

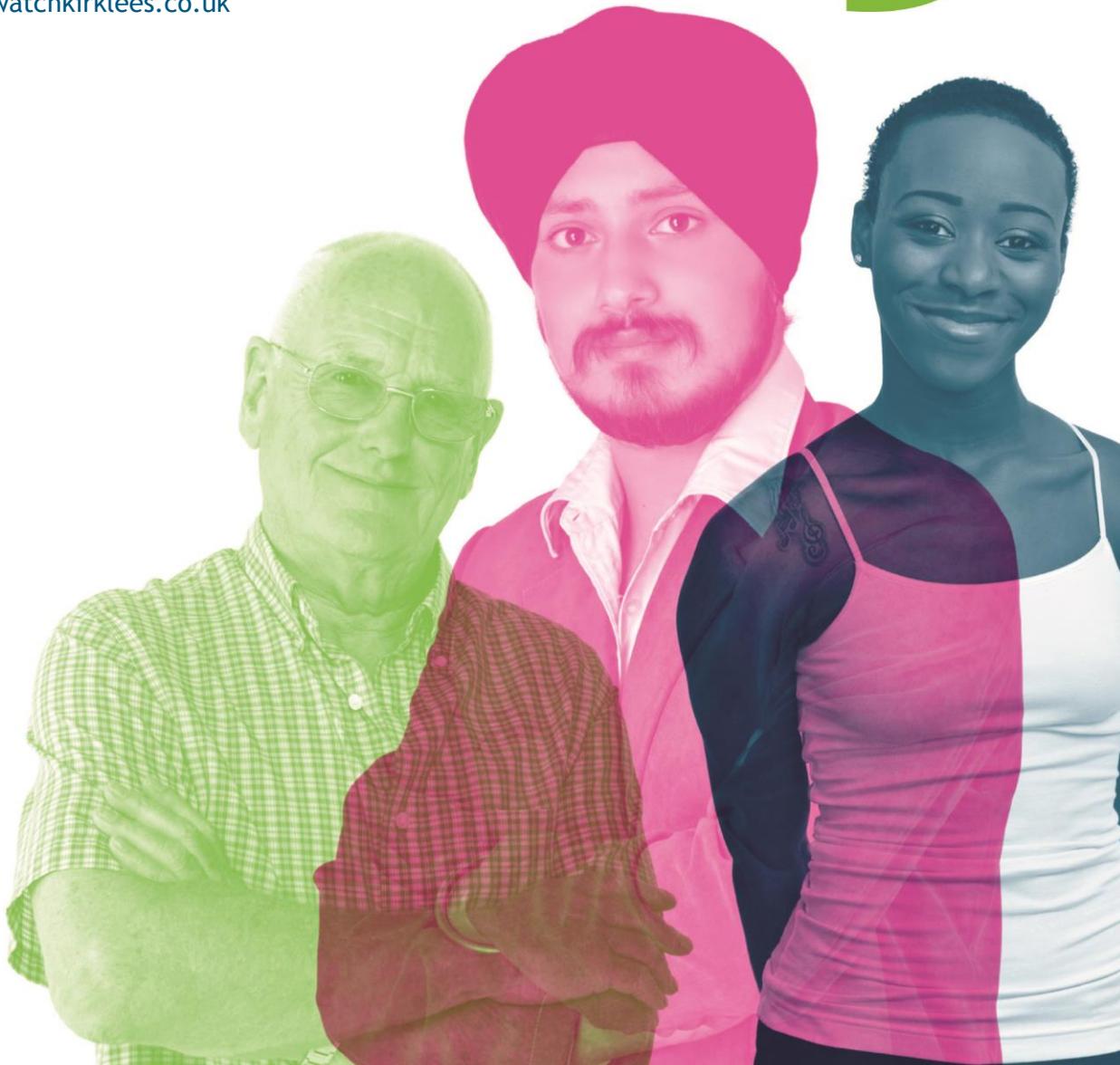


# Enter and View Report

**Fieldhead Court**

**Published July 2014**

Healthwatch Kirklees  
Units 11-12 Empire House, Wakefield Old Road, Dewsbury, WF12 8DJ  
Email: [info@healthwatchkirklees.co.uk](mailto:info@healthwatchkirklees.co.uk)  
Tel: 01924 450379





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## Visit Details

### Name and address of premises visited

Fieldhead Court  
Rectory Park  
Church Lane  
Dewsbury WF12 0JZ

### Name of service provider

This service is provided by:  
Roche Healthcare Limited  
Unit 1  
Manor Court  
Manor Mill Lane  
Leeds LS11 8LQ

### Date and time of visit

Thursday, 10<sup>th</sup> July 2014, 10am-12pm

### Authorised representatives undertaking the visit

Katherine Sharp and Shabana Ali

### Contact details of local Healthwatch

Healthwatch Kirklees  
Units 11-12 Empire House,  
Wakefield Old Road,  
Dewsbury WF12 8DJ

01924 450379  
info@healthwatchkirklees.co.uk  
www.healthwatchkirklees.co.uk

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

Fieldhead Court is registered to provide personal and nursing care and accommodation for 45 older people, ranging from respite care, short breaks, day care and palliative care. 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 42 residents at Fieldhead Court, one of whom was in respite care. Around 35 of the residents are publicly funded.

Sixteen staff were working that day, comprising of seven care staff, one nurse, kitchen, maintenance staff and the manager, Kath Tanner.

## **Acknowledgements**

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

Thank you to Kath Tanner 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 residents, carers 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. 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 Fieldhead Court were also obtained.

## Methodology

We completed an announced visit of Fieldhead Court 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 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 Court.

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 or hearing impairments, so we adapted some of our methods, e.g. writing down questions in order to communicate more effectively.

We offered extra information about enter and view visits when needed to those that wanted it. We tried to keep staff conversations to less than 5 minutes not to 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 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 property is a former rectory built over two stories which can be accessed by a lift and staircase. It was very welcoming and looked like a hotel with a well-maintained lawn and flowerbeds; a lovely setting with open grounds for

the residents to enjoy with a garden patio and outside seating. Car parking facilities are to the front of the property.

On arrival, we introduced ourselves and were asked to sign in the visitor's book. We were informed that all visitors have to ring the bell, but regular family members have an access code to enter the building. Fieldhead Court operates an open door policy for families, so they can come at any time, which is important as some patients are receiving palliative care.

We were shown around the lower floor communal rooms, which comprise of four sitting rooms and one dining room. The home is open plan, airy and bright - reflecting the initial welcoming appearance of the property and residents are able to sit wherever they want. Although it was busy, the environment was not hectic, no one seemed to be rushed and the staff were friendly. We witnessed a staff member interacting with a resident when informed about her glasses not been the correct ones, this was performed with great respect, in a kindly manner and efficiently.

There were no unpleasant odours, including any potential masking of unpleasant smells using chemicals. The carpets appeared clean and were unstained.

Communication seemed good; the noticeboard was up to date and staff training information was clearly displayed. In addition, the Healthwatch Kirklees Enter and View poster was put up to inform residents, visitors and staff of the visit and other information such as details of summer fair and information for carers. There was a detailed picture with information about the history of Fieldhead Court for all to read explaining that Original house built in 1066.

The activities provided on the visit day were nail manicures and painting.

All the bedrooms in the home, barring two, have en-suite facilities. There is also one double room, which is occupied by a married couple. The bedrooms are situated on both stories, however Healthwatch Kirklees did not visit any accommodation on the first floor.

## Comments on activities provided

Fieldhead Court has a new Activities Worker in place who has only been in this post for four weeks. Although we did not see an activity programme, the home explained they provide organised excursions, with one taking place next week where residents will be visiting and dining at a garden centre in

Huddersfield. In addition, residents can ask to be taken out, for example two people wanted to go Christmas shopping last year in order to buy new clothing and the manager said their wishes were met. Although residents have the choice to go out, a staff member said some prefer not to do so as they feel unsafe outside of the care environment. Activities are also held within the care setting; petting-animals such as guinea pigs and rabbits are brought in for the residents to handle from Zooland. Other regular activities provided we were informed are armchair exercises, cleaning, manicuring and painting nails, neck and hand massages.

The Activity Worker said she is open to new ideas

*“If the service users ask, we try to accommodate”.*

The care home has access to a minibus that can transport up to fourteen people. However, this is shared between seven homes and booking it can prove difficult.

There is an outside hairdresser also comes in once a week for whom a room is provided. This service was not available on the day we visited.

Comments from residents:-

*“I have my nails done and I have my hair done every week to make sure it is clean.”*

*“I’m going to have my nails done today and painted, normally my two daughters do them”*

*“I would like to go on more trips and go out for a drink”*

When asking a service user if they fancied doing something different like an activity do they feel their needs are met they replied:-

*“Yes they would arrange”*

*“I don’t do much as I don’t want to, I had my nails done”*

## Comments on choice and dignity

Most of the residents who were asked if they felt they are fully involved with any decisions about their care said “yes.” They felt they were involved in choices around food also.

When asked about what choices they were involved in and if their privacy is respected residents commented:

*“I don’t know. I suppose they do. I like it here.”*

*“They knock if my door’s shut; mostly my door is open. My husband comes to see me and he can stay for dinner. I go on outings sometimes.”*

*“Yes, not much room for own things in my room, but I’ve been told I can have a bigger room when there is one and I can move more of my own things then. I would rather be at my home though!”*

*“They give sherry here but I don’t like it. I don’t want to go to garden centres.”*

*“I have an open door in my bedroom during the day and I’m happy for that. I come downstairs more now I enjoy it here. I went outside in the sun and got burnt so I need cream on next time.”*

*“I can’t get up on my own, I have to buzz for a carer and two carers get me to the zimmer frame and take me to bed and the toilet. They allow me to stay up till I want”*

*“I liked it here. They are very caring, I feel my privacy is respected here.”*

Comments on how people like to be addressed:

*“They call me by my first name, I’m happy with that.”*

A menu was on display in the dining room, with two different meals to choose from and a pudding also being offered. For breakfast they have a choice of cereal or a hot sandwich, such as a fried egg sandwich or scrambled eggs on toast. At lunch and dinnertime a two-course meal is provided and residents can also have a sherry with their meals.

There are set times for breakfast, lunch and dinner with two sittings in the dining room to accommodate for the large amount of people. However, the service is not rigid and residents also have the choice to eat food when and where they like - they are asked if they want to eat in the dining room, however they can also consume their meals in any of the lounges or in their own rooms. This access to choice enables residents to avoid seeing others who may be distressed at meal times or simply makes them more comfortable to enjoy their meals in a manner that suits them.

One resident explained that she preferred to eat in a separate lounge by herself due to communication difficulties. Another resident told us that they were also able to ask for things that they like; in her case she likes to have butter on her bread rather than margarine and this is catered for.

Some additional comments regarding the food provided to service users included:

*"I love all food here, I eat everything...I'm happy with it here, I just wish I had got my coffee this morning!"*

*"There is a menu for food; three courses - never need any more"*

*"Not sure about food as I'm on a liquid diet - seems nice"*

*"I just have my dinner as it comes"*

## Comments on staff and quality of care

Although the staff were busy; the general feeling was that they were working in an organised fashion, acting calmly and professionally. Different staff wore different coloured uniforms, with nurses wearing navy blue and care workers wearing light blue. We found the staff to be visible most of the time and they seemed attentive and responsive to the residents' needs, personalising care through addressing residents using their names.

Resident's comments:

*"I like it here. I've been here for a long time."*

*"The staff are A-1"*

*"The staff are good- when I was ill they were marvellous"*

When observing staff interacting with residents, we felt that they took time to talk to the service users and were respectful and caring.

Residents said:-

*"Happy with it here"*

*"Everything I need here"*

*"Perfect"*

The staff were generally proud of the home they work in and of one another; demonstrating pride in their work. The friendly atmosphere is further supported and sustained by this attitude.

Training seems to also be upheld - one staff member told us that they receive a lot of training with some courses lasting up to three days. Some staff members even encourage their relatives to work at Fieldhead Court due to

the friendly environment and the ability to work up the career ladder. As a result, staff retention is good.

One staff member spoke of the challenges of the carer's role, particularly that the hours spent working can be difficult, because the work is increasingly demanding - the growth of the ageing population is followed by a mounting number of people who have complex needs. In addition, the role is more bureaucratic owing to the larger amount of paperwork that needs to be completed.

## Additional Comments

### Service users

*"The mattress on my bed is too lumpy, I don't like it"*

### Relatives and carers

*"My mother has been in here for ten years. She's quite content with it. Her personal support plan is up to date"*

## Conclusion

The overall impression of Fieldhead Court was good. Clients generally seemed to be happy with the service they receive and they feel staff treat them well, respecting their privacy and dignity. There is a friendly atmosphere, created by the staff and clients enjoy the relaxed setting.

Service users seem happy with the range of activities on offer and the positive step of employing an Activities Worker who specifically listens to requests and organises events should further enhance satisfaction.

## Recommendations

1. We recommend that staff seek the views of residents centred around activities and choice to find out what they are interested in doing.

2. We recommend that an activity plan is put in place to ensure that residents can take part and are aware of a range of indoor and outdoor activities available.

## Provider Feedback

Enter and view Recommendations	Feedback from Kath Tanner, Manager Fieldhead Court
<b>Activities</b>	
<b>We recommend that staff seek the views of residents centred around activities and choice to find out what they are interested in doing.</b>	We do have Residents meetings for the Residents to inform us what they want to do activities wise.
<b>We recommend that an activity plan is put in place to ensure that residents can take part and are aware of a range of indoor and outdoor activities available.</b>	Yes we do need a more structured plan for the activities.

## Update on recommendations -19<sup>th</sup> September 2016

We contacted Fieldhead Court for an update on the recommendations made during Healthwatch Kirklees Enter and view visit in July 2014. The chart below gives an updated account of this information -date received September 2016

<b>Recommendation update form for Fieldhead Court 19<sup>th</sup> September 2016</b>	
<b>How have the changes made a difference to the residents that live at Fieldhead Court</b>	They helped to formalize the activities in the home and helped in that everyone was aware that there was a programme to follow.
<b>Have there been any other changes made to address our recommendations and if so, what difference have these changes made?</b>	No other major changes other than a white board in the dining room to ensure the clients know what activity is happening and where on that day