

Details of visit	Wood Hill House (Rehabilitation & Convalescence Home)
Service Provider:	Horizon Care
Service address:	Grimesthorpe Road, Sheffield S4 8LE
Date and Time:	12 September 2016, 11.00 am – 1.00 pm
Authorised Representatives:	Clive Skelton, Patricia Edney
Contact details:	Healthwatch Sheffield, The Circle, 33 Rockingham Lane, Sheffield, S1 4FW

Acknowledgements

Healthwatch Sheffield would like to thank the service provider, service users, visitors and staff for their contribution to the Enter and View programme.

Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.



What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation – so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Enter and Views 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. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC where they are protected by legislation if they raise a concern.

Purpose of the visit

The visit is part of an ongoing planned series of visits to residential homes looking at the care provided. As part of our work with the Health and Wellbeing Board, we will be asking a specific set of questions about dignity, to find out whether people's dignity and privacy is respected. Specifically we looked to find out whether the care provided meets people's needs, whether people's needs and wishes are respected. We also wished to discover what people and their families think about the services that are provided and to find out how the home connects with the wider environment.



Strategic drivers

- Ongoing work with the Health and Wellbeing Board on dignity and respect.
- Part of Healthwatch Sheffield's statutory duties to highlight good practice and encourage those providers requiring improvement to do so.



Methodology

This was an announced Enter and View visit. Healthwatch posters were displayed on each floor; in the lifts and walls.

We worked separately so that we were able to visit both floors of the home. We talked to 6 residents, 1 visitor and 2 staff members. We made observations and spoke to staff members and residents.

Summary of findings

Woodhill House is one of a complex of three services and it provides both nursing and residential care.

At the time of the inspection we were made aware that the service was in strategic discussions with the Sheffield Clinical Commissioning Group and NHS England regarding the availability of enhanced GP cover to Registered Care Services in some areas of Sheffield. The Service does have in place alternative arrangements to provide medical cover to the service users.

Results of visit

Wood Hill House is owned by Horizon Care, which has several homes across South Yorkshire. When the visit was arranged Wood Hill House was providing intermediate care and rehabilitation beds to Sheffield Teaching Hospitals as well as other care services. At the time of the visit Wood Hill House had withdrawn from the STH contract and had opted to provide care including rehabilitation and complex care packages in short breaks, respite and long term care suites.

Building

The building is a new build built in 2013 and on entering it is light, clean, and airy and feels welcoming. The service had recently launched its provision of complex care packages including day support and nursing and residential care offering long term care, short breaks and respite care. Wood Hill House includes as part of its offer 4 suites of between eight to ten rooms with en suite wet rooms. All suites are complimented with a range of communal areas including lounges, dining rooms, atriums, café, music room, orangery, beauty therapy suite, hydrotherapy pool and roof garden.

Accommodation

The Authorised Representatives were giving access to some of the empty rooms. The rooms were pleasantly large and light. They were clean and were equipped with hospital style beds.

Each room had en-suite wet rooms, they were large and were all equipped with different coloured fittings. All the rooms have a dramatic view of the Don Valley.

Care Provision

Wood Hill House is one of three services in a complex and staff are available to provide flexible support across the complex as the need arises. We were told that this allows Wood Hill House to be flexible in caring for different resident's needs. They provide day support and nursing and residential care offering long term care, short breaks and respite care for adults over 18 years of age including those with complex needs and packages of care.

Facilities

The home has a hydrotherapy pool which can be used by residents of the other homes. They are hoping to employ a physiotherapist and Speech & Language therapist in the future.

The home runs a café for visitors, residents of all the homes and also members of the community.

Access to services e.g. Dental, GP

All residents are registered with and have access to their choice of GP including their existing GP or a GP local to the service. Due to the city wide lack of GP availability the service is not supported by a Locally Enhanced Service run by the Clinical Commissioning Group.

Residents

We spoke to 6 residents during our visit, some had been in Wood Hill since arriving for intermediate care and others were for respite.

All of the residents spoken to said they were comfortable and felt well looked after. They said that their rooms were nice and the beds comfortable.

One resident reported that when he arrived the room was not ready as light bulbs and loo paper were missing.

Most of the residents were pleased with the food but one found it difficult to get what they wanted as they reported there was only a choice of two things on the menu.

Wood Hill House offers menus accounting for specialist needs and cultural requirements daily to all users of the service. The service offers a choice of meals from a daily menu as well as a snacks and on site café menu which is available in rooms and on display throughout the service.

Most of the residents slept well, but one thought that it was too noisy at night with the staff walking loudly on the hard flooring of the corridor.

One resident found it difficult as they felt the staff were always changing, no sooner had they got used to someone they left.

There was an isolated incident where one cup had a small chip. This was discovered and immediately disposed of and was explained to the inspectors on the day.

Staff

One staff member praised the home for their staff relationship when compared with other homes they had worked in.

Recommendations

- To continue in discussions with the Clinical Commissioning Group regarding the Locally Enhanced Service
- To promote the wearing of soft soled shoes by all staff to reduce the potential for noise disturbance while residents are sleeping
- To ensure users of the service are aware of the choices in meals and refreshments available
- To continue to observe quality checks on the crockery available to users of the service

Service Provider Response

