

Enter & View

Report

Farmhouse Residential
Rest Home

12th March 2018



<http://healthwatchstaffordshire.co.uk/>
email: enquiries@healthwatchstaffordshire.co.uk
[Freephone 0800 051 8371](tel:08000518371)



Part of the Healthwatch Staffordshire remit is to carry out Enter and View Visits. Healthwatch Staffordshire Authorised Representatives will carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows 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 Staffordshire 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 Staffordshire safeguarding policy, the service manager will be informed and the visit will end. The Local Authority Safeguarding Team will also be informed.

Provider Details

Name: Farmhouse Residential Rest Home
Provider: Loomer Medical Limited
Address: Talke Road, Red Street, Newcastle under Lyme, Staffordshire, ST5 7AH
Service Type: Residential Home
Date of Visit: 12th March 2018

Authorised Representatives

This visit was made by two Authorised Representatives of Healthwatch Staffordshire.

Purpose of Visit

Independent Age, a national charity, have developed a set of 8 Quality Indicators for care homes. We are including an evaluation, based on our findings on the visit, of these quality indicators, which are as follows:

A good care home should...

1. Have strong, visible management
2. Have staff with time and skills to do their jobs
3. Have good knowledge of each individual resident, their needs and how their needs may be changing.
4. Offer a varied programme of activities
5. Offer quality, choice and flexibility around food and mealtimes
6. Ensure residents can regularly see health professionals such as GPs, dentists, opticians or chiropodists
7. Accommodate residents personal, cultural and lifestyle needs
8. Be an open environment where feedback is actively sought and used

The methodology to be used is to;

- Talk to residents about all aspects of their care and whether this is delivered in a way that promotes their dignity and independence including the ability to make choices about their daily lives.
- Talk to residents about staffing levels and whether they feel safe with the level of the care provided.
- Talk to relatives, if they are available to ask if they are happy with the care provided to their relatives and whether they are aware and feel able to report any concerns/ complaints.
- Speak to staff about training, turnover, support staff levels.
- Observe interaction at all levels between residents, staff manager, and visitors.

Physical Environment

External

There were no sign posts to assist with locating the home. However, the entrance was easily accessible and there were plenty of car parking spaces. The building appeared to be well maintained. The gardens were easily accessed from the home and offered beautiful views over the surrounding countryside. There is a patio area and we were advised that the patio is frequently used in the summer months. The gardens appeared to be well looked after.

Internal

Access to the home is by a bell for visitors and a keypad for staff. The reception office is located in the hallway near the front door. There is CCTV internally within communal areas only. There is a visitors book in the hallway.

The décor appeared to be well maintained, there was some refurbishment in progress at the time of our visit.

We noted, as we walked around the home, that the furniture and soft furnishings were in good condition throughout. The corridors were free of clutter and the home was clean and odour free.

Resident Numbers

The home has a capacity for 23 residents. There are a small number of beds funded by the CCG.

The bedrooms are all single with 2 of the rooms having en-suite facilities.

Staff Numbers

The home has 16 carers and 3 are on duty in the morning, afternoon and evening with 2 at night.

There is a Manager and an Assistant Manager.

There is an Activity Coordinator.

There is a maintenance person and an administrator at the main office.

There are two domestic staff.

There are two catering staff.

Agency Usage

The home has a pool of bank staff to cover sickness and holidays and only use agency staff as a last resort. Should agency staff be required, they use the same agency for continuity.

Management

Management - A good care home should have strong visible management.

The manager should be visible within the care home, provide good leadership to staff and have the right experience for the job.

Our findings

It was obvious throughout our visit from the openness and attitudes of the staff that they feel well supported and well-led.

The manager knows all the residents very well, the residents regularly seeing the manager around the home, with the manager being friendly, knowing the residents on an individual basis and being approachable.

The manager interacts with the residents and with their families when they visit.

Comments

Residents and staff feel that the manager does a good job and is helpful and responsive.

Staff Experiences and Observations

Quality Indicator 2 - Have the staff the time and skills to do their jobs

Staff should be well-trained, motivated and feel they have the resources to do their job properly.

Our findings

There is a robust training matrix in place, which we were shown, with 6 mandatory training courses with up to a further 11 training subjects thereafter. All staff have completed Safeguarding training in order to protect the residents from abuse or risk of abuse and the staff feel able to raise any concerns.

The home promotes continued professional development and will support staff in completing training even it is something they have sourced themselves, outside the training provided by the home.

The staff were friendly and welcoming. The staff appeared relaxed and all had time to interact with the residents. From our observations the staff worked well as a team and there appeared to be good morale amongst the staff.

Comments

We found the staff to be well motivated and confident. We also found the training programme to be comprehensive

Quality Indicator 3 - Do staff have good knowledge of each individual resident, their needs and how their needs may be changing

Staff should be familiar with residents' histories and preferences and have processes in place for how to monitor any changes in health and wellbeing.

Our findings

The staff have a good knowledge of the residents, their histories and their preferences. Each resident's life story is included in the person centred care plans.

There are 15 minute handovers at the start of each shift in order that information about the residents is communicated to the staff coming on shift.

The care staff join in with both group and individual activities, which was evidenced by the photographs on the walls.

A carer that we spoke with said that she felt valued by the Management and the residents.

Comments

We found that the staff had good knowledge of individual residents and their needs, and this was confirmed by person centred care plans and good communication at shift handovers.

Activities

Quality Indicator 4 - Activities - Does the home offer a varied programme of activities?

Care homes should provide a wide range of activities (and ensure residents can access these) in the home and support residents to take part in activities outside the home.

Our findings

We noted an activities board on display which included photos of previous activities. The home has both group activities and one to one activities, which are available to all who wish to take part.

There is a range of different regular activities from exercises to craft work. Outings and meals out are arranged and there are photos on display of trips to Blackpool and Llandudno.

Special events are celebrated in the home, everything from birthdays, Valentine's Day (themed candlelit meal), Shrove Tuesday (who can flip the pancake?) to Chinese New Year (food and drinks to celebrate).

There are also tea and biscuit mornings for residents, relatives and friends. Crafts are used to help raise funds as there is no specific activity budget provided.

Residents are able to go out to access the local shops, community centre and garden centre.

The home has links with the local school, with visits to the home and pupils being penpals with the residents.

The Activity Coordinator confirmed that one to one activities are available to residents that would prefer them and that they were aware of individuals interests and hobbies.

Comments

There are a wide range of group activities on offer and individual activities can be arranged to suit residents needs and preferences. There are also opportunities for residents to celebrate special events and to go on outings, whether local or seaside trips.

Catering Services

Quality Indicator 5 - Catering - Does the home offer quality, choice and flexibility around food and mealtimes?

Homes should offer a good range of meal choices and adequate support to help residents who may struggle to eat and drink, including between mealtimes. The social nature of eating should be reflected in how homes organise their dining rooms and accommodate different preferences around mealtimes.

Our findings

The kitchen has a 5* hygiene rating.

The menus are displayed on boards and on tables in the dining room. The residents meet to discuss the menu choices with the changing seasons.

We were advised the special dietary needs are catered for and that support is given to residents who may require assistance to eat or drink.

The residents appeared to be happy with the variety and quality of the meals and one resident that we spoke with told us that she enjoyed the food. There are two hot choices at each meal.

At coffee time, sliced fruit is given out prior to biscuits being offered. Fruit and jugs of juice are always available to residents and snacks are available as required.

The dining room has recently been renamed by the residents as "Farmhouse Ranch". There are bright check table cloths on the tables.

Food diaries and Fluid charts are used to monitor nutrition and hydration. Residents are weighed monthly with all the results recorded on a computer programme that automatically flags up anything of concern.

Comments

With a cheery dining room, a choice of meals, the residents were happy with the catering. Snacks, fruit and drinks were freely available and assistance is given to those who need it.

Resident Experiences and Observations

Quality Indicator 6 - Does the home ensure that residents can regularly see health professionals such as GPs, dentist, opticians or chiropodists?

Residents should have the same expectation to be able to promptly see a health professional as they would have when living in their own home.

Our findings

All the residents appeared well dressed, well-groomed and had a choice over their clothing. Residents had choice on their personal care, their preferred food and drink and their bedtimes.

The residents felt that the staff treated them with kindness and respect and that they knew them quite well as some staff have been there for some time.

The privacy and dignity of the residents is maintained by staff not entering bedrooms without knocking first.

Call bells were within easy reach of the residents.

A GP visits the home routinely once per week and attends if required in between.

Residents visit the local dental practice as required. One resident had a recent dental appointment due to experiencing problems with their dentures.

Residents optician requirements are looked after by "Vision Call" who visit every 6 - 8 weeks.

A Podiatrist visits the home every 6 - 8 weeks.

For appointments outside of the home, such as hospital and dentist, should a relative not be available to arrange transport and accompany residents, then a member of staff would accompany the resident.

Comments

Residents have regular access to health professionals.

Quality Indicator 7 - Does the home accommodate residents personal, cultural and lifestyle needs?

Care homes should be set up to meet residents cultural, religious and lifestyle needs as well as their care needs, and shouldn't make people feel uncomfortable if they are different or do things differently to other residents.

Our findings

The religious preferences of the residents are respected and catered for. One current resident is a Jehovah's Witness.

A few residents like to watch films at night, so choose to go to bed later and to get up later the following day.

All the residents appeared content and changes to their individual care plan were discussed with them when changes were needed.

Comments

The home respects residents as individuals, with individual needs and preferences.

Family and Carer Experiences and Observations

There were no relatives present at the time of our visit, but we did discuss relatives visiting the home with staff and residents.

We were advised that relatives were made to feel welcome at the home and that they can visit at any time although they are requested not to visit at mealtimes as this is a "protected" time, unless they wish to provide support to their relative.

We were advised that relatives are kept well informed about their loved one and any changes required in their care.

All the residents are generally in the lounge area when relatives are visiting, but there is a chair in the bedrooms should they wish to sit and chat in the bedroom.

Quality Indicator 8 - The home should be an open environment where feedback is actively sought and use.

There should be mechanisms in place for residents and relatives to influence what happens in the home, such as a Residents and Relatives Committee or regular meetings. The process for making comments or complaints should be clear and feedback should be welcomed and acted on.

Our findings

The home holds regular residents and relatives meetings on a bi-monthly basis. Generally, approximately 8 relatives attend these meetings.

The home has made changes in response to feedback and suggestions from the meetings, and we noted that questions and answers were pinned up on the walls for all to see.

The home has a complaints procedure, details of which are displayed on the walls, and residents and relatives are aware of the procedure.

Comments

The home appears to be responsive to feedback and suggestions made by residents and relatives and hold regular meetings.

Summary, Comments and Further Observations

We found Farmhouse Rest Home to have a warm and welcoming atmosphere. We were offered refreshments on arrival.

We found that all the staff were open and happy to communicate with us.

We noted that the walls were full on information, including CQC Report in full, Menus, Activities and Question and Answers.

The corridor walls were all painted by the Activity Coordinator detailing "Past to Present" events in order - As you walk round, the events start in the 1910, progressing through all the decades - It is a "Memory Lane" captured in the corridors.

The home publishes a regular newsletter and the minutes of all resident and relative meetings are displayed.

We found that the home had good standards in all the areas we were able to consider and that the visit was very informative.

We would like to thank all the staff and residents of Farmhouse Rest Home for making this visit a pleasurable experience.

Comments

We found that this home met all the Independent Age Quality Indicators to meet their requirements of a being a good care home.

Recommendations and Follow-Up Action

We would hope that some dedicated funding be made available for the Activity Coordinator.

We noted that the lounge area is quite small and wondered if the home had considered whether a conservatory could be added, which would be of great benefit to the residents and the staff. The home is set in a rural area with beautiful far reaching views over the countryside, and a conservatory could enable these views to be enjoyed throughout the year.

Provider Feedback

We asked - Could you tell us what you felt worked well about the way our Authorised Representatives carried out the recent Enter and View visit at your premises?

The manager advised us;

“The ladies who visited us were open minded with a wealth of knowledge and experience in the health sector. They asked a lot of questions to establish the provision of care we provide and obtained information from all (residents, staff etc). The 2 ladies gave a thorough account of what they would be looking for and how the enter view would be conducted. They appeared interested in the answers and what our service is about. The ladies were very pleasant and approachable.”

When asked were there any aspects of the Enter and View visit which you felt did not work well or could be improved?

The manager advised;

“I felt that the ladies were not here very long - however, they were able to observe and complete their assessment within this short time frame, and they did not give the impression they were rushing. Meal time is an exceptional time at The Farmhouse - maybe in the future, a meal service could be observed?”

When asked, as a provider of a service, did the Enter and View visit help you to identify areas for improvement and if so, in what way?

The manager advised;

“Yes - definitely. The ladies spoke about best practice, research etc - we are always interested in other people’s views on our service and work well when we receive feedback from people - whether this is external people or internal (including staff, relatives and residents).”

“We strive to implement positive changes and improvements.”

“We will be looking into an activities budget and also look into signage externally as a result.”

“The communal area (extension / changes) are already a part of our improvement plan to increase space and area for the residents - however, this does take time to achieve (continuous priorities come up - which puts us behind in our plans!)”

The manager made some further comments in respect of the visit.

“A very positive visit - with very good outcomes. It is nice to receive positive feedback of this nature - it demonstrates that in such a short space of time (18 months) with the right staff and support, it is possible to completely change a home - from inadequate - to good! Very pleased with the hard work demonstrated by all the staff and the continued support from external providers (local authority, CQC, CCGs, Healthwatch etc)”

DISCLAIMER

Please note that this report only relates to findings we observe on the specific date of our visit. Our report is not a representative portrayal of the experiences of all residents and staff, only an account of what was observed and contributed at the time.



Healthwatch Staffordshire

Suite 2, Opus House
Priestly Court
Staffordshire Technology Park
Stafford ST18 0LQ

<http://healthwatchstaffordshire.co.uk/>

email: enquiries@healthwatchstaffordshire.co.uk

Freephone 0800 051 837

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