



Enter and View Report

Fieldhead Park

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Healthwatch Kirklees
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Visit Details

Name and address of premises visited

Fieldhead Park
140 Kitson Hill Road
Battleyford
Mirfield WF14 9QZ

Name of service provider

Roche Healthcare Ltd
Unit 1
Manor Court
Manor Mill Lane
Leeds LS11 8LQ

Date and time of visit

Wednesday 27th August, 2014 from 10am to 12pm

Authorised representatives undertaking the visit

Shabana Ali and Laila Charlesworth

Contact details of local Healthwatch

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Purpose of the premises/service

Fieldhead Park is registered to provide residential care for 54 older people. Some residents fund their own care, whilst others are publicly funded through the local authority.

Staffing/client numbers on day of visit

On the day of Healthwatch Kirklees' visit, there were 27 residents at Fieldhead Park. Staff working that day included five carers in the morning and four in the afternoon, an administrator, three domestic staff, one housekeeper and the manager, Joy.

Acknowledgements

Thank you to all the service users, staff and carers at Fieldhead Park who were welcoming and spent time talking to us about their experiences of using services or working here.

Thank you to Joy Allen for helping us to arrange our visit and for talking to us about how the service operates.

Focus of visit

The focus for this visit was to gather resident, carer and relatives' feedback on how the service ensured that residents were able to make choices and feel dignified.

Additionally, we spoke to staff about working at Fieldhead Park and observed the facility to get a general feel for the place and learn more about the service. Further information relating to the activities and food provided at Fieldhead Park were also obtained.

Methodology

We completed an announced visit of Fieldhead Park that took two hours to complete. During the visit we consulted with the manager, service users and staff.

It was agreed that the visit would be informal and that prompt sheets using questions based around food, activities, choice and dignity would be used, although these questions would not be used in a specific order or asked of all clients. It was hoped that this unstructured method of speaking to clients and relatives would help them to engage in a free-flowing discussion based on their experiences of Fieldhead Park. We introduced ourselves and noted people's comments as they spoke to us after getting their consent.

We offered extra information about enter and view visits when needed to those that wanted it and generally kept staff conversations to less than five minutes in order to not disturb service delivery.

Who we spoke to

On the day of the visit, we spoke to residents and staff. Unfortunately, there were no relatives that we could speak to on the day of our visit. We were unable to speak to everyone as some people were resting, in their rooms, or were busy and also because of the limited time we had at the venue.

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 restricted time available).

Overall impression

Fieldhead Park was well signposted and the drive up to the building from the main road was impressive as the grounds were large, surrounded by mature trees, very well-maintained and had lovely views over the surrounding fields. There was ample parking leading up to and directly outside the property.

Fieldhead Park is a grand ex-mill-owner's house that has been painted white and pastel green on the outside. It consists of some two-storey and three-

storey areas and looked very cheery and welcoming. As we walked from the car park to the front entrance, we passed a pleasant outdoor seating area with patio furniture, making the care home look more like a hotel. This area is accessible to residents by the front door and via a wheelchair ramp.

We were welcomed into the care home very promptly when we rang the doorbell and entered the spacious reception area, which was airy and bright with nice vintage decorative touches and floral displays. There was also a large activity board on display.

After introductions we were asked to sign the visitors' book and had a quick chat with Joy to obtain some information about the home. She then showed us around the ground floor, which is where all the communal areas of the care home are situated. Joy told us that there are four communal rooms, but only three are in use. These consist of a dining room, library and large lounge.

The dining room was a long room, set with tables where residents could sit four to a table. Some tables overlooked trees but overall, the room felt dark and was slightly cold, we were informed by Joy the manager that it was darker than normal on this day due to an electrical problem with the lights. The outside seating area could be accessed by a door at the end of the dining room and down a wheelchair-accessible ramp. We did not see a full menu for the day or week, but there was a small chalkboard situated outside the lounge, displaying one meal and dessert choice - a jacket potato and cheesecake; we have been informed this was the choice from the previous day and was waiting to be updated. We were informed that residents could choose to eat their food in the dining room or in their own bedrooms.

The library was next to the dining room and was also overlooked by trees. It was a long, dark and narrow room and the décor made it feel quite traditional and reminiscent of a classic hotel. This room felt quite peaceful and private, with a small selection of seating available, due to its size. The chairs were comfortable and it was a pleasant area in which people could sit, read and relax.

The lounge was a large, rectangular room with seating placed at the edge of its parameters. Even though there was a large window to one side of the room, it still felt rather dull and dark with a television placed in the corner that most people could watch from where they were sitting. There was a door linking the lounge to a corridor leading to residents bedrooms and staff regularly walked in and out, which was distracting and irritating to some residents. The television was rather loud and this was also annoying to some residents who were either awake or watching the television; a couple were chatting or reading, and others attempting to nap or napping.

The grounds outside consist of well-maintained gardens and the patio area and these are what residents can access when they go outside. Overall, the property was a grand building that looked to be relatively newly decorated. It seemed clean with no obvious stains, however all the communal areas we visited smelt of urine and other strong odours. Although the building was large and relatively airy due to the high ceilings, it generally felt a bit dull apart from reception, which was bright and cheerful. Although staff were busy, the home didn't seem to be too hectic apart from the door in the lounge being entered and exited rather frequently.

Comments on activities provided

We were told by the manager that there is an employee whose sole role is that of Activity Co-ordinator at Fieldhead Park. On the day of Healthwatch Kirklees' visit she was taking residents out on a trip to the seaside, so we did not have a chance to speak to her. However, we looked at the activities displayed on the activities board, which showed three activities per day including bingo, card games, dominos, throwing hoops and pet therapy. A hairdresser also visits the home once a week.

Other activities such as relaxing, listening to music or magazine reading were also on the board, but it was unclear how the activity coordinator could facilitate these things which are typical day to day activities. Joy, the manager of Fieldhead Park, informed us that the relaxation was in fact a pampering session where nails are painted and manicured. The magazine reading was one to one time spent with residents who are unable to read independently. She explained that person centred care is very important at Fieldhead Park, and some of these activities are provided because they are enjoyed by residents, although they are not formal group activity. This was lovely to hear but was unclear from the information displayed what would be available. We also noticed that walking in the garden was displayed as being done once a week; this beneficial activities is something that should be encouraged more often.

The majority of the residents we spoke with were in the lounge (sixteen service users were there at the time), where the chairs were lined up along the sides of the walls. It wasn't a particularly sociable area with a large empty space in the middle of the room and was overpowered by the loud volume of the television in the corner. Joy informed us that the volume control for the television is set by the residents.

When speaking to residents about activities, we received a mixed response; some people didn't seem too bothered, some were happy and others felt that there wasn't enough to do.

Comments from residents:

"She's very good at activities (activity worker); very good for entertainment."

"Long time to be sitting in a chair."

"There isn't much to do here."

"Sometimes they (the staff coming in and out of the lounge door) do so much moving about in the morning, you're glad to just sit and do nothing."

"(The garden) It's a nice place, always different birds. We've not been taken out to see the pigeons."

Comments from staff:

"(The activities co-ordinator) is constantly doing activities for them"

Comments on choice and dignity

The home generally felt relaxed during Healthwatch Kirklees' visit. The staff were busy, but regularly visible and the majority of residents were sat in the lounge, a couple in the dining room and one in the library. Other residents had left with the Activity Co-ordinator to the seaside. It was a bright, sunny day and we noticed that no one was sitting outside or enjoying the beautiful grounds. The front door had a latch which residents needed to open in order to go outside. There was also a door in the dining room, this we were told is a fire exit. The fire exit door is alarmed so staff are aware if residents do use this and choose to go outside or want to be seated in the patio area. Many residents have poor short term memory and would be at risk if they were outside unsupervised without direct supervision. We were told there is an internal courtyard, with seating, which is accessible at all times and safe for all residents to use without direct supervision.

Some residents we spoke to seemed to be unaware if they could choose to go outside, or didn't feel that this was encouraged. Choice was also something not all residents seemed to be aware of when we discussed food.

Comments from residents:

“You can have your own pictures and things in your home.”

“We’re not allowed out, but we do see other people walk out. They’ve not told us why we’re not allowed out.”

“I’d like to go to the garden - don’t think we’re expected to go there.”

Comments from staff:

“I speak to all the residents to get to know them”

“I love the residents”

About the rooms:

“It’s nice. Quite like it here.”

“They are nice. Quite happy with them.”

Comments on food

When we questioned residents about their choices regarding food, the quality of the food and where they could eat, there was a mixed response. Some people liked the food and others didn’t. Generally people seemed to feel that choices regarding food and where they ate were not really available to them.

Comments from residents:

“Yes very good, we get a choice.”

“Reasonably good”

“Wouldn’t change anything.”

“No, we don’t get a choice. We can either eat upstairs or downstairs. The food is served upstairs. The food is alright, we’re just thankful for what we get.”

“I think it’s alright. We get a little choice, not a lot.”

“Not sure if we can ask for changes.”

“It’s eatable.”

“We don’t go to that much trouble (if they want to change their food).”

“Very good. They decide the choice.”

“Food is adequate and you get as much as you ask for. It’s not how it is at home.”

Additional comments

We also asked residents and staff general questions about the home and the care that residents receive. Some residents felt that the dining room was a bit cold and would have liked it to be a bit warmer. We were also told that the television was too overpowering for some people in the lounge. Staff and residents were positive about the bedrooms and also about additional care such as dental needs being met.

Comments from residents

“It’s good”

“This is the best as I know. This is as good as it gets for me.”

“I think the staff are alright. They talk to us. They lend a hand and help us.”

“I’d say I’m more or less content.”

“I’d like it to be more warmer here (the dining room). It’s cold.”

“(The dining room) it’s quite cold in here”

“If someone complains they’ve got a pain with their teeth or anything, they get you to a dentist straight away. They don’t mess about.”

“(About their bedroom) it’s nice. Quite like it here.”

“(The lounge) it’s just too noisy in here”

Comments from staff

“I enjoy working here”

“We’ve got care plan books stating info about all the residents. When we get a chance, we read them.”

“Opticians come to the home to visit the residents. We’ve had five residents who have had their eyes checked.”

“Residents have their own dentists. They go to appointments in taxis. We take them out ourselves.”

“I love it”

“I would change nothing about here”

Conclusion

The overall impression of Fieldhead Park was mixed. The home is very attractive to look at and the décor seems fresh, with nice reminiscent touches and focal points. The staff were friendly and visible and provided refreshments and help to those that needed it while we were there.

We felt that communication regarding choice could be improved upon in order for residents to be made aware, or are reminded that they can ask for things to be changed if they aren't satisfied, e.g. meal choices or where to eat. We also felt that there should be more encouragement of social interaction in the communal areas, particularly the lounge.

Although we received some positive feedback regarding the activities at Fieldhead Park, we still received some mixed messages regarding pursuits and felt slightly disheartened that no one was sat outside enjoying the good weather, or that some residents didn't feel able to ask staff that they wanted to go outside.

Recommendations

1. The outdoor areas of the home need to be made more accessible as does the promotion of more regular sitting or walking outside in the garden, weather permitting.
2. The seating arrangements in the lounge could be changed into small clusters. Perhaps an area in front of the television for those who want to watch, a quieter section for those who want to sit and read, and another where people can socialise.
3. Currently the home has prevalent odours in all the communal areas. We recommend Fieldhead Park re-evaluates processes regarding odour control

and management to eliminate these unpleasant smells.

4. If possible, look at solving the level of distraction caused by staff opening and closing the door between the lounge and the corridor.
5. Residents need to be asked on a more frequent basis if a room feels comfortable to sit in when regarding temperature to ensure that they aren't too warm or cold.
6. Displaying activities differently on the activities board so that the activities such as relaxing or magazine reading are more understandable and less misleading.
7. Display all the food choices on a daily or weekly basis and a supplementary menu for those people who don't like the choices available on the menu.
8. Communicating with all residents about the choices available to them so that they are aware that they can ask for change where they want it.

Provider Feedback

Enter and View Recommendations	Feedback from Joy Allen, Manager - Fieldhead Park
The outdoor areas of the home need to be made more accessible as does the promotion of more regular sitting or walking outside in the garden, weather permitting.	The outdoor seating areas are accessible by the front door, and via a wheelchair ramp so I feel that they are fully accessible. Residents who are safe to do so can (and do, frequently) sit in the patio area, while all residents can use the internal courtyard.
The seating arrangements in the lounge could be changed into small clusters. Perhaps an area in front of the television for those who want to watch, a quieter section for those who want to sit and read, and another where people can socialise.	The Seating plan is for clusters of chairs in the lounge. Unfortunately during use the chairs do get moved by visitors, carers and residents. I have asked staff to ensure that chairs are grouped as recommended.
Currently the home has prevalent odours in all the communal areas.	Feedback from inspections from LA contracts and Infection Control have

<p>We recommend Fieldhead Park re-evaluates processes regarding odour control and management to eliminate these unpleasant smells.</p>	<p>found no concerns regarding odours anywhere in the communal areas, and comments from relatives have stated how much they like the fact that Fieldhead Park doesn't have any unpleasant smells.</p>
<p>If possible, look at solving the level of distraction caused by staff opening and closing the door between the lounge and the corridor.</p>	<p>This door leads to a corridor with residents bedrooms on. At the time Healthwatch visited it is unavoidable not to use this door as residents are getting up.</p>
<p>Residents need to be asked on a more frequent basis if a room feels comfortable to sit in when regarding temperature to ensure that they aren't too warm or cold.</p>	<p>I will ensure that residents continue to be asked on a regular basis if they are comfortable.</p>
<p>Displaying activities differently on the activities board so that the activities such as relaxing or magazine reading are more understandable and less misleading.</p>	<p>The activities displayed on the board are intended as a guide. A full list of monthly outings and activities is on display in reception.</p>
<p>Display all the food choices on a daily or weekly basis and a supplementary menu for those people who don't like the choices available on the menu.</p>	<p>All residents are asked every morning what they would like to eat, and again at meal times as they often can't remember being asked earlier in the day. Records of menus and resident's choices would have been available to view if they had been requested.</p>
<p>Communicating with all residents about the choices available to them so that they are aware that they can ask for change where they want it.</p>	<p>All residents are fully consulted regarding choices. Unfortunately due to memory problems they may not be able to express this.</p>