



Enter and View Visit



Place of Visit:	Oak Farm
Service Provided:	Rehabilitation Unit for Brain Injury and Neurological Disorder
Number of residents:	32
Service Address:	276 Fakenham Road, Taverham, Norwich NR8 6AD
Service Provider:	Select Healthcare Group
Date and time:	14 th February 2018 2-4pm
Authorised Representatives:	Judith Bell and Joy Stanley
Report Published on:	March 2018



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About Us

We are the independent champion for people who use health and social care services. We exist to ensure that people are at the heart of care. We listen to what people like about services, and what could be improved and we share their views with those with the power to make change happen. We also help people find the information they need about services in their area.

We have the power to ensure that people's voices are heard by the government and those running services. As well as seeking the public's views ourselves, we also encourage services to involve people in decisions that affect them. Our sole purpose is to help make care better for people.

Our report is not a representative portrayal of the experiences of all residents and staff, only an account of what was observed and contributed at the time.

This report relates to the visit on **14th February 2018**

The visit also takes into consideration the fact that some of the residents spoken to may have a long-term illness or disability, including dementia, which will have an impact on the information that is provided.



What is Enter and View?

Part of Healthwatch Norfolk's work programme is to carry out Enter and View visits to health and social care services, to see and hear how people experience care. The visits are carried out by our authorised representatives. We can make recommendations or suggest ideas where we see areas for improvement.

The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies.

Enter and View visits can happen if people tell us there is a problem with a service. Equally they can occur when services have a good reputation, so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch safeguarding policies.

Acknowledgement

Healthwatch Norfolk would like to thank the staff at Oak Farm who spent time talking to us. Thank you also to the Manager of the home for helping us to arrange the visit.

We recognise that providers are often able to respond to us about any issues raised and we include their responses in the final report.



Summary of findings

This is what we found as a result of speaking with the staff, residents, relatives and carers at Oak Farm.

- We observed residents being treated with dignity and respect.
- The single storey building was clean with appropriate space and equipment to accommodate the needs of residents.
- Bedrooms that we were invited to view were highly personalised and felt homely.
- We were impressed by the large variety of activities for residents both within the home and also in the local community.
- A good choice of food and drink is available, and all the residents' specific and varying nutrition requirements appeared to be catered for.
- Residents, their relatives and carers are given several different methods to feedback their thoughts and feelings about the home and ideas for improvement.



Purpose of the visit

We are carrying out a number of visits to care homes over the coming months to look at how the wellbeing of the residents is being catered for.

We will be looking at the environment and surroundings in the care home, the relationship between residents and staff and how residents are involved in decision-making about their activities and food choices.

We will speak to staff and residents about the meals they are served, the care they receive from the staff and the activities which are arranged for them both in the home and within the community.

We will also talk to family members and visitors if they are at the home when we visit.

What we did

These visits are being carried out using our power to Enter and View. This is Healthwatch's legal right to visit places that provide publicly funded health or adult social care services, to see and hear how people experience those services. Each visit is carried out by a team of trained volunteer and staff Authorised Representatives.

Our focus is on the wellbeing of residents and to obtain an overview of the care they are receiving.

We selected the care homes to visit in liaison with the Care Quality Commission and Norfolk County Council and notified them of the visits.



Observations

Physical Environment

There is a large car park with ample space. As we arrived a taxi pulled up at the front door to collect a resident to take them out. There is a welcoming entrance lobby where we signed in and there are facilities to clean your hands before entering the home.

Entrance Lobby



The rooms and corridors we saw appeared spacious, clean and smelled fresh. Bedrooms were very individual and personalised with clients choosing their own colours and bringing in their own special furniture etc. that they liked or needed.

There is a spacious dining room area, with versatile tables and we saw several different mobility chairs and ceiling hoists in the home. There are wet rooms and specialist baths for all needs.

Dining Area





We observed the gardens at the rear of the building through the windows and could see raised beds and facilities to support residents to undertake gardening when the weather permitted. We were told that there is a sensory garden and a gardening club for residents to be involved with.

Meals and Nutrition

We were told that each Monday a menu sheet is issued which has both text and pictorial explanations of the food being offered. We were told that the varying needs of residents are met with many requiring specialised diets. A large number of the residents require help with feeding.

Activities

There is a weekly schedule of in-house activities including a music group, art group, PAT (pets as therapy) dog, scrabble and Boccia. We observed the music group in progress with approximately 10 residents taking part with their carers and enjoying themselves using a variety of drums and percussion instruments.

We were told that lessons were offered in computing and there is a therapy kitchen.

We were told that two local churches provide spiritual support and are involved at the home. Church services are held at the home every other month. One of the churches in particular supports with a Summer



Barbeque, a fireworks & bonfire party, a carol service, fetes etc. The church also send birthday flowers for each of the residents.

Other activities/entertainments including a birds of prey display, miniature donkeys, guinea pigs, a mobile petting zoo, and visiting entertainers.

Monday	Tuesday	Wednesday	Thursday	Friday
11-12 noon Word Wheel Hangman	11-12 noon Word Wheel Hangman	11:00-12:00noon Word Wheel Hangman	11:00-12:00noon Bingo	11:00-12:00noon Word Wheel Hangman
12-00 Lunch 1:00-2:00pm Music Group (Drumming)	12:00 Lunch 1:00-2:00pm Art Group	12:00 Lunch 2:00-3:00pm PAT Dig	12:00 Lunch 2:00-3:00pm Scrabble	12:00 Lunch 2:00-3:00pm Board Game



There is a fundraising group made up of carers and relatives which started initially as a support group. They had raised funds for a summer house in the garden. There is a residents meeting every 2 months and a stakeholders meeting (including Norfolk County Council) every 6 months.

They undertake a feedback survey of residents, relatives and carers every three months.

The local pub/café is used by some residents regularly and they allow use of their car park for special events. We were told that staff there have got to know some of the residents and “keep an eye out” for them. They have their own gym with plenty of equipment and staff to help (Physiotherapist and Occupational Therapist).

The local taxi firm provides transport for all outings, however the manager said they were looking at having their own mini-bus again as the previous one was scrapped and has not been replaced.

A trip to a hydrotherapy pool takes place twice a week and other outings described were for shopping, Christmas lights trip, Fakenham Market, restaurants/carvery, bowling, and the theatre.

One resident is supported to work in a local charity shop.



Dignity and Privacy

We were invited to view some residents' bedrooms and these were highly individual having been decorated and fitted according to the individuals or relatives wishes. Each room had a white board that could be used to assist with communications between the staff and relatives/carers or as reminders.

We were particularly impressed to hear that a sleepover had been arranged for a teenager to stay overnight with his mum at the home.

Resident's room



Staffing and Resourcing

There are 36 beds at the home, 6 of which are in a separate (on site) building. We did not visit these.

During the day there are 2 nurses and 15 carers. In the afternoon there are 2 nurses and 10 carers and at night, 1 nurse and 8 carers. There is an activity team of three people plus an onsite physiotherapist, Occupational Therapist and a visiting psychologist once a week.

Agency staff are seldom used. The manager reported that they have a stable staff base and can usually resource for shortages from their own staff.



Ideas to take forward

These ideas have come from the people we spoke to during our visit as ideas they would like to pursue:

- Staff told us that they would like to have more overhead hoists installed in residents and other rooms as this would make moving some residents easier for both the residents and staff.
- The Physiotherapist and Occupational Therapist would like to see a hydrotherapy pool on site for the residents use as they see the benefits this brings on their weekly visits.
- A minibus would be a useful addition to the home's resources.

Response from Oak Farm

Thank you very much for sending us the report and it was lovely to be able to give the team such positive feedback

The only response we have is that the minibus is purchased and that we are awaiting delivery, and that in 2003/4 we spent over 20k on refurbishment of the hydrotherapy pool that was on site at the time. Unfortunately despite the upgrade we continued to have maintenance issues and again at that time no clients who were able to use the pool. We then thought about advertising it to other providers but we had to employ and provide on- going training to a life guard. It all started to look very expensive to maintain so it was demolished to make way for the gym.



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