



# Enter and View Visit Report

## Farcroft Care Home



North Road, Wellington, Telford TF1 3EU

Visit date: 25<sup>th</sup> January 2019    Published date: 13<sup>th</sup> May 2019

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## Terminology and Acronyms

DBS - Disclosure and Barring Service

DoLS - Deprivation of Liberty Safeguards under the Mental Capacities Act 2005.



## About Healthwatch Telford & Wrekin (HWT&W)

Healthwatch Telford and Wrekin is the independent health and social care champion for local people. We work to ensure your voice counts when it comes to shaping, delivering/receiving and improving services. We address inequalities in health and social care to help make sure everyone in Telford and Wrekin (T&W) gets the services they need.

There are local Healthwatch across the country as well as a national body - Healthwatch England (HWE).

## What is Enter & View?

Healthwatch Telford & Wrekin gathers people’s experiences of health and social care services and there are times when it is appropriate for Healthwatch to see and hear for ourselves how services are being provided. These visits are called ‘Enter and View’, and can be ‘announced’, ‘partially announced’ or ‘unannounced’. ‘Partially announced’ visits mean the service provider is told we will visit but not the date or time of the visit.



The responsibility to carry out Enter and View visits was given to local Healthwatch in the **Health and Care Social Act 2012**.

Enter & View visits are carried out by a team of specially trained and DBS-checked staff and/or volunteers called Authorised Representatives. These volunteers are not experts in health or social care and report only on what they see and hear during the visit. They make observations and collect people’s views and opinions anonymously and produce and publish a report.

Enter & View visits are not an inspection, and always have a ‘purpose’.



## Details of the Visit

Visit Details:	
Service	Farcroft Care Home
Provider	Coverage Care
Date and Time of visit	25 <sup>th</sup> January 2019 at 14.30 - 16.30
Visit Team	2x HWT&W Enter & View Authorised Representatives (ARs) 2x Authorised Representatives in Training (T-AR)
Service contact details	Name: Farcroft Phone: 01952 223447 Address: North Road, Wellington, Telford TF1 3EU

## Purpose of Visit

How dignity, respect, and quality of life is being respected and supported in the person's care including those living with dementia, and how 'activity-based' care supports people to continue to be as active and independent as possible.

We want to hear about resident experiences and those of any relatives and visitors present, and we will observe the residents engaging with the staff and their surroundings. We want to identify examples of good practices and hear about any ideas the residents or staff may have for change.

### 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 users of the service and staff, only an account of what was observed and contributed at the time.



## Context of the Visit

In August 2017 Healthwatch England published a report: ‘**What’s it like to live in a care home?**’ Between January 2016 and April 2017, local Healthwatch staff and volunteers across England visited 197 care homes across 63 different local authority areas to find out what day to day life is really like for many of those living in care homes. These homes collectively provide care for almost 3,500 residents ranging from elderly people with dementia to those with severe learning disabilities.

During these visits local Healthwatch spoke with residents, their families and staff, compiling people’s experiences with their own observations to produce visit reports. These were shared with the providers, the public, CQC and Healthwatch England. Healthwatch England reviewed what people told local Healthwatch and identified the common issues that need to improve as well as eight quality indicators for a good care home. Healthwatch England identified that 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 resident 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 see health professionals such as GPs and dentists regularly
7. Accommodate residents’ personal, cultural and lifestyle needs
8. Be an open environment where feedback is actively sought and used

As part of the engagement programme Healthwatch Telford & Wrekin will visit Care Homes in the borough, and those elsewhere in the county where funding support is provided by Telford & Wrekin Council Adult Social Care. Individual reports will be published on each home visited. Over-arching theme reports will be published focusing on person-centred care and the quality of life experienced by residents relating to dignity and respect in their care, and exploring topics such as activity-based care, living with dementia, and access to health professionals.

Farcroft in Telford & Wrekin is currently rated ‘Good’ by the Care Quality Commission (CQC).

The visit was ‘**partially announced**’ we told the manager of the visit but not the date and time



## What we were looking at

The focus of this visit is to find out if the residents of Farcroft are happy living in the home. We want to learn about:



- the environment - supporting dementia, accessibility, activities
  - choices available to people
  - the experiences of people living with dementia
  - supporting people to continue to be as active and independent as possible
  - staffing levels and staff training

## What we did

When we arrived at the home, after signing-in, we spoke to the deputy manager on duty. We took advice on whether any residents should not be approached due to safety or medical reasons, or any issues regarding ability to give informed consent. We were then allowed to wander round the home and interact with residents, visitors and staff.

We spoke with residents in the home who were willing to talk to us and any visitors and relatives present. We spoke to residents in the lounge and were invited to speak to some residents in their rooms after knocking on the open door and introducing ourselves, or a member of staff asking residents if they would talk to us.

We spoke to 8x residents, 2x relatives or visitors, and 5x staff members, one feedback card was returned to our office, and one feedback card left in the Healthwatch box at the home.

## What we found out

### About the Home



The home has 41 bedrooms for single occupancy. At the time of the visit 37 rooms were occupied with 2 new residents expected later that day. Two of the rooms are pre-booked by T&W Council for hospital discharge or other needs. There are 6x beds for dementia care in a secure unit with button entry and coded keypad for exit. DoLs are completed for the residents as appropriate.



The home is not a recent build and the floor plan is complex. The dementia unit is on the ground floor and has a small kitchen-diner-lounge. There is a lift giving access to rooms on the first floor. None of the rooms have en-suite bathrooms.



Residents can personalise their rooms with photos and, if they wish, with appropriate furniture. The rooms that we could see were all clean and looked welcoming.

There is very limited parking on-site, and visitors may have to use nearby on-street parking.



The home is centred on four lounges, each being named after a royal residence - Windsor, Balmoral, Sandringham and Kensington. All lounges had chairs arranged in a circle with a television; they also have a kitchenette area where residents that are able, or visitors, can make a cup of tea or coffee. Staff will make a drink for those residents unable to make it themselves. Jugs of water and cups were close at hand

for those residents sitting in the lounge. The lounges are bright with plenty of natural light.

In the reception area was a signing in book. On the wall was a copy of the latest CQC report and the working hours of the management.

## Views of the residents, visitors and staff

### General care - dignity and quality of life

All residents and visitors that we spoke to, praised the home very highly. Staff were observed talking and chatting to residents, addressing them by their name, and getting down to be at the same level as the resident, treating all residents with respect and dignity. Residents observed looked well, clean and comfortably dressed.



The home uses Wellington and Shawbirch medical practices. Practice nurses visit as and when required, with doctors visiting less frequently; a chiropodist also visits.



Residents and relatives said:

“Anything they (the staff) can do for you they will”

“Staff are wonderful – I have no complaints - I am very happy here”

“Staff are great”

One staff member said of all the homes she had worked at  
“she would like to live in this one”

“My mum needed crisis care, the staff were most welcoming, nothing was too much trouble, I left her there feeling confident she would be ok, Thank You.”

“My nan lives here; the staff all love her, and she loves them. I have peace of mind knowing the care, respect, dignity is given 24/7”

### **Choices and preferences, including meals, personal care, and activities.**

We were told that all meals are cooked fresh on-site with a standard menu that offers some choices and includes resident favourites regularly. Specific resident needs are accommodated including vegetarian, religious requirements, and soft-options. If a resident does not like any of the meal options an alternative is provided. Sometimes some residents enjoy going out for a meal - including Fish and Chips, and an Indian curry, and there is a ‘Lunch Club’ which visits local cafes and restaurants and involving different residents each time.





MENU
<p><i>Friday Lunch</i></p> <p>Battered Cod P Chips and Mushy Peas or Pasta Neopolitan or Ham Salad</p> <p>Bakewell Tart &amp; Custard P or Choc Ice</p>

MENU
<p><i>Friday Evening Meal</i></p> <p>Corned Beef Hash P &amp; Pickles Or Mixed Sandwiches</p> <p>Baked Egg Custard</p> <p><i>Late Evening</i></p> <p>Hot milky drink or Tea</p> <p>Supper</p>

April 2018	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
<b>Early Morning</b>	Tea or Water	Tea or Water	Tea or Water	Tea or Water	Tea or Water	Tea or Water	Tea or Water
<b>FULL GLASS OF WATER GIVEN OUT WITH MEDICATION</b>							
<b>Breakfast</b>	Cereals/Porridge Prunes/Mandarins Grapefruit Segments Sausage, Bacon & Choice of Eggs Toast with preserves Tea, Coffee or Juice	Cereals/Porridge Prunes/Mandarins Grapefruit Segments Sausage, Bacon & Choice of Eggs Toast with preserves Tea, Coffee or Juice	Cereals/Porridge Prunes/Mandarins Grapefruit Segments Sausage, Bacon & Choice of Eggs Toast with preserves Tea, Coffee or Juice	Cereals/Porridge Prunes/Mandarins Grapefruit Segments Sausage, Bacon & Choice of Eggs Toast with preserves Tea, Coffee or Juice	Cereals/Porridge Prunes/Mandarins Grapefruit Segments Sausage, Bacon & Choice of Eggs Toast with preserves Tea, Coffee or Juice	Cereals/Porridge Prunes/Mandarins Grapefruit Segments Sausage, Bacon & Choice of Eggs Toast with preserves Tea, Coffee or Juice	Cereals/Porridge Prunes/Mandarins Grapefruit Segments Sausage, Bacon & Choice of Eggs Toast with preserves Tea, Coffee or Juice
<b>WATER AND JUICES AVAILABLE THROUGHOUT THE DAY IN LOUNGES</b>							
<b>Mid Morning</b>	Tea, Coffee or Water Biscuits or fresh fruit	Tea, Coffee or Water Biscuits or fresh fruit	Tea, Coffee or Water Biscuits or fresh fruit	Tea, Coffee or Water Biscuits or fresh fruit	Tea, Coffee or Water Biscuits or fresh fruit	Tea, Coffee or Water Biscuits or fresh fruit	Tea, Coffee or Water Biscuits or fresh fruit
<b>WATER AND FRUIT SQUASHES AVAILABLE WITH EACH MEAL</b>							
<b>Lunch</b>	Fish Pie P Or Gambon Steak & Pineapple P Or Cheese Salad Jam Tart & Custard P Or Fruit Salad	Cottage Pie P Or Poached Cod & Parsley Sauces P Or Luncheon Meat Salad Pineapple Upside down Cake P Or Jelly & Ice Cream	Sausage P Egg Chips & Beans Or Cornish Pasty & Beans Or Egg Salad Synop Sponge & Custard P Or Mousse P	Roast Beef & Yorkshire Pudding Or Chicken Curry P & Rice & Nisan Bread Or Pichard Salad Stewed Fruit & Custard P Or Artic Roll	Battered Cod P Chips & Mushy Peas Or Pasta Neopolitan Or Ham Salad Bakewell Tart & Custard P Or Choc Ice	Chicken &Vegetable Pie P Or Sausages In Gravy P Or Cheese Salad Fruit Crumble & Custard P Or Sherry Trifle	Roast Lamb P Or Tuna Salad Rice Pudding & Fruit Jam P Or Puffinotes
<b>WATER AND SQUASHES AVAILABLE THROUGHOUT THE DAY IN LOUNGES</b>							
<b>Afternoon Tea</b>	Tea or Coffee Biscuits	Tea or Coffee Biscuits	Tea or Coffee Biscuits	Tea or Coffee Biscuits	Tea or Coffee Biscuits	Tea or Coffee Biscuits	Tea or Coffee Biscuits
<b>Evening Meal</b>	Scrambled Egg & Fresh Tomatoes Or Mixed Sandwiches Chop Chip Cookies	Jacket Potato Cheese P Or Mixed Sandwiches Cherry Cake	Fish Fingers Mash & Spaghetti Hoops P Or Mixed Sandwiches Fruit & Cream	Quiche & Colestine Or Mixed Sandwiches Chocolate Cake	Corn Beef Hash & Pickles Or Mixed Sandwiches Baked Egg Custards	Butter Tea Cheesecake	Butter Tea Galaxus
<b>Evening Supper</b>	Hot milky drink or Tea & Supper	Hot milky drink or Tea & Supper	Hot milky drink or Tea & Supper	Hot milky drink or Tea & Supper	Hot milky drink or Tea & Supper	Hot milky drink or Tea & Supper	Hot milky drink or Tea & Supper

We were also told that ‘Taster days’ are occasionally held by the chef to try something new with residents - such as Italian, ‘sweet and sour’ etc. Though not all residents we talked with could remember what they had eaten for lunch or other meals, they said they liked the food; one resident told us “the food is wonderful - I have no complaints”. A resident told us that the home had made a favourite cake for their birthday recently.

One resident told us they are happy with decoration and furnishings provided by the home in their room - they did not want to change anything. The resident also has a personal family picture and a few other personal items. Other residents have also personalised their room as they wish.

Residents told us they can get up and go to bed as and when they want, they choose the clothes they want to wear, they can have meals in their room and can watch TV when they want to and can join in activities in the lounge. One resident



has a canary in a cage in her room; the bird was cheerfully singing and could be clearly heard from the corridor.

The home has had some success with 'animal therapy' with relatives and staff bringing in their dogs etc. In the past the home has used some commercial providers of animal visits to care home, but we were told these are now getting too expensive.

We were told that residents are encouraged to undertake daily tasks to support their independence, such as folding up their clothes, and some get involved in baking /decorating cakes for tea. Residents continue to follow hobbies and interests - such as knitting, and walking, and some residents like to do their own shopping while some others go out with their families - shopping or to the theatre. The home has WiFi throughout, and some residents have their own tablets or smart phones and use them for online services with Amazon and Morrisons for personal shopping or gifts deliveries.

We were told that a resident runs a 'book club' which is popular with about 10 other residents, including some from the dementia unit; the resident reads out loud which is appreciated by other residents at the 'club'. Another resident likes to do gardening and helps to tend the plants in raised beds in the courtyard.

A hairdresser visits regularly - there is a salon on the ground floor, but residents can also choose to have their hair done in their own room. One visitor commented that they thought the prices should be lower, however we were advised by the staff that the prices are much lower than charged at other care homes.

Visits from local religious ministers are welcomed, and there a monthly communion offered for those residents who want this, usually held in the resident's room.

The home engages with RAF Cosford for those residents with military connections/ interest and visits are made to the museum. Links are also established with a local pub supporting "Help for Hero's".

Local supermarkets engage with the home - Tesco provides bingo prizes and Morrisons provides Easter Eggs, and prizes for the Farcroft fetes, and some supermarket staff also volunteer and help in various ways.

Some relatives and volunteers help the residents (not just their own relatives) at the home, and some staff bring in their own children during the school holidays. The home engages with several schools and colleges, including the junior school next door. Several 16-18-year-olds visit to help with residents, and residents enjoy the carol singing with the junior school children at Christmas.

We asked what activities were especially popular with the male residents and were told they like board games like dominos, Bingo, and one resident likes to knit.





Exercise and movement activities are encouraged, and some are popular particularly skittles. Some residents are encouraged to be involved in seated exercises including exercise classes funded by T&W Council. The Parachute-ring is fun for all - residents, visitors and staff.

We spoke with one of the activities co-ordinators (she also sometimes works as a carer) who was preparing for a bingo night involving residents and visitors. She was very enthusiastic and had a good understanding of each individual resident. The activities co-ordinator runs regular residents' meetings; she also has a lot of new ideas she wants to try out. We were told the activities-staff cover Monday to Friday supporting a schedule of day-time activities, and later will also visit residents in their rooms to encourage interaction and some activities including hand massage and nail care. Often activity co-ordinators and some staff support activities during the weekend. We were told that many residents go out on trips, and to lunch when the weather permits; staff will also go with residents to Morrison's supermarket just down the road.

### **Experience of care meeting the needs of those living with dementia**

We were told that the home follows a 'lite' implementation of the Butterfly scheme encouraged by the company focus on a 'Dementia Friendly' service.



Information about the residents is captured using the "This is Me" tool, involving residents and their relatives, though this is not always easy where capacity is reduced. Unit furnishings and decoration aim to help residents feel more familiar with their surroundings. Crockery with different colours have been introduced to support the residents during meals.

We were told that Doll Therapy has been introduced (cuddly toys as well as dolls) and this has proven popular and successful in encouraging relaxation. We were told a resident's relative makes the dolls and cuddly toys for this, and she also makes them for the home's fund-raising events and fetes.

Other activities in the dementia unit include activities involving 'smell' and looking at photos encouraging the residents to reminisce. One resident in the unit did not like to speak to people but was happily engrossed in reading through a colour magazine - a favourite activity. Another resident in the unit was new and seemed settled and happy chatting with a visitor. We were told that some residents in the dementia unit join other residents in the main dining room for some of the arranged group activities / events that require appropriate space - such as skittles, and music events.



A resident said:

“I am very happy here”



## Staffing levels and training for staff

We were advised that the Home has a staff level of 64, all were employed by the home. There would typically be 6/7 care assistants on a morning shift, with 7 housekeeping/kitchen/maintenance staff on duty. For the afternoon shift there are 5 care assistants and 3 on the night shift. The home operates on a two-week rota.

We were told that all members of staff will have ‘Induction training’, NVQ’s on Safety, DoLS, Dementia Care, moving and handling, safeguarding, and other training as necessary. Training will be provided by eLearning, Shropshire Partners in Care, or in-house.

There are two activities co-ordinators who work Monday to Friday, one of these was praised very highly by several people we spoke to. Activities co-ordinators and managers have regular meeting with other co-ordinators and managers across the company.

Staff spoken to said that management were approachable and listened to their comments and suggestions.

## Our Observations

During the visit the authorised representatives observed interactions between staff and residents, and looked at the physical environment

### Staff interactions with the residents

All staff members appeared to know the residents by name and addressed them as such. Staff were observed to get down to the residents level when talking to them. Staff were observed responding quickly to assistance calls via the call-display panels; some residents had call buttons pinned to their clothing.



## The environment of the home

We observed Farcroft to be bright and clean. Several chairs and lifting frames were being wheeled around the home though none were observed in use. We noticed pictures on the corridor walls which include photos of resident outings and activities, and some examples of resident art and crafts. Some walls have large stencilled pictures which made the corridors cheerful and welcoming.



Outside there is a courtyard with raised garden where residents sit in the summer months when weather is warm, and there is a small rear garden with shed. The garden has flowerbeds and seating can be brought out for residents during the summer.

Recently Windsor Life volunteers worked in the garden, and later in the year plan to create a vegetable garden for the residents to get involved with.

## Additional Findings

The home told us they are working with the hospital (SATH) and T&W Council with regard to discharge and hospital avoidance. The home is piloting the “red bag” scheme in collaboration with the hospital. For information on the NHS “red bag” see <https://www.england.nhs.uk/urgent-emergency-care/hospital-to-home/red-bag/>

Though an incident of concern was reported to us, this had already been dealt with appropriately by the home, so no further action required.

## Summary of Findings

- Residents appear well looked after and told us they are happy and like living at the home.
- Residents like the staff and the food
- The home is clean and bright, with pictures on corridor walls of happy residents engaged in various activities and trips.
- Residents were observed chatting with other residents, staff and visitors, reading magazines, listening to the radio, and watching TV.
- Some residents do undertake small tasks to encourage their independence.
- The home has a very enthusiastic activities co-ordinator.
- Residents can participate in various activities and exercise, within and outside the home.
- Groups and organisations in the community are encouraged to engage with the home and to support the residents in many ways.

- Staff engaged with residents cheerfully, treating them with respect; staff liked working at the home.

## Recommendations

- Investigate working with other care homes in the borough to share successes and ideas to improve.
- Continue to encourage activities and tasks that support individual residents to maintain independence where possible.

## Service Provider Response

Healthwatch Telford & Wrekin received the following to this Enter & View visit and report from the manager of Farcroft Home in January 2019. The manager provided the following information in response to our recommendations:

Farcroft had a lovely visit from the Healthwatch team and out of this we now have a Choir visiting; they took on the views of all residents and staff

I would like to say it was nice to see the hard work our activities co-ordinator has put in being recognised

We do have networking with our other homes to share ideas this works well especially when we have trips out.



## Acknowledgements

Healthwatch Telford & Wrekin would like to thank the residents and staff of Farcroft Care Home for their contribution to the visit and our Enter & View programme.

Photographs used in this report have come from the care homes website.

### Get in Touch

Please contact Healthwatch Telford & Wrekin to share your views and experiences of this service or any other health and social care service in Telford & Wrekin or received elsewhere by people living in Telford & Wrekin.

We gather comments anonymously and share them with the public, service commissioners and providers to highlight areas of good practice and identify areas for improvement.



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