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Premises visited: Woodleigh Manor Residential Care Home Westhill Hessle HU13 0ER	Date of Visit: 07/12/2015	HW Reference: HWERY 20150720
	Duration of visit: 2 hours. 2pm to 4pm	
	HWERY Representatives: Eric Botheroyd Denise Lester	Staff met during visit: Donna Jenkinson (Manager) Deputy Manager

PURPOSE OF VISIT

The visit was part of a HWERT programme to review the quality of provision of residential care in East Yorkshire

INTRODUCTION

Woodleigh Manor Residential Care Home is situated in a quiet residential area within its own grounds. It provides care for mainly elderly people with dementia and/or mental illness. It is a high dependency care-home many of the residents having transferred from other homes where their needs have been difficult to meet. Most residents are long term and it is rare for people to be transferred elsewhere. There is a very low turnover rate amongst staff. Several including the manager and her deputy have been in post for 18 years.

We had a tour of the building, useful discussions with the manager, her deputy, a resident and a visiting relative. Other relatives who could not stay to speak with us left contact details and we spoke with them later by phone.

POLICIES, PROCEDURES AND CARE PLAN

There is clear evidence of appropriate policies and individual care plans agreed with relatives, staff and other professionals.

ENVIRONMENT

The buildings are old having had various other previous uses before being converted to a care home. The atmosphere is that of a comfortably warm home, although there was a slight but unpleasant odour of urine.

There is a conservatory area indoors linking some ground floor rooms with the general areas. It houses caged birds, a recently disconnected water feature, a bus stop and overhanging “foliage” which was decorated ready for Christmas. Outside as well as a small car park there is a pleasant garden. The garden is not presently secure but there are plans to erect a metal fence within the shrubbery.

The cellar holds the kitchen which is clean and well lit but small and lacking any natural daylight or natural ventilation.

The 34 residents, mainly female occupy individual rooms. There are also 2 rooms for couples. Most bedrooms have ensuite facilities.

PRIVACY, DIGNITY AND RESPECT

On the day of our visit we observed positive interactions between people who live at the home, staff and relatives. We were told by visitors that staff are caring and compassionate. It was clear that staff understood the individual needs of the people they are supporting. Residents are encouraged to be as independent as possible.

RELATIVES

Relatives are encouraged to fully take part in the life of the home. There are open visiting hours and relatives often join in with planned activities.

We spoke with 3 relatives who in general all praised the care that is being provided.

However one relative complained that her husband was restricted in the number of incontinence pads provided and she was buying some to make up the shortfall.

Another mentioned that her sister had suffered from sores due to incontinence. The situation was much improved once she had spoken with the manager.

Having spoken to the Home Manager and CQC about this issue we now understand that it is the NHS that limit their prescription of incontinence pads and that the home and the relatives make up the shortfall. The Manager said they spend around £1000 per year supplementing the provision of incontinence pads.

STAFF

The staff had commonly been in post for many years and have all received a thorough induction programme before they worked unsupervised.

Staffing levels are:

1 senior care worker and 4 care workers in the mornings

1 senior care worker and 3 care workers in the afternoon and evening.

2 care workers and one on call overnight.

2 activities co-ordinators, plus other ancillary staff.

They have ample opportunities to attend training courses both in-house and external and felt able to request further training/updating when needed. The staff we met were enthusiastic, showing loving concern for the residents and a willingness to accommodate likes and dislikes.

SAFE

The home is subdivided by stair gates. The doors to the outside are controlled by keypads. In good weather much use is made of the garden and one resident uses the garden shed to store his bicycle. Each morning he cycles to a local supermarket for a coffee and to buy a newspaper. Staff monitor the person's ability to do this and carry out regular checks to ensure that he remains safe to continue this activity independently.

Some of the residents can be unpredictably argumentative and aggressive but staff deal with such situations skilfully and effectively and we saw good practice on the day of the visit.

There are robust arrangements in place for the management of medicines and staff have received appropriate training.

On the day of the visit we did not notice any trip or slip hazards.

WELL LED

Relatives and staff told us that the home is managed by a caring, enthusiastic and skilled manager who encouraged staff and led by example. Both the manager and her deputy were impressive in their grasp of the difficulties the home presents by virtue of the conditions from which the residents suffer.

There are opportunities for residents and relatives to express their views about the quality of the service provided. This includes a robust complaints procedure and regular residents meetings.

EFFECTIVE

Residents are supported by staff, health care professionals and relatives to make decisions about their care. They have regular access to healthcare professionals when needed. Most residents are registered with the local GP practice from which the home receives weekly visits. A district nurse also visits twice each day.

CARING

It was evident that staff are caring and compassionate making every effort to support residents' individual needs.

Residents have a degree of choice over what and when to eat.

We saw the weekly mealtime menu which is also displayed in the lounge area. A "grazing platter" is also available and we saw residents encouraged to remain hydrated. The home has been awarded the Nutrition Mission Award from Humber NHS Foundation Trust.

Most residents do not keep their own money. Relatives are billed for any of their spending e.g. hairdressers, newspapers.

RESPONSIVE TO NEED

The staff demonstrate considerable flexibility in meeting the fluctuating needs of the residents and in liaison with relatives some of whom live at a considerable distance including abroad. Those relatives living locally are included in day to day care as they wish.

There is a liaison officer in post to ensure that relatives concerns are addressed promptly.

There are 2 activities co-ordinators and we saw evidence of many of the activities planned.

One resident told us about a bowling (Boccia) game he took part in. He told us how much he enjoyed it and was proud to be in a team that had made it through to the finals of a local care home league. Other activities included chair based exercise, arts and crafts,

baking, flower arranging and gardening. We saw some of these activities taking place on the day of the visit.

Residents enjoy trips out; these include shopping trips, visits to the coast and meals out.

Each day a small number of people go to the Methodist Church for coffee.

RECOMMENDATIONS

- Proceed with securing the garden.
- Consider whether working conditions in the kitchen could be improved.

CONCLUSION

Woodleigh Manor appears to be a care home which is very well run, providing personalised care from compassionate and skilled staff. It makes effective use of the facilities available despite the limitations of an old building.

Feedback from people we spoke to and observations made during the visit were generally very positive with dignity and respect being at the forefront of service delivery.

ADDENDUM

Since our visit to Woodleigh Manor the Manager has contacted Healthwatch East Riding to advise them that consideration has been given to the working conditions in the kitchen and that given the constraints of the building everything that can be done to improve working conditions in the kitchen has been done.

The kitchen is fitted with the latest air conditioning system, kitchen staff are allowed breaks whenever they feel they need them and have been consulted on the matter and found to have no concerns regarding their working conditions. It is worth noting that in over 25 years Woodleigh Manor has only had 2 kitchen staff. Such low staff turnover shows management commitment to their working conditions.

Healthwatch East Riding would like to congratulate the Woodleigh Manor Management Team for their swift response to our report which shows their concern for their kitchen staff and their working environment, which is the best it can be given the constraints of the building.

Signed on behalf of HWERY	<i>T.Smith</i>	Date: 04.02.2016
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