

Enter
and
View



Avocet Trust Ings Road

30th of June 2016



Enter and View

One of Healthwatch Kingston upon Hull's key areas of work is to carry out Enter & View visits to Health & Social Care services across the City.

Enter & View is the opportunity for authorised representatives:

- To visit Health & Social care premises to hear and see how service users experience the service
- To collect the views of patients and residents at the point of service delivery
- To collect the views of carers and relatives of service users
- To observe the nature & quality of services
- To collate evidence based feedback
- To report to providers, CQC, Local Authority & NHS commissioners as well as any other relevant partners

How can Enter and View benefit you?

- Enter & View gives you the opportunity to share best practice and activities that work well as Enter & View Ambassadors report on the positive
- Enter & View gives you an opportunity to demonstrate to the CQC inspectors and commissioners that you are supporting patient engagement
- Enter & View gives service users the opportunity to give their views and opinions in order to improve service delivery



HW Reference:	HWKuH16-07-01
Premises visited:	Avocet Trust 93 Ings Road Hull HU8 0LS
Date of Visit:	30-06-2016
Duration of visit:	105 Minutes
HWKuH Representatives:	Jason Hewitt Sam Berridge
Premises Representative	Reception staff Deborah Pickering

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Purpose of Visit

Care home Enter & View visits were planned for June & July 2016 and it was felt that as the Avocet Trust, Ings Road respite care home had been brought to the attention of Healthwatch Kingston upon Hull through recent CQC inspections it should be included in the programme of visits.

The purpose of the visit is to speak to the residents of the home to ascertain the frequency, range and standard of recreational activities on offer.

We will also be seeking resident's opinions regarding local community and visitor involvement in recreational programmes.

Subsequent to any visit a report is prepared, factual detail agreed by the manager of the facility visited, and then shared with the HWKuH Board before distribution.

The visit was pre-arranged. We used a prepared list of questions to find out relevant facts, observed all aspects of the premises or specific areas and spoke to staff, residents and visitors as relevant.

Disclaimer: This report relates only to the service viewed on the date of the visit, and is representative of the views of the service users who contributed to the report on that date.

Introduction

93 Ings Road respite care home is in a residential area to the east of the city. The two storey converted house is owned and currently run by the Avocet Trust.

The home specialises in respite care for young adults usually presenting with a learning disability or autistic spectrum disorder, and who may also have further physical needs. The home has capacity for 5 residents and at the time of visitation accommodated 2 residents.

The home opened approximately 16 years ago and currently provides 4 bedrooms. Currently one room within the home has access to an en-suite facility, however the home has access to a further wet room, shower room and toilet for residents' independent and assisted use.

All food is prepared on site (menus attached - see Appendix 3).

Avocet trust employs 18 full and part time staff for its respite services. The home also employs further recreation, maintenance and catering staff. The home has external grounds for residents with use of a sandpit, netball area and a paddling pool for the summer. The home operates a flexible visiting hours policy (no restricted times).

Findings

We spoke initially to the Manager (Deborah Pickering) and at great length with one of the full time carers (Debra) who advised us of many of the recreational activities on offer for the residents. Whilst a great number are individually tailored, regular activities include bowling, bicycles, cinema visits and shopping. Picnics, baking days, seaside visits and going to the park are activities that are made available at short notice and almost on a daily basis if required. We were also advised that the Avocet Trust also provides larger communal events such as a hoedown, cake tasting events and 'bake offs' and the opportunity to spend time at a large mobile home based at Skipsea.

During the visit our representatives spoke at length to two members of staff, as service users may experience difficulty in communicating their answers to us. Two staff and one resident completed our recreation and community questionnaires. The staff that completed our questionnaires were very aware of the vast range of recreational activities on offer within the Avocet Trust and subsequently at Ings Road. However, due to the nature of the individual challenges that residents face, some residents may not regularly take part in activities, preferring individual pursuits and enhanced one to one activities which may include shopping, walking and sensory therapy.

Both members of staff when discussing recreation & the community spoke of the wide variety of external trips available and the care taken in delivering them, this was re-iterated by the resident who stated he 'liked to go away in the car'. All discussed how regular external visits would include going to the shops, to the seaside, to the local park or as the resident expressed, 'bowling'. However, further external activities that had been undertaken and had been planned included the East Park café, excursions to the Humber Bridge & Country park, the military vehicles exhibition and the East Park fair. Whilst respite care is often temporary, all residents have access to a large, trust provided mobile home based at Skipsea and, where applicable, all residents can be provided a weekly holiday every year. We were informed that the home has access to a minibus thus external trip and visits were significantly easier to achieve. The resident who we spoke to expressed how much they had enjoyed external visits.

Of the staff spoken to, all expressed the challenges faced with engaging and feeling connected to the local community, in particular due to the complexities of the service user's needs and given residents were often temporary in nature. The staff commented that the local area was still a nice area and external visits into the community would include walks, going to the nearby East park or shopping, with wider visits including picnics, swimming or the seaside. During our visit we observed two residents. Whilst one resident was watching films and playing games inside, the second resident was just returning from an excursion.

During our time spent at Avocet trust Ings Road, we divided our time between a large communal area and also a smaller unoccupied bedroom above the communal area during our visit.

Conclusions

After discussions with both staff and a resident, we concluded it is apparent not all respite residents due to the complex nature of their needs, may be fully aware of the range and diversity of all the daily, weekly and further activities provided. Our respondents expressed the range and care taken to provide routine activities, external activities and further person centred activities to allow residents to undertake individual pursuits when required. Most residents currently benefit from a wealth of opportunities that take them away from the home or to attend community events. After discussions with staff and management we were informed of the use of a minibus that makes external activities much simpler to plan and execute.

The Avocet Trust employs 18 dedicated staff to undertake its respite division, with a mix of full time and part time dedicated support staff who undertake all activities over a shared week period. Whilst monthly activity plans are agreed in principle, activities are often shared and fluid based entirely on individual resident's requirements as activity is very person centred led. After further discussions with both staff and residents, there is understandably limited community involvement around recreation and activities, mostly in part to the transient nature of the respite clients.

Recommendations

Further to our visit the following recommendations are made:

- To encourage more visitors and the local community to participate in and provide recreational activities.
- A more robust activities board be on display giving visitors and residents an indication of upcoming or available activities.
- To continue with the exemplary array of person centred and group activities for residents

Verification of Report

Produced on behalf of HWKuH by		Date:
Signed on behalf of HWKuH Board		Date:

Appendix 1

Visit Details

The visit was carried out by the following Healthwatch Kingston upon Hull Enter & View Ambassador:

Samantha Berridge

Accompanied by Healthwatch Kingston upon Hull Insight & Intelligence Officer:

Jason Hewitt

All Enter & View Ambassadors are fully trained in accordance with Healthwatch policy and have undertaken Disclosure & Barring service (DBS) checks.

The visit was carried out on Thursday 30th June 2016 and our representatives were at the premises for approximately 120 Minutes

Is there any activity that you would like to see on the programme?

Do you have any activities that take you away from the home?

Trips? Local shops?

If so, have you attended?

Does anyone from the local community come into the home to do any activities?

If so, have you attended?

Do you have the opportunity to attend community events?

If so, have you attended?

If there are any external / community visits do family / carers have the opportunity to join in?

Living here do you feel part of the local community?

Any other comments relating to recreation and the local community?

Appendix 3

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Early Morning Breakfast	Tea/coffee Cereals Porridge Toast & Preserves Fruit Juice Bacon sandwich	Tea/coffee Cereals Porridge Toast & Preserves Fruit Juice	Tea/coffee Cereals Porridge Toast & Preserves Fruit Juice	Tea/coffee Cereals Porridge Toast & Preserves Fruit Juice	Tea/coffee Cereals Porridge Toast & Preserves Fruit Juice	Tea/coffee Cereals Porridge Toast & Preserves Fruit Juice	Tea/coffee Cereals Porridge Toast & Preserves Fruit Juice
Morning Snack	Tea/Coffee Biscuits Fruit Turkey Roast	Tea/Coffee Biscuits Fruit Meat Loaf	Tea/Coffee Biscuits Fruit Lancashire Hotpot	Tea/Coffee Biscuits Fruit Mince & dumplings -	Tea/Coffee Biscuits Fruit Fried (or Steamed Fish)	Tea/Coffee Biscuits Fruit Brisket & Yorkshire Pudding	Tea/Coffee Biscuits Fruit Roast Chicken & Stuffing
Lunch	Seasonal Vegetables Mince Apple Pie & Custard	Seasonal Vegetables Fish Pie Ground Rice Pudding	Seasonal Vegetables Chicken casserole Coconut Sponge & Custard	Seasonal Vegetables Sausages Jam Sponge & Custard	Chips or Mash, Bread & butter Ham & Eggs Rice Pudding & Jam	Seasonal Vegetables Chicken pie Fruit Crumble & Custard	Seasonal Vegetables Steak Casserole Treacle Sponge & Custard
Lunch Alternative	Tea/Coffee Scones & Biscuits Cheese & Fruit Fruit Smoothie	Tea/Coffee Date & Walnut Loaf Lemon Tarts Fruit Smoothie	Tea/Coffee Butterfly Buns Jam Tarts Fruit Smoothie	Tea/Coffee Coconut Tarts Chocolate Buns Fruit Smoothie	Tea/Coffee Coconut Tarts Mince tarts Fruit Smoothie	Tea/Coffee Almond tarts Lemon Buns Fruit Smoothie	Tea/Coffee Iced Buns Jam Tarts Fruit Smoothie
Afternoon Tea	Fruit smoothie Sandwich Platter	Soup & Assorted Sandwiches Tuna Salad	Fish Cakes with potato waffles and peas Sandwich Platter & Salad	Sausages with potato croquettes and	Bacon & Egg Flan Sandwich Platter	Homemade Sausage Rolls with Chips & Beans Sandwich Platter	Ham & Egg Salad Sandwich Platter
Soft choice	Fruit & Icecream	Soup & bread Bananas & Icecream	Fishcakes Arctic Roll	Ravioli Lemon Meringue Pie	Spaghetti and cheese Mandarins in Jelly with evaporated milk	Corned beef patties Peaches and Icecream	Macaroni cheese Eton Mess
Supper							
	Milky drinks are encouraged, however tea/coffee are available with a selection of biscuits and cheese & crackers						
Lunch Seasonal Veg will include potatoes and two other seasonal choices	Yoghurts, fruit and icecream are always available as an alternative pudding						
Different diets are all accommodated - Vegetarian/Pescatarian/Diabetic/Low calorie/Lactose intolerant. All specific diets accommodate. Foods are fortified to increase calorie intake where necessary							

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Early Morning Breakfast	Tea/coffee Cereals Porridge Toast & Preserves Fruit Juice Sausage sandwich	Tea/coffee Cereals Porridge Toast & Preserves Fruit Juice	Tea/coffee Cereals Porridge Toast & Preserves Fruit Juice	Tea/coffee Cereals Porridge Toast & Preserves Fruit Juice	Tea/coffee Cereals Porridge Toast & Preserves Fruit Juice	Tea/coffee Cereals Porridge Toast & Preserves Fruit Juice	Tea/coffee Cereals Porridge Toast & Preserves Fruit Juice
Morning Snack	Tea/Coffee Biscuits Fruit Steak Pie	Tea/Coffee Biscuits Fruit Toad in the Hole	Tea/Coffee Biscuits Fruit Mince cobbler	Tea/Coffee Biscuits Fruit Fried (or Steamed Fish)	Tea/Coffee Biscuits Fruit Chicken Pie	Tea/Coffee Biscuits Fruit	Tea/Coffee Biscuits Fruit Cooked Breakfast
Lunch	Seasonal Vegetables	Seasonal Vegetables	Seasonal Vegetables	Seasonal Vegetables & butter	Seasonal Vegetables	Seasonal Vegetables	Seasonal Vegetables
Lunch Alternative	Fish Pie Milk Pudding	Mince Chocolate Sponge & custard	Chicken Casserole Fruit Crumble & Custard	Sausages Jam Sponge & Custard	Rice Pudding & Jam Custard	Beef pie Treacle Sponge & Custard	Chicken Pie Apple Pie & custard
Afternoon Tea	Tea/Coffee Scones & Biscuits Cheese & Fruit Fruit Smoothie Breaded Fish with oven chip & peas	Tea/Coffee Currant Buns Lemon Tarts Fruit Smoothie Curry, Rice & popadoms	Tea/Coffee Butterfly Buns Jam Tarts Fruit Smoothie Baked omelette & salad	Tea/Coffee Coconut Tarts Chocolate Buns Fruit Smoothie Soup & sandwiches	Tea/Coffee Coconut Tarts Mince tarts Fruit Smoothie Cheese & Tomato Flan	Tea/Coffee Fruit cake Biscuit Selection Fruit Smoothie Sausages with potato croquettes and beans	Tea/Coffee Iced Buns Jam Tarts Fruit Smoothie Pork Pie Ploughmans with pickle
Soft choice	Soup & sandwiches Cheese potato patties Fruit & Icecream	Tuna Salad Curry & Rice Bananas & Icecream	Sandwich Platter & Salad Tuna pasta bake Fruit, jelly & Icecream	Sandwich Platter & Salad Soup Banoffi Pie	Sandwich Platter Spaghetti and cheese Fruit Mousse & Cream	Sandwich Platter Corned beef patties Peaches and ice cream	Sandwich Platter Macaroni Cheese Trifle
Supper							

Milky drinks are encouraged, however tea/coffee are available with a selection of biscuits and cheese & crackers

Lunch Seasonal Veg will include potatoes and two other seasonal choices
Different diets are all accommodated - Vegetarian/Pescatarian/Diabetic/Low calorie/Lactose intolerant. All specific diets accommodate. Foods are fortified to increase calorie intake where necessary

Yoghurts, fruit and icecream are always available as an alternative pudding.