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Premises visited:  Sandhall Park Sandhall Drive Fairfield Goole DN14 5HY	Date of Visit: 10 <sup>th</sup> February 2016	HW Reference: HWERY 20160210
	Duration of visit:	
	HWERY Representatives: Peter Horrocks Don Waudby	Staff met during visit: Joanne Cooledge - Manager Kelly McEneny - Deputy Manager

### **PURPOSE OF VISIT**

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

### **INTRODUCTION**

Sandhall Park is a purpose-built residential home, now 20 years old. It is part of a housing estate midway between Goole and the village of Hook and some distance from shops and services. It is currently run by a company called Astonbrook which owns 21 homes in all. Since taking the home over in May 2015 Astonbrook have invested heavily in upgrading work.

There are 50 rooms of which 41 are en-suite. All rooms are on the ground floor. The original concept was to have separate room groupings (Honeysuckle and Jasmine) to serve those with memory problems and those without. In practice there is considerable overlap.

A CQC visit in March 2015 was very critical of many aspects of the home, so much so that an embargo was placed on admissions. Since the home was taken over by Astonbrook, a second visit in July 2015 resulted in the CQC giving a “good” rating to almost all criteria, the exception being the home’s management of medication which the manager told us has now been addressed.

We had very useful discussions with the home’s manager Joanne Cooledge and her colleague Kelly McEneny. We also met other members of staff and spoke with eight or nine residents.

There are currently 47 residents. The home carries out occasional respite admissions and rarely some day care. Eight or nine residents are unable to leave their beds; at least a dozen require help or supervision with eating; perhaps three quarters have memory problems though few are challenging in their behaviour. Three residents are self-funding, several have been assessed for partial NHS support. Joint health and social assessments are carried out at 6 monthly or yearly intervals depending on the East Riding Team.

## ENVIRONMENT

The exterior is tidy with ample parking. There are a couple of small internal gardens to which residents have access. The building is warm and welcoming, well carpeted and clean. There are no unpleasant odours. The home is part way through an upgrading of its decoration and furnishing.

As part of the upgrading, floors in rooms and dining areas are being changed from carpet to a laminated wood finish.

Many people in the home were cheerful and interested in our visit. The residents we spoke to all said that they were well looked after and spoke of the choices they were given in where to spend the day and what to eat.

## POLICIES, PROCEDURES AND CARE PLAN

All residents have an active care plan, created with the resident and their family where possible. The plans are reviewed monthly or sooner if needed. Plans include end of life preferences where these can be obtained.

Each resident has a named carer.

Visiting time is open but the home request that this not be at meal times.

## PRIVACY, DIGNITY AND RESPECT

Independence is encouraged where possible: one resident goes out unaccompanied, two look after money of their own and one manages their own medication.

There is a fully developed Deprivation of Liberty Safeguarding (DoLS) system with all residents being reviewed at the interval stipulated when DoLS is authorised. This may be every 3 months, every 6 months or annually.

Residents meetings are held on a monthly basis with residents' families meetings being held every 3 months.

## STAFF

There are a total of 67 staff. By day there are two senior carers and seven carers on duty; at night one senior carer and four carers cover the home.

There are monthly senior staff meetings, and staff meetings.

## SAFE

Hand rails are plentiful and the design of the home allows residents to walk safely around the corridors. The call system is modern and includes pressure mats to detect movement at night; the only indication of where help is needed is on a few tiny screens dotted about the corridors.

The laundry deals with linen and personal clothing, separating soiled and clean items clearly.

The kitchen appears modern and clean. All food is cooked fresh on the premises. The home has a 5 star food & hygiene rating.

The manager told us that the home completes weekly and monthly medication audits. The medication is given out by a member of staff who is trained to deliver medication. This training is refreshed accordingly.

## **WELL LED**

The present manager clearly provides effective leadership with the backing of the Astonbrook management.

Astonbrook provide HR input on staff induction and training, most of which occurs in house.

There has been no move so far to computerise the running of the home or the individual management of its residents. This may depend on policies of the parent company in the future.

## **EFFECTIVE**

There is frequent (often more than daily) input to the home from community nurses which is highly appreciated and necessary in view of the high dependency of several residents.

Skin care features strongly in the management of the bed bound residents.

Residents are weighed regularly.

The delivery of massive batches of continence supplies at three monthly intervals causes storage problems and difficulties for newly entitled residents who must await the next delivery. During this time family usually provide any necessary pads but the home often have some spares.

There is often a lack of medical information when a new resident arrives, especially for those coming from hospital rather than their home. This can impair good care in some situations. Discharge letters are not always provided so the home have to chase the hospital staff for medical care details. The manager also told us that residents were often sent home in the early hours of the morning. She mentioned one resident who was discharged from a hospital ward and arrived at 2.00am in some distress.

GP input to the home falls to most partners of Goole's two practices - there is no formally nominated GP for the home. The Manager informed us that GPs visit most days.

## **CARING**

We saw many friendly contacts between staff and residents.

The environment is generally dementia friendly with very clearly identified toilet doors, personalised pictures on room doors and room doors of an identifying colour.

### RESPONSIVE TO NEED

The home has a very busy activities organiser who lays on a variety of quizzes, singsongs and entertainment. There is a weekly activities timetable.

The home does not have any transport of its own; there is said to be little interest in outdoor activities or outings. The manager said that if a resident wants to go on a trip or a visit they can make use of a local "Go Far" bus service, but have to pay for this.

There are occasional meetings where residents and their families can put forward ideas about the home but most such contact is achieved informally.

### CONCLUSION

In our view Sandhall Park residential home provides personalised care to a very good standard and is clearly well placed now in comparison to a year ago.

Signed on behalf of HWERY	<i>Carol Dyas</i>	Date: 10.05.2016
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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.