

**ENTER & VIEW VISIT REPORT**

Premises visited: <b>Holyrood House Baxtergate Hedon HU12 8JN</b>	Date of Visit: 18 <sup>th</sup> March 2015	HW Reference:20150318
	Duration of visit:10 -11.30am	
	HWERY Representatives: Sheila Mahon Peter Horrocks	Staff met during visit: Debbie Hunter (Officer in charge) and two other staff members

**PURPOSE OF VISIT**

The visit was part of a HWERY programme to review the quality of provision of residential care in East Yorkshire. The visit was pre-arranged.

**INTRODUCTION**

Ownership of the home was recently taken up by Yellow Rose Lodge Ltd from Anchor Housing. The new owners have changed the role of some rooms and have started a decorating programme.

**FIRST IMPRESSIONS**

The environment is homely, pleasantly cluttered in places, warm and cheerful though rather dark in places. Most residents were alert, smiling readily and keen to know who was visiting. Some were still enjoying breakfast in the late morning. They praised the care they received and the quality and flexibility of the catering.

**ENVIRONMENT**

Holyrood House is a former large family home in a garden close to the centre of Hedon, converted many years ago into an old people's home. There is no parking provision. We visited most areas of the home including the lounge, library, dining room, kitchen, bedrooms and bathrooms. There are 19 single rooms and 5 are shared, 17 rooms have an en suite toilet and hand basin. In addition there are 2 bathrooms, 1 shower and 5 toilets. Bedrooms are on two floors. At the time of the visit there were 23 residents. We noticed some unpleasant smells in one or two areas, which were carpeted.

**STAFF**

There are 10 full time and 13 part time staff, including an activity worker. During the day 4 care staff are available, at night there are 2 on duty. Care staff work 12-hour shifts.

**CQC Theme - SAFE**

Plenty of effort was being made to ensure an adequate fluid intake by the residents. The home was reasonably clean in all areas we visited. Laundry is entirely done in-house.

Flooring in reception rooms is a mixture of carpet and wood parquet whilst in bedrooms some were carpeted, except those of residents with an incontinence risk.

**CQC Theme - WELL LED**

In the absence of the home's manager on leave we were well assisted by the officer in charge Debbie Hunter, who gave up part of a very busy morning to look after us.

Relatives noticed that the staff were “run off their feet” at times. It was said that night time carers could feel under strain if one or more residents became disturbed. We did not discuss training or recruitment on this visit

### **CQC Theme - EFFECTIVE**

Input from health services is satisfactory. District nurses attend on most days. Optical, dental and chiropody/podiatry services work well. There are the usual storage problems with the mass delivery of continence supplies. All surplus walking aids are sent to a charity. Most GPs from the two Hedon practices visit the home, there is no designated GP. Patients admitted to hospital are sent with their “patient passport” but receipt is rarely acknowledged.

### **CQC Theme - CARING**


The close personal knowledge and warm relationships between staff and residents were impressive. Every effort is made to confer the maximum autonomy on each individual whether it be mealtimes, where to spend the day or whom to befriend. Each resident has a named carer. Care plans are reviewed regularly. Some include end-of-life wishes. Almost all residents pass away at the home rather than in hospital. Visitors are welcome at most times, perhaps a little less so at mealtimes. Menu choices are impressive; the main meal is in the evening. Two residents handle their own petty cash. Washing personal clothing is done carefully and few items go astray. Each bedroom door names the occupant and bears a picture of significance to the resident. Two people are mainly looked after in bed, two require help with their meals, almost all have some degree of confusion. The majority of residents are funded by the local authority.

### **CQC Theme - RESPONSIVE TO NEED**

A number of “reminiscence” items are seen around the home. Activities include outings to local cafes and pot planting in the garden in the summer months. With the help of the new activities worker residents enjoy reminiscence sessions. Two residents walk into town unaccompanied. Occasional baking sessions are enjoyed.

### **CONCLUSION**

Despite this being a rather curtailed visit we believe that Holyrood House provides a high standard of personal care to its residents. The environment is homely and will benefit from the upgrading programme now under way.

Signed on behalf of HWERY Board		Date: 16 <sup>th</sup> April 2015
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