



Enter and View Report

Hopton Care Cottages

Published August 2014

Healthwatch Kirklees
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Visit Details

Name and address of premises visited

Hopton Care Cottages
Chadwick Fold Lane
Mirfield WF14 8PW

Name of service provider

Thomas Owen Care Ltd
Thomas Owen House
Lees House Road
Dewsbury WF12 9BP

Date and time of visit

Thursday 21st August 2014 from 2:30pm to 4:30pm

Authorised representatives undertaking the visit

Laila Charlesworth and Shabana Ali

Contact details of local Healthwatch

Healthwatch Kirklees
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Purpose of the premises/service

Hopton Care Cottages is registered to provide residential care for 60 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 52 residents at Hopton Care Cottages (two of which were in hospital), as well as ten care staff, three cleaners, two laundry staff, an administrator, a finance worker and the manager.

Acknowledgements

Thank you to all the service users, staff and relatives at Hopton Care Cottages who spent time talking to us about their experiences of using services or working here.

Thank you to Barbara Martin 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, and to speak to staff about working at the service. We also received some intelligence prior to the visit regarding a lot of notifications about falls, so we asked residents if they felt responses by the staff to their requests for help were dealt with quickly. Additionally, we 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 Hopton Care Cottages was also obtained.

Methodology

We undertook an announced visit at Hopton Care Cottages, which took two hours to complete. During the visit we consulted with the manager, service users, relatives and staff.

It was agreed that the visit would be informal and that prompt sheets using questions based around choice, dignity, food and activities 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 Hopton Care Cottages.

We introduced ourselves and noted people's comments as they spoke to us, after getting their consent and offered extra information about Enter and View visits to those that wanted it. We 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, relatives and staff. We were unable to speak to everyone as some people were in their cottages and many were listening to a musical entertainer who was there for the entire duration of our time at the care home.

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

The property is situated in a relatively new and quiet residential area next to a railway line. It is primarily a single-storey structure comprising of ground floor en-suite bedrooms called cottages; each having a patio garden where residents can sit, grow plants and generally enjoy being outdoors within the privacy of their own dwelling. These cottages either look onto one of two small but well-maintained gardens or onto the roads or fields nearby. A section of the building is double-storeyed with ten bedrooms which house

residents with dementia. Offices are also situated on this floor. The care home was well-signposted and parking was available on the road directly outside the entranceway of the care home.

On entering Hopton Care Cottages, we walked into the welcoming reception area and told the receptionist that Barbara Martin was expecting us. We then signed the visitors' book and sat on one of two comfortable sofas, which overlooked a small manicured garden. The reception area was immaculate and felt very calming with attractive soft furnishings, pictures on the wall and a noticeboard displaying activities on offer as well as other information.

After five minutes, Barbara came to greet us and took us to her office on the first floor. We explained how we would conduct the visit, asked her some questions about the service and inquired if she had heard about the "See Me and Care" campaign, which she hadn't. Barbara also informed us that there was no fire alarm practice being held that day. We then asked her to give us a tour of the premises, which is comprised of the cottages, three large communal lounges/dining areas with kitchen preparation areas, reception and corridors which have areas of small clusters of seating should people want to sit somewhere quieter. These communal areas all overlook the gardens and have a bright, airy feel. The care home was spotless, immaculate, felt fresh and clean, and had no unpleasant smells.

The cottages are situated in two named areas of the care home, Todd and Bentley. Barbara showed us what a typical bedroom looked like here; the room was of a comfortable size, had a television and an attractive and convenient en-suite bathroom that had taken into account general needs of elderly residents. The private patio garden was easy for residents to access and also had a gate that would open out onto the larger communal garden. We also noticed that residents' doors had their names and a picture on them. We were also taken to the Lauder section, which is the dementia residents are situated. This zone is locked and secure and it was encouraging to see that the service users there were awake and alert. Unfortunately we didn't speak to any of these residents as Barbara informed us that they were generally unresponsive.

The general atmosphere of the home was calm and relaxed. Many residents chose to listen to the musician in one lounge looked to be enjoying the songs he was singing. Those who didn't want to listen or found it too loud, either stayed in their own cottages or sat in the other lounge where the television was on but not intrusive. Although the staff had work to do, they didn't seem to be overly rushed and were polite and friendly. When we were being shown around by Barbara, a visibly distressed resident approached her for

reassurance which she provided immediately. It was nice to later see this resident sitting and enjoying the music with another staff member sat beside them, with their arm reassuringly around the resident, making us feel that staff genuinely did have time to interact with service users.

Comments on activities provided

Hopton Care Cottages has an activity worker whose sole role is to ensure that residents have enough stimulation at the care home. An activity plan was available for residents and visitors to look at on the noticeboard in reception, however it was an A4 document using a small font in approximately a size 12. We did not see any other activity plans elsewhere in the building.

We were informed that activities can be tailored for individual needs alongside the more social events that take place. Examples of activities at Hopton Care Cottages are painting, jigsaw puzzles, card games, gardening and physical games. The care home also has its own minibus which can be used for trips and events outside the care setting.

Comments from residents:

“I do take part in some activities”

Comments on choice and dignity

When questioned about choice, the residents we spoke to confirmed that they were able to personalise their own cottages to make them feel more like home, often with their own televisions, flowers, photos, ornaments and plants in the garden patios outside. Residents could also choose when and where they wanted to eat.

Regarding dignity, we asked residents about being able to ask for help and the length of time this would take. One resident told us that generally responses to requiring help were good and if a more pressing matter, such as needing the toilet would arise, the staff would do their best to accommodate the resident as quickly as possible. Residents also seemed to prefer more staff working in the morning to enable them to be ready for the day sooner rather than later, but this was not always possible.

Comments from residents:

"I'm happy with my room. Its very good. I like it."

"Sometimes you have to wait for the toilet if they're busy, but if you tell them you're desperate, they'll try to get you in."

"On a morning we have two carers; a senior will cover as a carer. They should have three carers in Todd. It's lovely when we have three carers and Ruth - everybody's washed and ready sooner."

Comments on Food

Food is prepared in an industrial kitchen situated in Hopton Care Cottages, who pride themselves in the standard of the food they serve. The food is then distributed to the kitchenettes in the different lounges where residents are served. They can enjoy the food in the communal areas or in their own rooms.

Both residents and staff told us that they were very happy with the food provided here. The care home is also very welcoming and accommodating to visitors and can provide food for them too, so that residents and their loved ones can eat together, creating a more homely feel for both parties.

Comments from residents:

"There is always a choice of two or three meals."

"If you want something else, they make it for you."

Comments from staff:

"The food here is beautiful"

Additional Comments

All the residents we spoke to were happy with the care home, the care they receive and the staff who work there. Staff were also happy to work at Hopton Care Cottages and enjoyed looking after the residents.

Comments from residents:

When asked how they like it at Hopton Care Cottages:

“I give it a 10.5 out of 10”

“I have no complaints”

“All the staff are lovely”

“I have nothing to complain about”

“I’m happy here...I can’t complain about anything.”

Comments from relatives/visitors:

“Lovely residential accommodation.”

“No bad odours”

“Open and fresh areas”

“I would recommend this care home to others”

“Love it. I think it’s brilliant. Considering other homes, it’s the best.”

“Very clean. No smells.”

Comments from staff

“I love it here”

“We learn and get to know residents through their care plans and talk to them about their lives.”

“It’s a really nice home to work for.”

“When we first start, we look at the care plan. We spend time and talk to them.”

Conclusion

The overall impression of Hopton Care Cottages was very good. The building and its facilities were superb and immaculately maintained. The staff seemed happy and as witnessed, had time to interact with the service users. The residents were alert, content and enjoyed the facilities and services the home has to offer, including the various activities and high standard of food on offer.

Recommendations

1. We recommend that activity plans are placed in the communal lounges as well as in reception, to increase the likelihood of residents being aware of the different things on offer. Using a larger font will also make the document easier to read.

Provider Feedback

Enter and view Recommendations	Feedback from Janet March, Manager of Hopton Care Homes
We recommend that activity plans are placed in the communal lounges as well as in reception, to increase the likelihood of resident being aware of the different things on offer. Using a larger font will also make the document easier to read.	