

Ebor Court Care Home

Enter and View Report 2024

Contents

Background.....	2
Details of the visit to Ebor Court care home.....	3
Summary.....	3
About this visit.....	5
Findings.....	5
• Environment.....	5
Quality of life.....	7
• General happiness.....	7
• Food and drink.....	7
• Activities.....	8
• Contact with friends and family.....	8
Quality of care.....	8
• Residents and relatives.....	8
• Staff.....	9
Health Checks.....	10
Raising concerns and issues.....	11
Staff feedback.....	12
Overall ratings.....	152

Background

What is Healthwatch?

Healthwatch York is the independent champion for people using local health and care services. We listen to what people like about services and what could be improved. We share these views with the people who have the power to make a difference.

What is Enter and View?

Part of the local Healthwatch programme is to undertake Enter and View visits. Our team of authorised representatives conduct Enter and View visits to local health and social care services to find out how services are being run and make recommendations for improvement. Healthwatch Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch safeguarding policies.

Ebor
Court
Care



Details of the visit to Ebor Court care home

Service address	Great North Way, Nether Poppleton, York, YO26 6RB
Service provider	HC-One
Date	4 December 2024
CQC rating	Good
Care home manager	Lauren Wilde
Contact number	01904 782708

Summary

Purpose of the report

In this report, we summarise the findings from our visit of 4 December as well as the feedback shared through survey responses collected before and after the visit.

Purpose of the visit

- To visit and gather views of the residents, their relatives and friends and staff about the services and care provided.
- To observe the care being provided for the residents and their interaction with staff and their surroundings.

General information

Ebor Court is part of HC One. It offers residential care services for older people, including people with dementia. Ebor Court care home has three floors of accommodation with space for 64 residents.

Key findings

At the time of our visit, we found that Ebor Court was operating to a very good standard. These findings were based on our observations and reflect the general happiness of residents, family and friends of residents and staff members. The home had recently changed ownership with some slight staffing issues which had been quickly addressed.



Positive feedback

- The building is very well maintained. It is clean with good wide, uncluttered corridors and a variety of options for different places to sit.
- Reception staff are cheerful and welcoming. We did not have a long wait to get in and there are always plenty of staff around in all areas.
- Our visit was before Christmas and there were many seasonal decorations.
- There was a video screen in reception with lots of useful information for visitors. There were 'This is me' booklets about all the residents in the reception area, available to staff. These were excellent and provided a wide range of information and photos of residents and their families.
- Information about a range of activities was provided in different ways such as on printed sheets, on notice boards, on the video screen and in the lift. Even though there wasn't an activities coordinator in post when we visited (someone has been recruited since our visit), there were a good number of activities happening including visits by children from a local nursery, a regular coffee morning, bingo and trips out including to the local pantomime.
- There is a weekly GP visit, a hairdresser has a salon and is at the home often and a podiatrist visits regularly. There is also a small shop where residents can buy toiletries.
- A café area, bar, cinema room and library are available for any resident to use.
- All residents have their own things in their rooms including one lady who had displays of her wonderful artwork.
- We were impressed with all the staff and had excellent feedback from residents and family members about the staff.
- There are weekly coffee mornings and regular resident and family meetings with the manager and other staff. Notes from these meetings are freely available in the reception area.



Recommended areas for improvement

- We did not have any recommendations for improvement. We were all very impressed by the care home and its staff when we visited. This is reflected in the feedback from residents and their family members.

About this visit

This was an announced Enter and View visit arranged in advance with the care home manager. The purpose of this visit was to capture the experience of life and care within a care home environment and to observe the standards of working practice. We did this by observing the interactions between staff and residents, observing their surroundings and speaking to residents to understand their experiences. We asked relatives and friends and staff members to provide their experience and views of the care home through a survey. Copies of the survey were available in the care home before and after our visit and posters with a link/QR code were put up by Ebor Court staff.

On the day, four Healthwatch York authorised representatives conducted observations and talked to residents, their family and friends and staff members. We spoke to nine Ebor Court residents, who shared their thoughts and experiences using a survey focused on quality of life and care in the home to guide the conversations. We also spoke to three family members who were at the Ebor Court weekly coffee morning with their relatives.

In addition four family and friends of residents responded to our survey with their views. We also heard from three members of staff who work in the home.

Not all respondents provided answers to every question and some respondents preferred not to answer all questions.

Findings

Environment

On the initial observation of the care home, our authorised representatives found the building to be in an excellent state of repair. It is surrounded by a garden which looked to be well tended with raised beds and garden furniture for use in warmer times. Residents mentioned that they could go out into the garden, but didn't choose to in December!

The home was easy to locate and there is a good-sized car park which had free spaces when we visited. Cycle parking was available and there are bus stops close by.

The reception area was accessed by a locked door. Reception staff sit within sight of the door and opened it quickly. There is a bell in case there is no-one sitting on reception. The reception staff were extremely welcoming. As it was December there was a range of lovely, bright Christmas decorations. The reception area had a variety of printed information and a screen displaying information about staff, activities and much more.

There is a board that provides the number of residents, day and nighttime staff.

From the reception area, a lift goes to all floors. The external and internal doors are locked and can only be operated by staff members to ensure the safety of the residents, some of whom have dementia.

The reception and reception staff gave an excellent impression of the home.

Accommodation

Residential care is provided on three floors for up to 64 residents in total. The ground floor has a mix of residents including some with dementia, the first floor is for residents with dementia and the top floor does not have residents with dementia.

While the décor on all three floors is similar, each floor has a different feel. Coming out of the lift on the first floor, you enter a café area. This was the location for the weekly coffee morning for residents and family when we visited. The first floor also houses the hairdressing salon and has wall paintings of a florist's shop and washing area, complete with drying rack. There is a hat display on the wall and residents are encouraged to wear the hats.

As you exit the lift on the top floor, there is a library with a vast range of books. When we visited a number of residents were sitting in that area. This floor also has the cinema room with a variety of DVDs that anyone can watch at any time. Families are encouraged to use the room to watch films together or as a place for a chat.

Each floor has a range of seating areas with those on higher floors having a good view to the centre of York. Each floor has at least three different seating areas that are always open to residents. Only one room on each floor has a

television and when we were visiting we only found one television on in a lounge where someone was watching a programme.

Each floor has wide, clutter free corridors, with colour contrasting bars along each wall.

Residents' rooms are all single and ensuite. There is some variety of size and all include people's own photos and belongings as desired. Each room has the name of the resident and a photo on the door. When we were there a number of rooms had a Christmas wreath on them that the residents had made in a recent activity session.

Cleanliness and hygiene

Our representatives noted that overall, the care home was very clean, with no unpleasant smells.

Quality of life

General happiness

We asked residents what they liked about living at Ebor Court. They said:

- "Everything is pleasant. Nice garden and you can go out."
- "The staff are good."
- "I like going to different places and meeting people. I like having people to talk to and have made friends here."
- "There is plenty of space to walk around."
- "The food. The space and lots of nice people."



Food and drink

Residents and relatives were asked to share their views on food and drink at Ebor Court. Our representatives also observed a mealtime in the home.

We were able to see a menu which had a meat and vegetarian choice. We were also told by residents, family members and staff that if someone does not like the menu choices, they can have something different.

Most residents ate lunch in the communal areas, with one area on each floor. However, they said they can choose to eat in their own room or another place if they prefer. All residents we talked to said the food was good. Snacks and drinks are readily available and we sampled little cakes and mince pies from the afternoon tea trolley, which were lovely.

Residents said:

- "I was pleasantly surprised with the variety and the way things are cooked. There is flavour to them."
- "If I wanted some specific bread they would accommodate me. They are good. I asked them to change something and they did."
- "You can choose on the day. If you don't like anything you tell them. They do vegetarian if asked."
- "It is good. My wife sometimes has lunch too. She is planning to come to live here."
- "We'd soon complain if we didn't get enough!"

Of six responses from family members or friends, four said the food is good most of the time, two that the food is good some of the time. Three respondents said residents get enough food, five said that their friend/relative can choose what to eat and four that they can choose where to eat. Four respondents said that the home caters well for special diets.

One respondent said: "I have no concerns about the food available and have been invited to eat there myself. The menu appears to be healthy and mixed and should be suitable for most tastes."

Activities

Residents were asked if they spend their time doing things they value and enjoy. Relatives and staff were asked if residents have regular access to activities in the home.

We noticed a lot of information about activities around the home. When we talked to the manager, she said that they were still recruiting for an activities coordinator (since our visit the post has been filled). One family member mentioned this to us, feeling that there hadn't been as many activities as previously. However, they recognised that staff were trying to fill any gaps, activities were happening and the manager was actively recruiting. The schedule outlined at least two or three activities each day. They include weekly coffee mornings, keep fit, knit and natter, trips out, outside visitors e.g. therapy pets, school children visiting and an Anglican vicar visiting once a month.

Of the six responses from relatives or friends, four said the resident can do things they enjoy and two said they can do things they enjoy sometimes. Five of six respondents said they were invited to take part in activities.



“There is a lovely library. My mum is very keen on art and is able to do that here. There are lots of activities with a list in the room. There are regular music sessions, a quiz, bingo and outings. There is also a new activities coordinator coming soon.”



We asked the residents about doing things they enjoy and activities at the home. They said:

- “I like knitting and reading. Sometimes it can be a bit noisy, but if I am irked by the amount of noise, I can go somewhere else.”
- “I watch telly a bit and try to have subtitles as my hearing is not good. There are exercise classes on a Thursday and my wife comes too.”
- “They take us into York and they do let us go on our own. They trust us.”

Contact with friends and family

Residents and their relatives were asked about their contact.

Seven family and friend respondents out of seven said that they can visit their friends or relatives when they want. The residents agreed, saying their relatives can come at any time and are invited to stay for meals.

Residents said:

- “It is very easy. They come and visit anytime providing it is not mealtimes.”
- “I have a phone in my room, so can call any time.”
- “My daughter sends emails and the staff read them to me. My son and daughter visit, but they live away.”
- “My nieces come and take me out and ring up.”



Quality of care

Residents and relatives

Family and friends were asked whether they felt they/their relative was well cared for. We also observed whether residents looked well cared for during our visit.

Throughout our visit, all the residents we saw and met looked very well cared for. The residents we spoke to said they could have a shower or bath when they wanted – within reason! They all choose the clothes they wear and their clothes are clean. The only slightly negative comment a family member made was that clothes can fade quickly, but they understood that the care home washed things together and that was the result. They were delighted that everything is always clean and their family member always has their own clothes.

All the family members and friends who responded said the resident is being well looked after.



“Good staff and they take good care of my mum.”



We also wanted to know whether residents feel like they need additional help with anything, such as help to eat or drink, and if they receive enough help.

All the residents we spoke to said they do not need help, but said that if someone did, the staff are always there to help. One said: “They will help you at any time.”

Relatives and friends were asked if they contribute to individual care plans.

Of the four people who responded, one said they had contributed, two said they had not and one said that they did not know what the care plan was. However, staff told us that family were always involved in the care of their friend or relative and are a central part of putting together the 'This is me' booklets.



"Not sure what the definition of "contribute" would be, but I am comfortable that the chats I have with staff are relevant and appropriate regarding my father's care. I do feel able to raise and discuss any issues, no matter how large or small. Equally the

same for his ongoing care."



Staff

We also wanted to know what residents and family/friends think of staff as well as how well informed the staff are about the residents they look after.

We got limited feedback from staff, all from conversations we had. However, the fact that there are 'This is me' books about all residents is very positive. The manager said staff are encouraged to read the books when working with anyone or when they are new.

All the interactions we saw between staff and residents were very positive. Staff all wore name badges and called the residents by their name. All the residents we spoke to were very complimentary about the staff as were the relatives and friends.



"The staff are lovely. They talk to us."

"Staff are nice/helpful."

"They will chat and listen to what you are saying."

"You can go to the office and tell them what you want to do and they will try and arrange it. No arguments. They will try and set it up."



A family member added: "The staff are amazing. They give a great impression as soon as you walk through the door."

Safety and staff levels

Residents, relatives, and staff were asked whether they feel there are enough staff, and we asked the residents if they felt safe in the home.

All the residents we spoke to said they feel safe. All seven family and friends who responded also said they felt their relative or friend was safe at Ebor Court.



“Haven't seen anything to cause me any concern regarding the care afforded to any of the residents or visitors. If I had, be assured I would have raised them.”



“Definitely. It feels like home.”

We asked residents and family and friends about staffing levels. They all said there are enough staff. One family member commented on some issues immediately after the home was taken over by the new owner, but said that it had not affected their relative and things were much better and very settled now. Another family member said: “Can only comment on what I see during my visits. On a day-to-day basis there appear to be plenty.”

Health Checks

We asked residents and friends/family if they had been able to access relevant health checks during the pandemic.

GP visits

GPs from the local surgery visit every Wednesday afternoon. Both residents and family/friends thought this was an excellent approach. One family member said: “The GP visits every week. They rang me about my mum this morning to say they would be seeing her this afternoon. It is a good service.”

Eyesight Checks

The Ebor Court manager said that they encourage people to continue to use the services of an optician they have used before and are happy with. Residents and family members also mentioned this. But the home will arrange an eye check at the home for anyone who needs one.

Dentist Appointments

Again residents usually go to the dentist that they used before they moved into Ebor Court where appropriate. The situation is more difficult for anyone who doesn't already have a dentist due to the wider situation in York where NHS dentists are either not taking on patients or the waiting list is between three and five years long. Many private dentists are also not taking on new patients in the city. The Ebor Court manager said they will work with residents and family to access dental care if it is needed and the person is not registered with a dentist.

Hearing Checks

Family usually arrange these for residents. However, if needed, the home can refer to the audiology team at the hospital.

Podiatry

A podiatrist regularly visits Ebor Court and can support any resident who needs foot care.

Raising concerns and issues

Residents, family, and friends

We wanted to know if they had any concerns about the service, would they know what to do.

All the residents said they would talk to staff members if there were any issues and were confident that they would deal with anything quickly. Family members/friends said they would raise any issues with the Ebor Court manager and would be confident in doing that.



"I don't need to [raise concerns]. It is lovely."

"Have a quiet word – just see someone."

"I raised a concern with the manager about a lack of staff in the past. They responded quickly and things have improved."



Other comments

We gave residents and family/friends the opportunity to add any other comments.

Residents said:

- “I am happy and it is a nice place to be.”
- “Very, very pleasant living here. Even if you are feeling awful to when you are ready to go out. Every end they are wonderful.”
- “They know when you need them and when to keep a distance. They sense your mood.”
- “I provided a Christmas tree which is now part of the decorations.”

The care home assessors also summarised their impression of Ebor Court:

- “Very good.”
- “I enjoyed my visit and felt it a very warm and welcoming environment.”
- “Well organised.”
- “Excellent – staff were lovely and caring. Great atmosphere.”
- “During the visit, I saw the care manager on a number of occasions as his presence is very visible and hands on. He talks to his staff and residents and dips into any tasks that need attention. I was also able to chat with him on two occasions – I was very impressed.”

Staff feedback

How do they feel?

We asked staff about working in the care home.

No staff members completed the survey. We spoke to three members of staff who were working when we visited Ebor Court. They were all very happy working there.



“I have worked here for ten years. I have always worked in care. This is a good care home. The manager is not just in their office. There may be different faces sometimes, but the ethos behind the home is the same and is good.”

“The manager is very approachable. I have been here six years. I am happy that the residents are being properly looked after.”



“The new manager is good. Her door is open for anything. She has a friendly face and listens to feedback.”

Overall rating

We asked residents and family and friends of residents how they would rate the home out of 5 (with 5 being the best).

Residents: (4.75/5)



Friends and family: (4.75/5)



Acknowledgements

The Healthwatch York Enter and View team would like to thank the manager, staff, friends and families of residents, and residents for letting us access the care home, and for sharing their views with us. Thanks also to our dedicated volunteers who helped support this Enter and View visit.



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