



# Enter and View Report

**Paddock Lodge**

**Published December 2014**

Healthwatch Kirklees  
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## Visit Details

### **Name and address of premises visited**

Paddock Lodge  
60 Church Street  
Huddersfield  
HD1 4UD

### **Name of service provider**

Eagle Care Homes Limited  
  
North House, Northgate,  
  
Elland, West Yorkshire  
  
HX5 ORU

### **Date and time of visit**

Wednesday 10<sup>th</sup> December 2014

### **Authorised representatives undertaking the visit**

Katherine Sharp and Susan Hoyle

### **Contact details of local Healthwatch**

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### **Purpose of the premises/service**

Paddock Lodge Care Home is registered to provide residential care for 24 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 23 residents at Paddock Lodge, staff on the day were, 1 team leader, 3 care staff, 1 cook, 1 domestic and the manager Beth.

### **Acknowledgements**

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

Thank you to Beth Morley 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.

## **Focus of visit**

The focus for this visit was to gather resident, carer and visitor feedback on how the service ensured that residents were able to make choices and feel dignified. We additionally looked at meal choices and activities available at the home.

Relatives and visitors had the opportunity to speak to us directly or fill in a survey about their friend or families' experiences staying at Paddock Lodge.

Staff had access to a survey about working at the service which they were able to post in our ballot box at the time of the visit, or complete online through a link made available on our posters and information slips. We allow people to complete the survey for 1 week after the visit to enable people to give any comments.

We additionally observed the facility during the visit to get a general feel for the place and learn more about the service.

## Methodology

We undertook an announced visit to Paddock Lodge, which took two hours to complete. During the visit we consulted with the manager, service users, relatives, visitors 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 Paddock Lodge. Some of the clients had mild to moderate dementia, so we addressed residents from a kneeling or sitting down position starting small discussions using short sentences with no complicated questions. We also observed body language to gauge interest in what we were asking.

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 provided a survey for visitors to complete and additionally spoke to those who wished to chat to us during the visit. We kept any staff conversations to less than five minutes in order to not disturb service delivery and offered a survey to complete in their own time and anonymously post in our ballot box. Both staff and visitors were left a link to the surveys to fill in online within a week of the visit.

## Who we spoke to

On the day of the visit, we spoke to residents, visitors and staff. We were unable to speak to everyone on the day as some people were resting or because of the limited time of the visit.

**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 a two storey building with well-established shrubs and trees in the large garden at the front and along a short driveway to the entrance. There is small car park at the side of the home, with on road parking available on the side street below. There was an allocated smoking area we noticed on departure with a small bench although it is unsure if this is for staff or residents.

Paddock Lodge was easy to identify with its good signage and welcome and goodbye signs. It is situated within a close distance to Huddersfield Town Centre.

There is a small ramp to give access to the front door and a double door system with small foyer. The door was answered by a staff member promptly and in a friendly manner, we were asked to sign in the visitor's book and she would inform Beth that we were here; we were asked if we wanted refreshment.

A small friendly dog welcomed us on arrival. We were told later that it belonged to a resident. In the beginning this had been kept on a lead in communal areas but was found that all the residents were happy and enjoyed having it around so it was able to wander around the home as residents liked to pat it. Staff support the resident to walk the dog when needed.

To start the visit, we had a short meeting with Beth, the manager, and Jackie, the team leader, to obtain some preliminary information about Paddock Lodge.

We ask about their awareness of the "See Me and Care" campaign, and were reassured to see that the poster was up in the office for staff to see.

We were told there were no fire alarms due and to wait by the signing in book should this happen. She explained that they had been doing regular testing lately of the fire alarms. A visitor later commented on this also, that the fire alarm was been tested recently, which was good she felt.

We were told that a typical day was variable and busy at times; Wednesdays are normally chilled. Refreshments are served daily at 10.30 but residents can have a drink as they wish at any time. An activity is provided for residents at around 11am and all staff members take turns in providing this as there is no staff member with this as their main role.

There was an up to date activity plan on the wall for staff and residents to look at but these activities were not set in stone.

Paddock Lodge has an open door policy for visitors and they can visit as and when they wish but it is normally understood to avoid mealtimes. Families are engaged with their relative's care through discussion of their care plans.

Visitors can be provided for at mealtimes and eat with their friend or family member should they wish to, but notice would need to be given. We were told most visitors come to visit during the day before 7pm but are welcome to come anytime and some have stayed much longer and during the night at times of illness.

During the time of our visit the food and hygiene inspector came to visit the home; this was dealt with calmly and efficiently.

Beth then kindly give us a tour of the premises, the home is situated over two floors.

The front door is key-coded as some residents have dementia and need staff assistance when outside. We noticed that the door was answered quickly when people arrived and in a friendly manner. The Garden to the front is an open area used mainly in better weather but we were told there is a side garden area also for residents to access.

On the notice board the Healthwatch poster was on the display, but it seemed very cramped with information, with posters and leaflets overlaying each other.

While Beth was showing us around she had little chats with residents on the way round the building and had time to reassure, chat and socialise with all that spoke to her.

On the ground floor there is a small dining room with table cloths and napkins on the table and black and white pictures on the walls of celebrities from the 50's era. The tables were set for four sitting at each and there were 6 tables in total. The chairs were very heavy to move which we believe would stop them from tipping over easily but hinder independence, also on a couple of the chairs the arms moved and came loose. We discussed this with Beth later and she agreed to look at them. We have later been informed that these chairs were fixed immediately and that the chairs are lighter than others available for care homes. At meal times, there was one sitting per meal and two choices of main meal. There was a four week menu on the wall in the dining room for residents to look at. There was no clock in the dining room.

The temperature of the home on the day of our visit to Paddock lodge was not overly warm and we felt if you were sitting around you may feel slightly cold. We heard a staff member explaining to a resident that they were trying to get the temperature warmer. We also noticed a slightly unpleasant odour in the corridor areas as we looked around the home. We were reassured by the manager that the odour was linked to a particular resident who they are actively monitoring and they immediately address any accidents and clean the area.

There are two lounges on the ground floor one at either side of the main corridor. The TV was playing in each room, but the two televisions were on the same channel and the sound was not at a level which could be heard easily. The chairs were positioned against the wall around perimeters of rooms. The home was preparing for Christmas with a Christmas tree in each lounge. Residents we noticed were sat together but not chatting in the lounges. Juice and glasses were provided in one lounge for residents so they can access refreshments when they require them.

Along the corridor we noticed that some of the toilet doors have signs on to identify them and some toilet/bathroom doors have nothing. The Shower/toilet room floor on the ground floor was wet, we were unsure if this was due to someone having just used the shower or for another reason. We witnessed this was still wet later in the visit and felt it could be a slip hazard. We reported this to Beth and she thanked us and reported to maintenance to check out as she felt there may be a problem with drainage.

There was good interaction between staff and residents and we witnessed staff respectfully speaking to residents in a caring manner, quickly dealing with resident issues that we brought to their attention, such as aiding a resident to look for missing false teeth. We witnessed one staff member offering a resident a drink when she noticed them struggling with her voice.

Tea and coffee was served in the dining room at 10.30am most residents moved from the lounge to the dining room. Those that needed assistance staff supported, but some choosing to have refreshments in the lounge. The dining room seemed to be the place that most of the conversations and social engagement took place. Some of the residents were reminiscing with us in the dining room as we chatted to them enjoying tell us about their past and singing and laughing.

There is a lift from floor to floor and two sets of stairs. One resident said they were told not to use lift without help.

One set of stairs had gates at the top, bottom and midway. They had an unusual locking system, we felt this would make it difficult for residents who could move independently as we found tricky to lock unlock ourselves. We were surprised to see that the middle gate was unlocked at some times during our visit when there were still residents upstairs. The second set of stairs were without gates and un-used by residents. These were cluttered at the bottom with Christmas decorations as on this day as they were preparing to finish the Christmas tree.

On the upper floor it was mainly bedrooms and a large lounge.

All bedrooms are en-suite and mainly single rooms with two double rooms available, one of these rooms is used as a single at the minute.

An additional set four stairs give access to the upper floor lounge. Only a couple of residents use this lounge regularly. The manager explained that they feel this is their own area but there is no problems when others choose to use the lounge too. While we were upstairs staff were not as visible but did attend to any issues as needed.

Late in our visit, we observed staff addressing an incident with a resident who seemed to have slid off a chair the dining room. Staff reacted quickly and in a caring way.

All comments in this reports have been taken from conversations had during the visit to Paddock lodge or gathered from surveys collected on the day. There were no extra surveys filled in on-line during the time scale given

## Comments on choice and dignity

When residents were asked about choice and dignity they confirmed that they were able to choose when to get up and go to bed. A resident explained if they wanted to go out they could and we were told a couple of residents go to the pub. All residents spoken to said their choices and needs were been met.

Beth explained that residents can bring own furniture as long as it is fire retardant and all electrical items must be P.A.T checked before being used in the home. Beth told us one resident is bringing a wardrobe from home and the home have agreed to paint this for them.

Residents had pictures on their individual doors to identify their own rooms and all rooms were locked and staff held the keys. It was explained to us that residents could have their own keys if they were able to manage this and

relatives also could if needed. Residents don't get involved with making own food but if any did want to make a sandwiches or wash up they would try to accommodate them and it would be risk assessed. One resident chooses to make his drinks in his room.

#### **Comments from residents:**

*"Yes I Can get up and go to bed when I want, but I need help"*

*"I go out to the hairdresser on a Thursday and have my nails done there can go out when I want"*

*"They don't tell us that we have to go to bed"*

*"Yes I get to stop in bed if I wanted"*

*"They look after me"*

*"Change me at night"*

#### **Comments from visitors:**

Relatives and visitors informed us that they felt the service and personal care received by residents at Paddock Lodge was very good. It was agreed by one visitor that individual needs of the residents were been met but another was unsure.

#### **Other comments included:**

*"Her own hairdresser comes here, her choice"*

*"Chiropody, dentist and option for hairdresser coming in and staff do nails sometimes"*

*"Toilet door heavy, spring door - sometimes it only just closed when they sit down on the toilet"*

*"I bring pads for mum, something I did when she first came in"*

#### **Comments from staff:**

Staff all agreed they knew the residents very well but there were some differences when asked if they had enough time to talk to them:

*One person selected "yes"*

*One person selected "some of the time"*

*One person selected "No"*

*Two people selected “most of the time”*

**Staff informed us they get to know the residents by:**

*“Reminiscence, talking”*

*“I sit and talk to them and interact with them”*

*“When they arrive read their files, talk to relatives and when possible ask the client”*

*“Through care plans and families”*

*“I read care plans and talk with them when I get chance”*

## **Comments on activities provided**

There is no allocated activity worker as all staff members arrange between themselves the planning for activities. Typical activities provided include armchair exercises, bingo, cake decorating and walking in the grounds (weather permitted). Staff also run seasonal activities such as decorating the Christmas tree, having a singer perform at Halloween, running garden parties in the summer and celebrating residents’ birthdays. Residents sometimes go on trips such as for a pub meal or to a garden centre. Next Tuesday a Pantomime group is coming to entertain the residents.

There was an activity plan on wall in the hallway which gave a general idea for activities, we did not see any other activity plans elsewhere in the building. The manager explained that they have a monthly calendar for all to see and the residents are informed daily of what is going on and invited to take part if they choose to. She told us that separate notices are put up in areas around the home to pre-inform service users a few days before an event, which means they are informed initially and then reminded constantly.

On the day of our visit one staff member was doing an activity with residents around reminiscing. They were playing a game where residents listened to recordings of celebrity voices from the past, and identified which celebrity it was from a selection of pictures. There didn’t seem to be much engagement from the residents as the voices seemed too difficult to pick out. The television was switched off for this game. There was another staff member putting up decorations in other lounge while residents watched and listened to the Christmas carols on CD.

The general comments from the residents were that they would like to do more activities, but didn't know what.

#### **Comments from residents:**

*"I like to people watch"*

*"Nothing to get involved in"*

*"Would like to do something to keep me going as nothing to do"*

*"Brilliant I do a bit of dancing"*

#### **Comments from Visitors:**

Relatives and visitors informed us that they were either unsure or didn't feel they could get involved in planning or recommending activities provided by the home.

Other comments

*"I've seen quizzes being done and throwing a ball about, carol singers come in, Halloween and bonfire night they do something"*

*"No trips out"*

*"A Social group as an activity in dining room, as they usually sit in silence"* - visitor suggested might be good.

#### **Comments from staff:**

When asked what would make services better for residents:

*"More stuff and activities, less paperwork so can spend time with service users"*

*"More activities for them to do"*

## **Comments on Food**

Meals are cooked and supplied from the kitchen, there is a four weekly menu on the dining room wall and residents and their carers are asked regarding diabetic, coeliac, vegetarian needs when they first come to Paddock Lodge. We were told that some relatives like to bring different sorts of food in for their loved ones who want different choices.

We spoke to residents about what the food was like, where they like to eat and can they choose when they want to eat or if there is any options should they miss a meal? Residents seemed happy with the food choices.

The cook was taking menu choices for the day while we were visiting.

#### **Comments from residents:**

*“Lovely breakfast”*

*“It’s all very good”*

*“Food very good”*

#### **Comments from Visitors:**

*“Chairs heavy in dining room handles come off them”*

*“There are new pictures up, but wants decorating really”* (About dining room)

*“Mum has gluten free diet- I bring a lot in as caterer doesn’t cater for coeliac, if mum didn’t have anyone what would happen?”*

### **Additional Comments**

All the residents we spoke to were happy and content with the residential home, the care they receive and the staff who work there.

#### **Comments from residents:**

*When asked what is the best things at Paddock Lodge?*

*“Being looked after, always somebody there rather than living by yourself they don’t interfere with you but they are there if you need them”*

*“It’s alright”*

*“I like to be looked after and my children to see me”*

*“Very good here”*

*“Very happy here”*

**Comments from relatives/visitors:**

Visitors informed us that they felt their relative or person they visit felt safe at Paddock Lodge. One agreed that they felt informed about the care their loved one received although another said they felt informed “sometimes”.

We asked about support from other services that came into the home such as Dentist, Optician and district nurses.

*“Very good service”*

*“Very good”*

**When asked what is really good about this care home, visitors told us:**

*“My mum feels safe, she is well fed and although mum hasn’t been here long the staff know her well& her family members. Mum seems so much better here”*

*“The staff are all lovely”*

**Visitors comments when asked are there any things you would change?**

*“I have no idea as I’m not here all the time”*

*“Just modernising the rooms/décor”*

**Other comments included:**

*“Rooms can be a bit whiffy so we stay in dining room when I visit”*

*“Staff went to hospital with mum when we couldn’t go, in their own time, which was good”*

*“Shabby around edges usually too warm” (regarding décor)*

*“Cheerful staff”*

*“Laundry good, always clean never ruined anything”*

*“Can’t fault staff they are lovely just one mum not get on with”*

**Comments from staff:**

Staff agreed that working here was either “very good” or “good”. Staff opinion varied about workloads with some agreeing they were happy with the workload and others happy some or most of the time.

Staff told us they are offered opportunities for further training. Most staff agreed they would feel comfortable speaking to a senior staff member if any concerns or problems relating to work occurred with one staff member saying not sure.

Staff rated the overall service for residents from average to very good. Three staff members said they would be happy to recommend this care home to their family however one member said they were unsure and another said they would not.

One staff member said *“Need more staff, because there isn’t enough staff & we all running between all work”*

**When asked what is good about this care home staff said:**

*“Most staff get along & work as a team”*

*“Everyone is very friendly + happy”*

*“Caring Staff”*

*“It’s small and friendly”*

**Staff said they would change:**

*“More staff”*

*“Nothing”*

*“It’s a residential home, but most of the residents I think aren’t fit to be here they get later stages of dementia & other problems they be better at nursing homes of EMI”*

*“Don’t Know”*

*“Nothing”*

## Conclusion

Following Healthwatch Kirklees visit to Paddock Lodge we felt that the home was friendly and residents seemed to feel at happy and content to be there. It was lovely to see that a resident’s pet had been accommodated and others were enjoying this.

The staff were caring and friendly and had good interaction with residents while supporting them with their needs. Any situations arising were dealt with in a calm and reassuring way and quickly as possible. The environment in the home was calm and relaxed even when staff were busy. We felt a few areas of the home looked a little tired and in need of freshen up. The overall feedback from staff was that they wanted to spend more time with residents.

Residents expressed that they wanted more choice of activities and some visitors and staff agreed.

## Recommendations

1. We recommend that the home should protect a period of time for an allocated care worker or suitable volunteer to run and plan activities for residents.
  
2. We recommend that there is more involvement from residents and visitors about the activity choices available to them.
  
3. We recommend that Paddock Lodge regularly reviews the dietary requirements of all residents and ensures those requirements are met by the caterer.

## Provider Feedback

Enter and view Recommendations	Feedback from Beth Morley, Manager of Paddock
<p><b>We recommend that the home should protect a period of time for an allocated care worker or suitable volunteer to run and plan activities for residents.</b></p>	<p>Various time slots are allocated within the care staff's working routines, to carry out coordinated activities. The majority of activities are scheduled for the afternoon, with lighter activities being carried out in the morning. Activities are planned with service user input at monthly meetings.</p> <p>Recently we have held another service user meeting to plan a trip. We plan trips throughout the year. We have managed to organise a trip to the Lawrence Batley Museum to see a musical show which most of the service users are going to. We are in the process of planning a summer trip at present to lift the winter blues. When the weather is</p>

	<p>more permitting we hold gardening activities outside, go on walks and join in with local events, in the summer we have outdoor fetes and garden parties. We will be asking the service users to come forward with what it is that they want to do more of, as in previous meetings and on questionnaires they have not said anything.</p>
<p><b>We recommend that there is more involvement from residents and visitors about the activity choices available to them</b></p>	<p>We hold monthly service user meetings, we invite all residents and families/friends to these meetings (there is always adequate notice for these meetings - next one arranged for 22<sup>nd</sup> January). We also do an annual questionnaire once a year and we ask about activities but no one mentioned this before. We will be changing the questions on this to ask more particular things. We will be putting notices up for more suggestions for meetings at different times to welcome visitors/families to come in to give their thoughts on activities and suggestions.</p>
<p><b>We recommend that Paddock Lodge regularly reviews the dietary requirements of all residents and ensures those requirements are met by the caterer.</b></p>	<p>When someone has a specialist diet - i.e. gluten free - we provide gluten free food and baking but families prefer to bring in extra treats, which in all fairness a lot of families even those on a normal diet - like to bring in treats. If someone had no family - we would make arrangements to get these. The home provides treats all the time but occasionally a service user has particular preferences which they ask their loved ones to fetch. We will be doing more to promote this to families to inform we do cater for specialist diets.</p>