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Premises visited: Albermarle, Baxtergate, Hedon HU12 8JN	Date of Visit: 21 <sup>st</sup> April 2015	HW Reference: 20150421
	Duration of visit: 2 hour	
	HWERY representatives: Pat Simmons Kate Ollett	Staff met during visit: Cindy Turner (Manager)

**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**

Albermarle Lodge is a 1970s purpose built Humberside Independent Care Association (HICA) home with mainly residents suffering from dementia.

**POLICIES, PROCEDURES AND CARE PLAN**

All the policies and procedures are viewable on-line and all the care plans including 'Map of life' were available to staff should they need to refer to them. They are updated at least once a month.

**ENVIRONMENT**

There are 41 residents, all with their own room. 9 are ensuite and all have their own wash hand basin. There are 2 bathrooms and 1 shower room and 10 additional toilets. All toilets have yellow doors. The public rooms were light and airy and the main lounge was filled with residents talking, some were painting, some were knitting, some of the men were watching television. There was a reminiscence room with old photos on display. All the residents had their front doors painted the colour of their choice (excluding yellow) and all were personalised. Some residents stay in their rooms all day, but those seemed to leave their doors open and talked to people going past so were still part of the home community.

All the windows look out on to well-kept gardens with seating areas and bird feeders. All residents have their own hanging basket. Inside the rooms are cheerful and comfortably furnished and everything is very clean. They have recently started to replace carpets with hygienic hard flooring in the corridor areas and existing carpets and chairs were kept clean on a regular basis. All resident rooms were entirely bespoke to residents taste.

**PRIVACY, DIGNITY AND RESPECT**

All residents have a lock on their door. Some have their own key. Permission was requested from the residents to show us their rooms, and we spoke to two who stayed in their rooms most of the time, one through choice and one who was very frail, though both had their doors open. The staff were talking and laughing with the residents.

## RELATIVES

The sibling of a new resident was walking around and talking to everyone and was very happy with the place. We saw no other relatives.

## STAFF

There are 45 staff both full and part time, 5 carers + 1 senior in the morning, 4 carers + 1 senior in the afternoon and 2 carers +1 senior on at night. All staff, including the handyman and cleaners undergo full training on a rolling program, starting with a full week induction. The training matrix was comprehensive. The staff were all very friendly and seemed to smile all the time.

## CQC AREAS

- Safe

No concerns were noted.

- Well Led

The manager was a very pleasant and caring person, who seemed dedicated to her residents and staff with comprehensive administration.

- Effective

All the residents we spoke to were clean, properly dressed and wanting to talk to us, all of them saying how happy they were with the staff and food.

- Caring

The activities board was advertising all its activities with pictures. The activities went on from morning until 8pm with breaks for lunch and tea. Residents' pictures etc. were on display.

- Responsive To Need

With the installation of a bus stop, letterbox and telephone box in the entrance hall and a bar in the main lounge in the near future, the home is keeping abreast with the latest thinking in dementia.

## CONCLUSION

This home seems to be well run and residents receive personalised care from the staff.

## RECOMMENDATIONS:

No recommendations are made.

Disclaimer: This report relates only to the service viewed on the date of the visit.

Signed on behalf of HWERY Board		Date: 1 <sup>st</sup> May 2015
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