



# Enter and View Report

**Roberttown Care Home**

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## Visit Details

### Name and address of premises visited

Roberttown Care Home  
98 Church Road  
Liversedge WF15 8BE

### Name of service provider

Advinia Healthcare Ltd  
3rd Floor  
314 Regents Park Road  
London N3 2JX

### Date and time of visit

Wednesday 6<sup>th</sup> August, 2014 from 10am to 12pm

### Authorised representatives undertaking the visit

Katherine Sharp and Laila Charlesworth

### Contact details of local Healthwatch

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

Roberttown Care Home is registered to provide 29 residents nursing and personal care, care under the Compassionate Care Scheme and specialist separate dementia support. 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 20 residents at Roberttown Care Home, two of whom were in respite care.

The staff working at the home on this particular day consisted of one nurse, three carers, a domestic handyman, the residential support manager and Estella Dick, the home's manager. There is usually a team leader working, but they were helping another home that day.

## **Acknowledgements**

Thank you to all the service users, staff and carers at Roberttown Care Home who gave us a very warm welcome and spent time talking to us about their experiences of using services or working here.

Thank you to Estella Dick 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. Unfortunately there were no relatives available for us to speak to on the day of Healthwatch Kirklees' visit.

We also observed the facility to get a general feel for the place and learn more about the service. Further information relating to the activities, food, choice and dignity were also obtained.

## Methodology

We completed an announced visit of Roberttown Care Home which 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 choice and dignity would be used, although these questions would not be 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 Roberttown Care Home.

We introduced ourselves and noted people's comments as they spoke to us, after getting their consent. Some of the clients had mild to moderate dementia, Alzheimer's and hearing impairments, so we addressed residents from a kneeling 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 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. We were unable to speak to everyone as some people were resting, or in their rooms 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

The care home was well signposted and was a three-storey stone clad building that was modern and situated in a residential neighbourhood. There was a

small but ample parking area to the front of the property, which had flowers growing in stone boxes that formed part of the walls; a staff member was smoking here and a private residence shares the same drive in which some carers working at Roberttown Care Home reside. There was a secure garden to the rear of the home.

The handyman let us into the property and promptly notified the residential support manager, Jacquie Hirst, we had arrived. She quickly came to the reception area to welcome us and asked us to sign the visitors' book as well as offering us refreshments. The secure entranceway and reception areas were rather dark with an office-like quality, which did not reflect the friendly atmosphere of the home. There were large, comfortable chairs in which to sit, a large wall-sticker of a red telephone box as well as a digital photo frame displaying pictures of the rooms and residents enjoying the facilities. There were also pictures on the walls that improved the overall atmosphere in this area. We later noticed that relatives had access to the home using a key code and could visit relatives after signing the visitors' book.

We were then introduced to Estella, the home's manager who has worked here for one year. She gave us a friendly welcome and we settled down to have a quick chat to obtain some preliminary information about Roberttown Care Home. Estella then showed us around the residence and garden, telling us that no fire alarm was expected along with the the location of the fire safety point.

The ground floor consists of offices, bedrooms, a kitchen with a serving hatch attached to an open-plan lounge and dining room. The first floor consists of bedrooms and a second open plan communal lounge/dining area that is accessed via a wheelchair-friendly corridor. This floor mainly houses residents who require nursing care or wheelchair users. The top floor has four bedrooms that mainly house palliative care patients, a family room used by relatives or those wanting to use a quiet space and a room for the hairdresser which is in the process of been updated. All the floors are linked by a lift and staircase, with safety gates at the top to prevent falls. All the bedrooms are single-occupancy however not all of them have en-suite facilities.

We did not smell any unpleasant odours or see any stains in the care home. All the bathroom, toilet and nurse's station doors had easy to read signs on them and there were handrails along the corridors, supporting independence. The nurse's office was identified as the area in which we could have private one-to-one talks with staff.

The garden was very pleasant and featured well-established bushes and shrubs. There was patio furniture available to sit on in different parts of the

garden, an umbrella for shade, a fish pond, greenhouse, rock garden, shed and beautiful views over the fields and countryside. On occasion there are cows in the fields that come over and peer into the garden. Some relatives had bought some windmills to decorate the gardens, which added to the colour and friendly atmosphere.

We learned from Estella that there are various plans in the care home to make it more dementia-orientated. The staff no longer wear uniforms (barring the nurse) as residents tended to behave more warily prior to this change. The garden is also going to become more colourful and its pathways will be re-laid to provide a safer environment for residents to walk in, as the manager is wary of small but potential trip hazards, which currently prevents residents being alone in the gardens for their own safety. There are also plans to develop a shop facility, much like a village shop, which residents and locals can use to purchase items such as sweets and personal hygiene products. This latter proposal would enhance the home life experience at the home and also draw in the family and local community.

The residents can also bring their own furniture and soft furnishings as long as they comply with safety regulations and are checked by the handyman. They can choose to have their rooms painted in a colour of their choices and as there are a lot of rooms currently undergoing refurbishment, some residents have additionally been able to choose from a selection of wallpapers. Some students from a local college will be visiting the home in the future to paint murals on some walls, which will add interest, colour and personality.

Residents in the home can enjoy two lounges in the home, although it is understood that for the majority of the time that they prefer to sit in the downstairs lounge. Although this lounge was not very large, it was bright, a comfortable size and had views into the garden. Seating was placed around the room so that most of the residents could view the television as well as the garden. However there was little interaction between the residents. When we entered the area they were watching television and later during our visit, music was played through the television while the activity co-ordinator was playing ball with some of the residents. There is also the home pet cockatiel called "Bobby" who some residents like and others don't.

## Comments on activities provided

The activity co-ordinator works Mondays to Fridays and alternate Saturdays. She helps carers get residents ready for the day first thing in the morning and

then starts the activities from 10am. There is a two-week rolling activity plan however she also plans and manages trips away from the home or has one-to-ones with residents, which usually take place on the Saturdays she is working. She gets to know residents' likes and dislikes through interacting with them, reading their life histories and speaking with their relatives. She also encourages interaction by discussing current topics with those residents who like to read the daily newspaper.

Examples of activities held at Roberttown Care Home are grow-your-own vegetables, dominos, arts and crafts, bingo, circle dancing and chair aerobics. Residents can also play on the Wii where bowling seems to be the favourite game. The activities were available for people to view in the entranceway and details of a visit from a violinist and the forthcoming barge trip were displayed in several areas for everyone to see. The activity co-ordinator also provides hand massages and paints nails and we noticed that quite a lot of the female residents we spoke to that day had nicely manicured nails, so they must get involved with this activity. A hairdresser also comes to the home every Monday. When asking a resident about this service, they told us that the hairdresser "comes here so it's convenient". Seasonal events are also held at the home such as garden fairs and celebrating Chinese New Year or St George's Day. Residents, their loved ones and even the local community attend these events encouraging socialising. Evidence of this was still available in the form of bunting hung up in the garden.

Some residents we spoke to particularly enjoyed gardening and planting. One resident told us that they liked being able to plant plants at the table and enjoyed the feel of the soil. However, although there is a large selection of activities available for residents to enjoy, we found that some residents didn't want to engage in any of these and the staff also didn't feel that some residents would get involved.

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

*When asking residents what they like to do:*

*"I like to watch telly"*

*"Well I like gardening, but it doesn't last long"*

*(Day trips) "You can go on your own or in groups"*

*"I don't really do any activities"*

*"I'm afraid I'm too old for activities"*

*“I like dominos”*

*“Having a stroll”*

*“Nothing”*

*“Sometimes I like to be on my own”*

*“I don’t like to do anything here”*

**When asked if they go outside into the garden:**

*“Yeah”*

*“Yes. Nice isn’t it?”*

**Comments from staff:**

*“Some of them don’t take part”*

## **Comments on choices and dignity**

The manager explained that residents can bring items from home to make their rooms feel more homely, as well as having the choice to have their rooms painted a certain colour if this is what they want.

Residents are also able to bring their own pets in to the home, however no one has chosen to do so as yet. The manager explained that the home would accept a pet subject to the animal’s health and character.

Residents can access any of the communal areas such as the lounges, however they can’t freely use the garden without supervision at present. This will change when the pathways are made level and are less likely to be a trip hazard.

**Comments from residents:**

*“I can get up when I want”*

*“You can do what you want”*

*When asked about their bedroom:*

*“You can do what you want. I Like it.”*

*“It is comfortable! I’ve got everything I want.”*

**Comments from staff:**

*“We encourage them to bring their own knick-knacks”*

## Comments on food

There are two dining areas in the home, however most of the residents like to eat in the one situated on the ground floor. This area also has photos of residents on the wall, which we made it feel more homely. Both the dining areas have a few tables set with a tablecloth and flowers. However, the dining area on the first floor doesn’t have any chairs at the tables because many of the residents here are wheelchair users. The curtain in this room is also half on and half off, which doesn’t make it look very inviting. We feel that some chairs at the tables may encourage more use of this room, which is currently quiet and occasionally used for activities. This may also draw more residents into this room to socialise.

Although we could not see a menu on display, we were told that the residents have two choices provided at every mealtime as well as being able to select lighter meals such as soups or sandwiches. They can also choose to eat at either one of the open-plan lounge/dining rooms in the home. However they can also eat in their rooms or from a tray where they are sitting depending on how they feel or what they want to do. When asking some residents, they confirmed that they could eat whenever they wanted.

When entering the ground floor lounge for the first time, we could see that all the residents had drinks within reach. A short while before we left, we noticed that drinks were served once again to ensure residents stayed hydrated.

**Comments from residents:**

*“It’s alright”*

*“There is always something there waiting to eat”*

*“Puddings are mainly home-made”*

*You can always get something”*

*“It’s quite good”*

*“I’ll watch what’s passing and then have that”*

*“I daren’t tell you. I don’t eat half of it. They’re trying to fatten me up.”*

**When asked if they get puddings:**

*“Oh yes!”*

**When asked what they like to eat:**

*“Everything”*

## **Additional Comments**

When asking staff for their views regarding various aspects of Roberttown Care Home, we found the overriding response was positive. We got the impression that there has been a turnaround of a few managers in the past. However, things have improved since Estella has been on board and she has a lot of plans for the home.

We were also told that there have been some training courses regarding how to deal with dementia, which ties in with dispensing staff uniforms and adding more colour to the general environment.

### **Comments from residents**

**When asked if they liked living here:**

*“Yes, it’s pleasant enough”*

*“Quite alright”*

*“I enjoy it”*

**When asked if they liked the cockatiel:**

*“It’s a nuisance at times - always tweeting”*

*“I’m trying to get him to talk”*

**When asked about the patient alert system bleeping in the dining area:**

*“It drives me potty sometimes”*

### **Comments from staff**

**When asked what it’s like to work at Roberttown Care Home:**

*“I’ve found it quite pleasant”*

*“The staff are friendly”*

*“It’s good. I like it.”*

*“I like it. It’s a nice little home.”*

*“They all have individual care plans. Everything.”*

*“It’s a small home. It’s homely.”*

**When asked if there is anything they would like to change:**

*“No, I don’t think so”*

*“I wouldn’t change a thing”*

*“We can always make suggestions” (for things to change)*

**Do you get a chance to talk with residents:**

*“Yeah, you do”*

*“The residents and experiencing their past lives...when I have a minute, I can talk to them”*

## Conclusion

The overriding impression Healthwatch Kirklees had about Roberttown care Home was that it was a friendly and comfortable home where residents seemed to feel at home and relaxed. The staff interacted well and respectfully with the residents and all had a smile on their faces. The atmosphere was relaxed and happy and it felt good to be there. During our visit there, visitors came in to enquire about the facilities and they were dealt with quickly and made to feel welcome.

## Recommendations

1. We recommend that the activities information is displayed in areas where residents are more likely to frequent, such as the lounge or dining areas.
2. We recommend that some chairs are put at the dining tables in the lounge/dining area on the first floor. This would make the room feel more welcoming and encourage those in wheelchairs along with more physically mobile people to sit together and socialise.
3. We recommend that staff try to be more encouraging to get more residents involved in activities, or to better understand why certain people don't want to participate

## Provider Feedback

Enter and view Recommendations	Feedback from Estella Dick, Manager of Roberttown Care Home
We recommend that the activities information is displayed in areas where residents are more likely to frequent, such as the lounge or dining areas.	Activities information will now be displayed in the lounge areas, a notice board will be displayed In the lift as well.
We recommend that some chairs are put at the dining tables in the lounge/dining area on the first floor. This would make the room feel more welcoming and encourage those in wheelchairs along with more physically mobile people to sit together and socialise.	We have ordered 12 chairs for the dining room and these will arrive with me on the 12 <sup>th</sup> September 2014
We recommend that staff try to be more encouraging to get more residents involved in activities, or to better understand why certain people don't want to participate.	We have implemented a every Day activity which is person centred to each person (This is my day) this will give the staff a better insight into the person and the activities that they prefer.