi-circular and set out on the ground floor with staff accommodation above. In the corridor to the left of the entrance hall there is an office in the corner, then sleeping staff bedroom/sitting room, bedrooms, kitchen, bathroom, and large sitting room. There is a small section of semi open space with more bedrooms and a kitchen: this was originally intended for more independent clients but even in the early days this was found to be impractical. The corridor on the other side of the entrance hall leads to more beds, a bathroom, a further kitchen and a conservatory.

The team spent their time unaccompanied, either observing or talking to three residents. It was extremely difficult to communicate with the other residents, because of the profound nature of their disabilities.

What we found out

Choice: Activities, including socialising

There is an activities board clearly on display in the unit. Activities include:

- Walking for Health. We were told by staff that one resident was participating in this currently.
- Aquacise
- Attending the Lantern, a community hub in Shrewsbury
- Visits to a local tea shop in 'the village'. One resident said they enjoyed these visits.
- Cooking on Thursday, with a video for those who don't want to cook. On Thursdays the unit has a 'Cookery Day'. The participating residents move to the church hall and kitchen to assist with the cooking and then are able to eat and enjoy their own work.
- The care home has a strong Christian ethos, and there are Church activities on Sundays and as appropriate.

The care home has its own minibus, used for various outings with residents.

The residents are encouraged to carry out pastimes which they enjoy. For example, one resident stated being very happy making loom bracelets and had just received a certificate for successfully raising £24 for the unit from the sale of them.

In one of the lounges the residents were watching TV/Videos and confirmed that they could make the choice of viewing themselves. Also, all of the residents' rooms contained a TV/Radio on which they could choose their own viewing.

There is a large lawned garden (with furniture) which, the staff informed us, is for the residents' use.

Some of the residents we spoke to assist with 'chores', for which they receive a small amount of money. One particular resident enjoys washing and cleaning the home's minibus.

Choice: Daily Routine

The unit has two kitchens: one provides the main menu items, the second is for residents who want 'something different' to the main menu. A notice-board detailing all of the residents' dietary requirements and preferences was clearly displayed for the staff in the kitchens. All the mealtimes are flexible: lunch for example is between 12.00 and 1.30, not at a specific time.

Residents are given choice in their daily routines, but most, because of their conditions, need assistance with aspects of them, for example, meeting their dietary needs and requirements. Real effort is made by having more than one kitchen to cater for all requirements, along with flexible mealtimes.

Choice: Personal Appearance and Space

The three residents we spoke to confirmed that they can choose how their rooms are decorated, and are able to decorate them with their own pictures, photo-collages etc. The furniture varied from room to room.

One resident confirmed that they could pick the clothes they wanted to wear. This resident also likes specific radio shows: the staff are aware of this and will set the radio to the right channel at the right times.

Dignity and Respect: Privacy

It was noticed that all the staff on duty knocked and asked permission before entering the residents' rooms. The residents were able to (and did) retire to the privacy of their room at any time.

We noticed one resident being taken to the 'bathroom'. The staff moved the resident in a most unobtrusive and sensitive manner.

Dignity and Respect: Supported as an Individual

At all times we observed the staff treat the residents with great respect. Because of the lack of verbal communication of some residents, we were told that staff are very aware of residents' non-verbal communication, including signs of distress and

happiness. For example we learned that one resident made certain noises to communicate happiness (e.g. whistling, singing) or distress.

The staff told us that all residents have care plans (even down to what channels and when the resident watches/listens to their TV programmes) and are actively encouraged by the staff to participate in their chosen interests.

One resident told us they know everything there is to know about Paddington Bear.

All residents have advocates, including those with families.

Dignity and Respect: Managing Group Dynamics

During the visit we did not observe any interactions between residents. Several residents were watching a TV programme in one of the lounges, but did not appear to interact. However we did see interactions between residents and staff: this wasn't always verbal due to the nature of the individuals' disabilities. We saw staff taking an interest and helping in the residents' activities and, based on our observations, the residents seemed happy and contented.

Dignity and Respect: Involvement of Friends and Family

We were not able to discuss this, as no family members were present. Indeed we understand that many residents do not have family visitors.

Dignity and Respect: Facility to Complain

Only one resident told us that they would contact a member of staff but a member of staff said that she felt that residents are relaxed enough to indicate problems to staff in their own way. There is quite a high resident/carer ratio so staff said they are aware of any escalating problems.

Staff photos are displayed in the entrance so every visitor and resident knows who the staff are should they need to speak with them.

It appears that it is the policy of 'Prospects for People with Learning Disabilities' that residents can have a 'representative' from each unit who meet up with the higher management to discuss any problems or suggestions. No one from York House has done this, but the manager informed us that the representative from the Telford unit does visit York House from time to time to liaise.

Dignity and Respect: Access to Healthcare

The care home manager confirmed that all the residents have their annual health checks and have access to proper screening relevant to their gender.

Whilst we were present one of the residents was being taken to hospital by ambulance. This was done without causing distress to other residents.

Additional Findings

House rules, such as 'Do Not Steal' and 'Do Not Enter Rooms Without Knocking First', are clearly displayed by the entrance. A staff member told us that these are decided by the staff with the assistance of residents, where possible.

The care home is part of the 'Prospects' group, which was started by Rev David Potter and his wife following the birth of their daughter who had learning disabilities. It has therefore a very strong Christian ethos. York House was built 25 years ago on land donated by the church, to which it is adjacent. Several of the staff have been with the unit since its opening, or thereabouts.

When we first arrived at York House both members of the visit team felt there was a 'good atmosphere' about the unit. All the staff were very helpful and we felt they showed a great deal of care and respect towards the residents.

A member of staff expressed concern that use of the house garden might be restricted due to the possibility of an estate being built.

One resident confirmed to us that they are very happy to live at York House.

Summary of Findings

- Each resident's room was clearly personalised. We met a few residents who confirmed their rooms were decorated as they wished.
- Residents asked were able to say they were involved in their care.
- Residents we spoke to said they were content living in York House.
- Activity boards were clearly on display.
- Residents are actively encouraged in their individual interests.
- Residents displayed trust towards the staff, and staff showed very caring and respectful attitudes towards the residents.
- York House appears to work at providing a stimulating environment for residents by encouraging people to take part in activities and to have some independence of choice (see above).

Recommendations

The Visit Team have no recommendations to make as a result of this visit.

Service Provider Response

Thank you for such a positive report. I note that there are no recommendations but would add that we are aware of areas in which we could do better and we are constantly striving to make improvements.

Acknowledgements

Healthwatch Shropshire would like to thank the service provider, service users, visitors and staff for the contribution to this Enter & View.

Who are Healthwatch Shropshire?

Healthwatch Shropshire is the voice for people in Shropshire about the health and social care services delivered in their area. We are an independent body providing a way for people to share their experiences to help people get the best out of their health and social care services. As one of a network of Local Healthwatch across England we are supported by the national body Healthwatch England, and our data is fed to the Care Quality Commission (CQC).

What is Enter & View?

Healthwatch Shropshire gather information on people's experiences of health and social care services and there are times when it is appropriate for Healthwatch Shropshire to see and hear for ourselves how services are being delivered: these visits are called 'Enter & View', they are not inspections.

Teams of specially trained volunteers carry out visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows Healthwatch authorised representatives to observe service delivery and talk to services users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies.

Get in Touch!

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