

Enter and View Report

Location of visit	Ravensknowle Road, 128 Ravensknowle Road, Dalton, Huddersfield, HD5 8DN
Service provider	Bridgewood Trust
Date and time	Thursday 14 th November 2019, 12-2.45pm
Authorised Representatives Contact details	Katherine Sharp, Lisa Hodgson, Alison Cotteril Healthwatch Kirklees, Units 11-12 Empire House, Wakefield Old Road, Dewsbury, WF12 8DJ Email: info@healthwatchkirklees.co.uk Tel: 01924 450379

Acknowledgements

Thank you to all the residents, staff, visitors and relatives at Ravensknowle Road who spent time talking to us about their experiences of living at the services or working there. Thank you to Leah for helping us to arrange our visit and for talking to us about how the service operates and for taking the time to show us around the home.

Disclaimer

Please note: This report relates only to a specific visit and the report is not representative of all service users (**only those who contributed within the limited time available**).

What is Enter and View?

Enter and View is a visit to a health or social care setting by Authorised Representatives of Healthwatch Kirklees and Healthwatch Calderdale as a means of gathering evidence of people's experiences. Enter and View is one of the many tools used by Healthwatch to gather opinion. The visits are not a formal inspection or part of an investigation.

Healthwatch Kirklees and Healthwatch Calderdale have a right to carry out Enter & View visits under the Health and Social Care Act 2012. Enter and View visits give service users, carers and staff the opportunity to speak to an independent organisation about their experiences of health and social care services. They may talk to us about things which they feel could be improved, but we also want to find examples of good practice so that we can recognise and promote things that are working well. The visits may look at a single issue across a few settings or may be in response to local intelligence about a single setting or from an area we have not visited before to understand how services work.

The Service

Purpose of the service

Ravensknowle is a residential care home for individuals with learning disabilities. It is run by The Bridgewood Trust who are a charity, living costs are paid via direct payments for each individual resident. The service can accommodate eight residents; at the time of our visit the service was at full capacity. The majority of residents have resided for a number of years (Bridgewood have run this service since 1999 and some of residents have lived here since then). If the resident's needs fit the home, they are welcome to stay as long as they wish.

Staffing and resident numbers on the day of the visit

At the time of our visit there were two staff members working at the home. We were told on some days there are three staff members to cover activities such as swimming, food shopping or the disco night. Night shift staff also sleep-in; working 3pm to 9.30am (sleep from 11pm to 7am). Staff are available if needed during the night, there is always an on call manager.

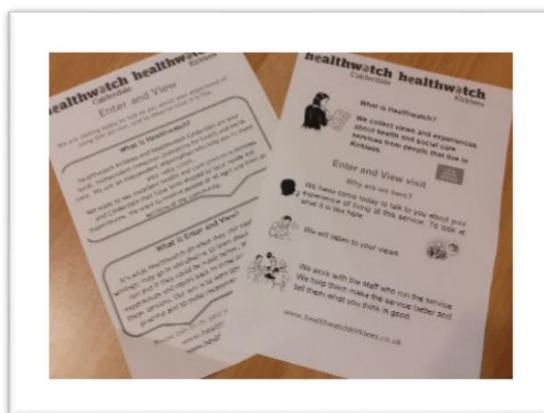
There were six residents present at the home during the time of our visit.

The Visit

What we did?

We completed an announced visit of Ravensknowle Road residential home at the request of the service. During the visit we spoke face to face with residents, visitors and staff, we provided a link to a survey for staff and visitors to complete if they were unable to speak to us on the day. The survey was available for a week after the visit for people to access.

We agreed that the visit would be informal and we would speak to as many people as we were able within the restrictions of our time there. We approached the Enter and View visit slightly differently as we were aware that some residents may benefit from using easy read tools. We used craft and drawing activities alongside one to one chats and group conversations.



(Information leaflets given to residents)

ENTER & VIEW report Ravensknowle Road
Date of visit: Thursday 14th November 2019

We wanted to gather information on how the service felt, recommendations for change, support, independence and safety; questions were not asked in a specific order, nor were all questions asked of all people. Residents were asked if they would like to speak to us at the time of the visit we then noted people's comments as they spoke to us after getting their consent to do this. In addition, we used the 'five senses' approach to report on the overall impression of Ravensknowle; this approach considers the atmosphere, smell, appearance of the environment and whether residents seem comfortable in their surroundings. We spoke to all the residents who were present on the day, visitors and staff members.

Why we did this visit

Healthwatch Kirklees visited the service after speaking to the service manager Leah, who mentioned they would like to gather independent feedback from residents and visitors about the service. They wanted to know if there were things they could do to help improve residents' experience. They also wanted Healthwatch Kirklees to take a look around and give their own account of the service.

Overall Impressions

Premises

Ravensknowle, residential home is a detached property situated on the outskirts of Huddersfield town centre. There is garden to the front of the property with a gate and pathway leading to the front door. There is a paved area at the back including table and chairs with a washing line for residents to use. This area is restricted at the moment because of building works. Inside the building there is a separate dining room, which at the moment is small, the current building works taking place include an extension to this area. The Living room, dining room and kitchen are communal areas. There are also resident's bedrooms and bathrooms, but we didn't access these.

The new building works will also include a utility room so residents can be supported to do their own laundry. At the moment the washing machines etc. are situated in the cellar, with steep stair access, only staff can use this due to safety of residents.



On our arrival the door was answered quickly and we were welcomed warmly, asked for our ID and asked to sign into the visitor's book. We were then shown to the communal lounge to have the initial meeting with the manager, Leah and gather any preliminary information about the service. The home felt very homely with lots of photos in the lounge of residents enjoying trips away from the home. There was a large picture of Castle Hill, a local ancient monument in the nearby area of Almondbury.

Resident's artwork was displayed around the home and a notice board showing staff photos was present.

← (Picture on the wall at the service)

How did the service feel?

The service felt, to all the representatives, like a family style home with many homely touches. The communal rooms were of a reasonable size and work was ongoing to improve the size of the dining room which was currently a little small. Two residents both said they were happy that the dining room was being extended. It would stop it being "Cramped" or "Squashed" when they all ate together. The decor was modern and fresh there was also seasonal decor e.g. Halloween photos of residents and autumnal leaves on fireplace in the lounge. The temperature was just right although it did get a little warm quite quickly while we were in the dining room, however we were situated next to the kitchen.

The interaction between staff including the manager and residents was good, with a friendly good natured banter between everyone. A number of residents called each other 'Friends' when talking about other people who lived at the home. When we asked how it feels living with friends one resident said: "I look out for them and they look out for me. We look out for each other."

The doorbell was very active at the time of our visit and we noticed both staff and residents attended to answering this if residents knew that it was a visitor for them. Even with the many visitors, the home felt calm and the busy doorbell didn't make it feel hectic.

We wanted to find out what residents thought was good at Ravensknowle or what may need improvement. We provided activities for the residents in the dining room.

One craft activity was an outline of a tree with no leaves and residents could write, draw, sticks things on this or tell us what they thought about the home adding leaves to the tree.



(Picture of the feedback tree)

What works well or what do you like about Ravensknowle?

(Writing by a resident)

Residents enjoyed telling us about all the things they liked at the home. A number of residents told us they have family and friends visit them regularly which they appreciate and look forward to.

One resident talked about their first experience of coming to the home many years back and said that they remember been very scared and unsure. They said that one of the staff members helped them to feel comfortable and held their



hand while introducing them to the other people living there. They went on to say they, “Felt happy”.



(Pictures from the feedback about Ravensknowle)

Many of the residents told us about “*Going out and about*” and one said they enjoyed “*Going into town a lot*”. It was mentioned that watching TV was something they enjoyed either in the lounge or in their own rooms. Baking was another thing that was good about living here. Going out for meals was mentioned alongside going to Waverly Hall. One resident said what was good was “*Going out! And I Get on with the people I live with*” They then went on to mention that their keyworker Kylie was nice. Another saying “*Very nice*” whilst nodding and smiling a lot. These are some of the other comments from residents;



Visitors told us their view of what was working well at the home;

“Very person centered care they listen to all the residents. X likes to go out and about and they take him all over. Anything we have asked them to do with x they do it.”

“I think everything at this home is very good. Everybody is very good.”

Staff thought what made Ravensknowle good was the *“Person centered care”* they felt the individual choices and support offered for residents was *“Good”*, as well as the daily social activities and outings. There is an open culture for residents and that they are encouraged to give feedback.

Staff comments;

“A lovely happy home with a high level of care and support offered to service users”

“Enjoy the lovely atmosphere we have and the independence residents have and choices offered”

Would anything improve Ravensknowle?

A resident said that, *“The home doesn’t have Wi-Fi and I have requested it, but it has been a while since that now”*. Another said it was noisy at night with banging doors and sometimes this disturbed their sleep. They wished the doors were quieter.

A visitor didn’t feel much could improve Ravensknowle; *“Its a lovely home and should be even better once the building work is done.”*

Staff also commented on the positives of the extension being built due to lack of space. It was agreed that Wi-Fi would be of benefit to residents.

Staff team

Every two months staff have team meetings and individual supervisions. The manager explained that if staff met more frequently than this it meant that there wasn’t as much to discuss. The service manager, Leah said they’re a close team so staff discuss issues or other things as they arise. There is a low turnover of staff in general as anyone who leaves tends to move to another of Bridgewood’s homes e.g. if they need to change their hours or working patterns or to a more senior role. One staff member has just retired.

The staff completing the survey told us it was *“Very good”* to work at Ravensknowle and were happy with their workload *“Most of the time”*.

It was agreed that they had regular supervision and were offered opportunities for further training. Staff felt comfortable raising any issues or problems relating to work with a senior member of staff. There was differing in opinion about the amount of time with residents one said, *“Most of the time”* and another *“Some of the time”*. Staff were in agreement that overall service for residents was *“Very good”*.

Resident’s comments about staff were all very positive. One resident said *“I know I can ring the duty manager if needed.”* All residents were eager to show the manager and staff their artwork while we were there.

Leah told us that the area manager is very well thought of by the residents and is regularly invited for meals. One resident specifically asked if the area manager would get a copy of the report and was happy when the Healthwatch representative, said yes, via Leah. Residents comments;



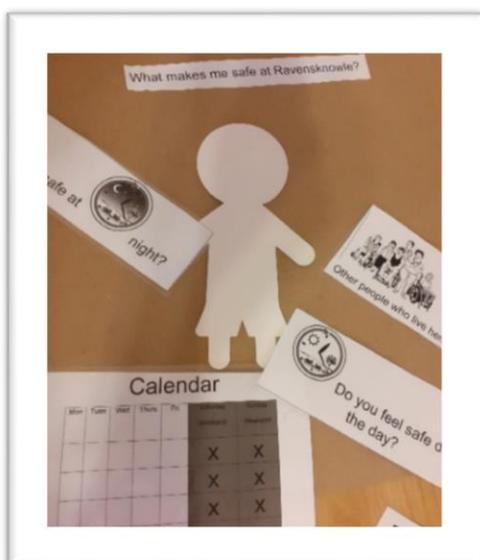
Visitors felt staff communicated *“Very Well”* with them and the person they visit.

Health and safety

We were informed prior to coming to the home, about the building work taking place at the service and advised where to park. While inside the building the work didn't effect day to day service and felt safe. The building work did affect the lighting in the dining room, which was dark due to plastic sheeting over the patio doors. One resident confirmed that the building work hadn't blocked the ramp at the entrance.

We talked to residents about how safe they felt living at Ravensknowle. We asked questions about the safety of the building, if they knew what to do if the fire alarm bell rung, safety in relation to other residents living at the service and staff. We did this while using a drawing activity and easy read tools.

During our initial meeting with the manager we discussed fire alarm practices and were told there were none arranged, if the fire alarm did sound the rear



fire exit was unable to be used at present due to the building work. We were then told a location to meet if there was an alarm. A resident spoke to us about knowing what to do when fire alarm sounds and gave examples, including examples of real-life experience during an evening when the alarm was ringing. *"I've been outside in my pyjamas"* said the resident, explaining that everyone had to meet outside during a fire alarm. The same resident explained that they know to come downstairs and meet at the bottom of the carpark during such an episode. Another told us there were regular fire tests and know what to do if the alarm

goes off.

(Activities provided and easy read tools)

Most residents agreed that they got on with other people living at the home, one person told us that another resident had been a little aggressive on one occasion, but that the member of staff at the time was very supportive and dealt with the incident well. They went on to say it was okay now. The relationships between residents sounded very positive most of the time and they referred to each other as *"Friends"* there were a couple of negative sounding comments made about



other residents e.g. *“He thinks highly of himself”* and *“She pushed me (Resident), and (staff name) told her off”*. When we talked about this for a little longer with the resident about living with other people in the house, they said that sometimes there were disagreements but they were still friends. From these conversations with the residents about disagreements, falling outs or upsets between themselves and the other residents living there, we did feel that all residents were happy to talk to staff about anything bothering them and these issues were sorted out, at the time.

One resident said, *“Always feel safe with the staff”*



(Residents pictures - work in progress)

If there are problems in the evening residents know they can ring the duty manager or use the call button, one resident said they were comfortable to use the call button and happy that they received a quick response. Another said they knew how to get hold of a staff member at night. *“I would ring them on my mobile, or knock on the bedroom door”*. We were told some residents have call buttons but others don't want them and prefer to use alternative ways of calling for assistance. Residents told us that it feels safe in the building at Ravensknowle, *“Yes it is, the building is very safe”*.

We had conversations with residents around looking after and administering their own medication. One resident told us that they were now supported to self-medicate - this makes them feel independent, as previously the staff did this for them. Staff still have an overview of this and where it is stored as they have a master key for the medication. Residents log their own temperature and the time that medication has been taken. Another individual not taking regular medication knows they can ask staff for tablets if they have a headache.

Other comments from Residents;

“If I have headache I ask staff for medication”

“It feels safe here”

“Staff help me take my medication”

The visitors we spoke to, felt that the person they visit felt safe at the home and they felt involved in any health or care needs of the person they visit.

Staff completing the survey said it felt a safe place to work *“Most of the time”* and another saying *“Yes”* it did feel safe.

Independence and support

The manager told us about the activities some of the residents get involved in. Monday to Wednesday plus on Fridays, residents are out at day centres e.g. the Bridgewood Trust craft centre at Armitage Bridge and Waverley Centre run by Mencap. It was confirmed a number of residents go out but a couple do like to stay at the house. Tuesday evenings are for food shopping; residents can choose if they want to go with staff to help with this. Thursday is free day and residents can do what they wish. Thursday evening is a ‘Gateway event’ which is a disco at Oxfield Court for people living in all the Bridgewood Trust homes. One resident told us *“My favourite place to visit is Gateway, you can dance, music is playing. I play the drums.”*

Staff do the cooking but residents can join in if they wish and are encouraged to do this. The extension will also support residents to do their own washing and drying. The majority of residents like to make things like sandwiches and buns can do this without supervision or little supervision. Residents choose the menu for the following week. Leah said they try to have residents all choosing the food for one day each of the week but there 8 residents so it’s difficult, whoever misses one week chooses first the week after.

We asked Leah about alcohol, she told us some residents cannot have alcohol due to their medication others are advised about having too much due to medication. Most residents have good mental capacity so understand implications. Ravensknowle don’t have a drinks cabinet but if residents want alcohol they buy it themselves and it can be stored for them. There is a No Smoking policy at the home but none of the current resident’s smoke.

Care plans, letters and memos are all in easy-read formats from Head Office which gives residents more choice and independence.

We wanted to find out how residents felt they were supported to be independent while living at Ravensknowle. All residents we spoke to seem to enjoy the regular activities at the day centres including: colouring, the relaxation area, word searches, craft, baking, cooking and computers. One resident talked about being on reception at a centre they attended, they talked about answering the phone and directing people to the correct person they needed. It was apparent how much this was enjoyed.

A couple of residents regularly do art and craft and had been knitting while we were there. One resident explained that the home had provided them with a crafting, moveable light that helped them to do cross stitch without getting a headache, they were very pleased with this. One resident had been baking in the kitchen with a staff member. She said she, *“Enjoyed baking and made different cakes and buns”*.

Another resident also said she *“Sometimes baked”*. One resident wanted some more support on healthy eating, food swaps and losing some weight as they were concerned about their weight, effecting their health. We said we would pass this information to the manager if they wished, they agreed it would be a good thing to do. The home was eager to support them but mentioned this was already something they were supporting with but would speak to them again to decide if anymore could be done.

A resident told us they like to, *“Watch TV in the lounge quite a bit.”* And they all compromise on what to watch, but do have TVs in their own rooms. Residents said they were *“Out and about all the time”* at day centres or shopping. One resident said that staff had supported them to go out alone. Staff supported them over a short period of time to look at the surroundings of a regular area they were visiting, where to get on and off the bus and gradually let them do it alone. They were very pleased to be doing this and they now want to start to visit their sister which will be a different bus and route. The resident seemed confident that they will get used to going alone on this route too. A local newspaper was also available in the lounge for all to read.

The home has a minibus which belongs to them and this is used for trips out, day trips or holidays. These trips have included Blackpool and Torquay.

These are the other comments made by residents;

“I help to wash up in the kitchen”

“Also do relaxation at the craft centre. Watch films. Visit other art centres on a Wednesday e.g. Barbara Hepworth, Art gallery.”

“Light for crafting for cross stitch, good”.

“Going out for meals”

“Go to Waverly Hall and do word searches”

“Sometimes friends come to Waverly Hall on Friday. I have a friend called X”

Visitors completing the survey felt that the person they visit received the right support to live a more independent life.

Staff completing the survey agreed that residents had the support they need to live independently *“Very Well”*. Staff felt that residents and carers were involved in their care choices by;

“Open communication and individual views supported”

“Reviews and Residents choices”

Feedback and general comments

We asked residents what would be the most preferable way for them to tell staff or give feedback about anything they thought was good at Ravensknowle or changes that would improve it there. Two residents told us they would be most happy to talk to staff directly about it. This was reflected in the initial meeting we had with Leah, as she told us that residents had asked for a larger dining room and this was what the building works were for at the moment. It was good to see that opinions and suggestions of residents were taken into account and the home took action on these if possible.

We noticed a display about how to complain about things if residents were fed up about something. What to do and who to tell. This was good to see.

ENTER & VIEW report Ravensknowle Road
Date of visit: Thursday 14th November 2019

The residents particularly enjoyed colouring during our session in fact one of the residents enjoyed colouring-in the person shape and was so proud that they added to their bedroom door. It made us reflect that it may be nice for individuals to decorate or personalise their own bedroom doors.

Other comments from visitors;

“Always made to feel welcome, always offered a cup of tea. Always told of events, any GP visits or optician visits”.

(Complaints display) →



Visitors

We were told it was an open door policy for visitors, no need to make an appointment. One visitor was already at the home and a further few were due to arrive that afternoon. It felt very natural for the visitors to be there, they were welcomed, made drinks and seemed to know the other residents well. Visitors, family and friends are invited for meals and regularly come, there is no charge for this. It's just part of the weekly shopping bill. Leah told us that residents often invite the area manager as they enjoy having them visit too.

The home has cats that visit too which the residents seem to enjoy. There was a cat popping in to see what was going on while we were there and residents made a fuss of it. There were pictures of five different cats by the dining room, patio doors and one resident said they all visited them.

The family members spoke very highly of the home and were very confident that their relatives were being looked after well and were happy. All the three visitors completing the survey said they thought the service, care and support was *'Very good'* at Ravensknowle, for the person they visit. They all agreed that the individual needs for the person living there were catered for.

Visitor's comments;

“It feels like home now, he often chooses to do things here rather than go out with family, so it shows he is happy here”

“Very nice staff and residents. Family and visitors are very welcome. It's like an ordinary home”

“Everyone is always friendly; relatives are happy that residents are living in a good place.”

ENTER & VIEW report Ravensknowle Road
Date of visit: Thursday 14th November 2019

Conclusion

The visit to Ravensknowle was very positive, we enjoyed meeting the staff and especially enjoyed spending time with the residents having conversations and crafting. All the residents were very positive about living at Ravensknowle and clearly regarded it as their home. It felt very person centred around the individual needs of each of the residents. It was not at all regimented, residents and their families have flexibility and choices in how they live.

It was good to know about all of the activities that residents are involved in and how they are encouraged to do as much for themselves as possible. Currently there isn't Wi-Fi installed in the home but we do feel this would give additional choice and independence to the residents. It was lovely to see visitors arriving and made to feel welcome. Family members can also get involved in helping out at the home, one visitor was helping out in the kitchen at the time of our visit.

It seemed like a happy environment to live in with happy residents, which was lovely to see. We were impressed with the physical environment and the approach of the staff and the way the home generally run.

Thank you to everyone involved for welcoming us into your home.

Recommendations

Recommendations	Comments from Manager
<p>We recommend that Wi-Fi installed in the home would further support the independence and choice of the residents and would give many added benefits.</p>	<p>It looks like we will be getting Wi-Fi for the home beginning of next year. The hold-up has been that our new phones are broadband phones and the company needed to make sure there's enough width on the wave lengths for the phones and the use of Wi-Fi I have been told we should be the first home to trial this as our residents have been so vocal about wanting it.</p>

Update on Recommendations- July 2020

We contacted Ravensknowle House for an update on the recommendations made during Healthwatch Kirklees visit in November 2019. The chart below gives an updated account of this information. Date received 24th July 2020.

Recommendation update Jan 2020	
We recommend that Wi-Fi installed in the home would further support the independence and choice of the residents and would give many added benefits	
Initial Manager feedback November 2019	8 -12 months Manager update July 2020
<p>It looks like we will be getting Wi-Fi for the home beginning of next year.</p> <p>The hold-up has been that our new phones are broadband phones and the company needed to make sure there's enough width on the wave lengths for the phones and the use of Wi-Fi</p> <p>I have been told we should be the first home to trial this as our residents have been so vocal about wanting it.</p>	<p>We have a dongle at the moment which means we do have wifi but it isn't as strong as if it were from the homes internet connection. Also the dongle needs 'topping up' every month due to it being pay as you go. So yes we do have it but it isn't the most ideal at the moment.</p>