



## **Enter & View**

### **West Park Nursing & Residential Home**

**Date of Visit: 16<sup>th</sup> June 2017**



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## Background

### What is Healthwatch Kingston upon Hull (KuH)?

There is a local Healthwatch in every area of England. We are the independent champion for people who use health and social care services. We exist to ensure that people are at the heart of care. We listen to what people like about services, and what could be improved and we share their views with those with the power to make change happen. We also share them with Healthwatch England, the national body, to help improve the quality of services across the country. People can also speak to us to find information about health and social care services available locally.

We have the power to ensure that people's voices are heard by the government and those running services. As well as seeking the public's views ourselves, we also encourage services to involve people in decisions that affect them. Our sole purpose is to help make care better for people.

### What is Enter & View?

Part of the role of local Healthwatch is to carry out Enter & View (E&V) visits. Local Healthwatch representatives, along with trained Healthwatch volunteers, carry out these visits to health and social care services to understand how they are being run, to identify instances of good practice and to make recommendations where there are areas for improvement. The Health and Social care Act (2012) allows local Healthwatch representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, care homes, GP practices, dental surgeries, opticians and pharmacies.

### Disclaimer

This report relates to the observations made on the specific date of the visit, and is representative of the views of the service users we spoke to on that day.

### Acknowledgements

Healthwatch Kingston upon Hull would like to thank everyone at West Park for welcoming us; in particular we would like to thank Leanne Larkins (Home Manager) and all other members of staff and residents who gave their time to speak to us.





## Details of the Visit

### Details of service

West Park Nursing & Residential Home is a privately owned establishment and is managed by Leanne Larkins. It is situated on Selby Street, close to Hull city centre. West Park provides nursing and residential care for up to 40 residents with care needs relating to dementia and physical ailments. At the time of our visit, there were 31 people in residence. The last CQC report, published in February 2017 rated the service as 'Good'.

### Location

1/5 Selby Street, West Park, Hull, HU3 3PB

### Date/Time of visit

16<sup>th</sup> June 2017 at 1.30pm

### Reason for Visit

To speak to care home residents from across the city, to hear their life stories, their experiences of health and social care services, and how they came to reside in the home they are in. HWKuH is interested to know if and how social bonds are being maintained between residents and the communities they came from. These life stories will be written up in a separate report.

### Healthwatch Representatives

Lucy Heatley – Healthwatch Kingston upon Hull Research & Reporting Officer

John Wilkinson – Healthwatch Kingston upon Hull Volunteer

### Provider Representative

Leanne Larkins – Home Manager





## Results of the Visit

### First Impressions

West Park is situated on Selby Street, just off Anlaby Road, close to Hull city centre.

The signage advertising the home is clear and prominently displayed. There is private, gated off street parking to the front of the building, with clearly marked spaces. The area is clean and tidy. It is a purpose built residential home.

The communal living/dining area on the ground floor was clean and tidy, but clearly well used. The area looked clean and well maintained, and there were no obvious unpleasant smells.

The rear garden is well maintained and accessible from the main dining/living room.

### Entrance & Reception Area

The entrance hallway way clean and well lit. It is wheelchair accessible and secure. There are art work/collages along the hallways, a sort of memory lane for the residents. There are local landmarks, seaside and sport themed areas.

There is also a chair situated near the front door specifically for one of the gentlemen residents who enjoys sitting there and watching the trains go past.

Signage in the home is clear and appropriately placed.

### Activities & Leisure

When we arrived, most residents were engaged in a lively and competitive music quiz. They were playing each other for sweets. There was a lot of laughter.

The daily menu is very well advertised, with pictorial representation as well as written, so that those who struggle to read can see what is on offer.

The home does arrange excursions occasionally, as well as in home entertainment.

### Food & Refreshments

Food prepared on site.





## **Cleanliness & Infection Control**

All of the areas that we saw were clean and tidy; there were no obvious unpleasant smells. All of the residents we met were well presented and appeared to be enjoying themselves.

## **Administration**

All of the paperwork that we asked to be completed before our arrival was waiting for us.

## **Staffing**

Full time staff: 16

Part time staff: 12

Figures subject to occupancy level:

- Daytime: 1 Nurse & 3 Carers, 2 Kitchen & 2 Domestic, Manager Monday - Friday & Activities Coordinator 3 x per week.
- Night – time – 1 Nurse & 2 Carers (at present).

## **Privacy, Dignity & Treating People as Individuals**

A lot of effort has been put into displaying stimulating artwork relating to local people, landmarks and cultural icons. The manager has had wall mid rails painted red to help residents distinguish them from the wall. They have found that this helps residents with dementia to navigate the corridors. Similarly, they have painted the inside of the exterior doors white (they were a dark wood before) and this has had the effect of reducing the amount of incidents of residents with dementia being drawn to the doorway (because it stood out from the light coloured walls) and becoming distressed when they couldn't open the door.

The front entrance overlooks a train bridge. One of the residents enjoys watching the trains go by, and so a seating area has been installed for him to do so.

## **Encouraging Positive & Respectful Attitudes**

The interactions between members of staff and residents were friendly and professional. Members of staff are keen to ensure residents are happy and well cared for. Residents are consulted regularly via resident meetings about such things as activities, menus, and decoration in the home.





## Other Comments

During our meeting with the manager we discussed how well health and social care services are integrated. We asked whether there were any particular issues she had accessing services for her residents and whether she could tell us about any notable examples of good practice. Comments from the manager were as follows:

- There have been a few issues relating to getting timely care for residents. In one case the home was told it would be a 26 week wait for one resident to see a dietician.
- A few instances of safeguarding measures being put in place on home even though patient came to residential home with sores already having occurred.
- Backlog in Deprivation of Liberties (DoLs) can be problematic.
- GPs can sometimes be a bit quick to send patients to hospital, rather than advocating treating residents in home.
- Couple of instances of hospital trying to send challenging/unready patients to home without adequate care plans in place.

N.B: This information was imparted to us during the course of the introductory conversation held with Leanne Larkins (home manager). It will be used to inform future project planning.

## Recommendations

No recommendations.

## Distribution List

This report has been distributed to the following groups/organisations:

- Hull City Council
- CQC
- Healthwatch England
- Hull CCG
- Provider (West Park Nursing & Residential Home)

