



Enter and View Visit



Place of Visit:	Ashfields Care Home
Service Provided:	Residential/Dementia Care
Number of residents:	39 (44 places)
Service Address:	31 Salhouse Road, Rackheath Norwich, NR13 6PD
Service Provider:	Barchester Healthcare
Date and time:	21 st February 2018 2 - 4 p.m.
Authorised Representatives:	Sonia Miller & Joy Stanley
Report Published on:	March 2018



Contents

About us	3
What is Enter and View?	4
Acknowledgement	4
Summary of findings	5
Purpose of visit	6
What we did	6
Findings: Observations	7-12
Ideas to take forward	13
Response from Ashfields Care Home	13
Contact us	14



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 **21st 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 **Ashfields Care Home** 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 at [Ashfields Care Home](#)

- The home has a warm, welcoming and comfortable atmosphere
- A wide variety of activities are available within the home and in the community
- The home has 10 60 06 accreditation - Barchester Dementia Programme
- We observed the staff being friendly, caring and engaging with the residents



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.



Findings: Observations

There was a keypad entry system at the front door which led into a reception area with reception desk, chairs, bookcase and tea, coffee and scones for visitors. We were welcomed by the receptionist and we signed in. There was a picture board of staff and certificates and other pictures displayed on the walls. The Manager's office was adjacent to the reception area.

The Manager welcomed us (he had only been in post since mid December) and we spoke to him before being shown round the home by the Deputy Manager (who has been in post for 6 weeks).

The Manager told us that they encourage the use of IT for residents to communicate with relatives, especially when they live too far away to visit and they use Skype for this. The home also has a Facebook page.

The Manager is in the process of setting up a quiet room with chairs and a large screen, with connectivity, to enable residents to bring in home videos, photographs etc. Family members will then be able to join them to reminisce. The room will also be used to show films.

Physical Environment

We entered the main home through a keypad entry door off the reception area.

This led into the main lounge which is bright and welcoming. The residents were enjoying playing skittles with the staff. The room was pleasantly furnished with comfortable chairs, bookcase with books and games, a fish tank and television. The far end of the room opened out into a conservatory area overlooking the garden. Off to one side of the lounge is a quiet seating area with tables and chairs where relatives can sit with residents and make a drink.



The corridors were wide and clean with hand rails with lots of pictures on the walls. Each resident's door had a picture box frame with their name and reminiscent items or things they liked

The rooms we saw were pleasantly furnished with residents' belongings. Some rooms had en-suite facilities. Most rooms overlook part of the garden. We were shown one room which had been set up like a small flat, with bed, desk and chair, lounge chair and small dining table to eat at.

There is a "snooze" area with a comfy sofa where we were told that residents like to sit quietly and sometimes doze.





There is an area dedicated to Elvis with vinyl records on the walls and old cameras and pictures.

The home also has a sensory lounge which overlooks the garden with a fish tank, tactile cushions and other items to stimulate residents.



Gardens

The garden at the rear of the property was tidy with a lawn and shrubs and a summer house. We were told that the home held a fete in the summer and they have BBQs for residents and families.

There is a paved courtyard area which is secure, where residents can move around safely. With tables, chairs and umbrellas. Also there are baskets with plants which we were told the residents help to plant.





There is also a second small secure, quiet paved area with a gazebo and tables and chairs where we were told residents are free to access at any time.

Meals and Nutrition



The dining room, at the front of the building, is spacious and set out with tables, chairs, a sideboard and kitchen area. There is a serving station and the kitchen, which is equipped with stainless steel surfaces and appliances, is adjacent to the dining room.

Menus are displayed on a lectern at the entrance to the dining room and usually on the tables (although they were not on the tables during our visit). There are three choices at each meal time and residents are shown the dishes to make their choice when they sit at the table.

One relative told us that she often joins her mother for lunch and has soup which is “very nice”.

One of the residents told us that “the food is lovely”.

Residents are able to have drinks and snacks throughout the day and the tea trolley came round whilst we were visiting.

We were told by staff that there is close monitoring and recording of drinks and food for residents and their weight is regularly checked.



Activities

Activities usually take place in the main lounge, although residents also enjoy cooking in the dining room, and on the morning of our visit they had baked bread.

There is a weekly programme of activities organised by the Activity Co-ordinators, which is displayed on a board.



The home has a mini bus which enables trips out and the Manager told us that they visit the Forum in Norwich on a weekly basis for singing. The home also had good local contacts.

There were posters on the walls showing that residents had recently enjoyed Pancake Day, the Chinese New Year and Burns Night, with someone visiting to play the bagpipes.

The Manager told us that a keyboard has recently been purchased as there was a resident who loves playing the piano and she regularly plays at the home.



Dignity & Privacy

All the residents appeared happy and were tidy and well presented and were encouraged to move freely around the home.

Staffing

There are 7 carers in the morning, 6 after 2 p.m. and 4 night staff. The home has its own bank of staff and do not use agency staff.

All staff were friendly, and during our visit we saw them being supportive and caring towards the residents.



Ideas to take forward

We did not speak to any relative or resident who suggested any improvements to the care being provided.

- Continue to encourage residents and families to use Facebook and Skype to keep in touch
- Complete the refurbishment of the room to be used to show family videos and films

Response from Ashfields Care Home

Ashfields is a very special Dementia home that offers a caring and warm environment to its residents. The home is a part of the Barchester Healthcare organisation, which is one of the top providers of care in the UK.

Ashfields prides itself on the community spirit and high standards of person centred care approaches it provides, all residents at Ashfields are cared for in the way that best suits their individual personalities and choices.

As a community Ashfields actively includes all families and friends of our residents, and provide activities throughout the year for the whole family to participate in. We have an amazing activities team that work hard to provide entertainment all year round, who welcome suggestions for any new and exciting opportunities.

As the General Manager of the home, I would like to invite people to come and have a cup of tea and a cake with us



Contact us

Write to us at: Healthwatch Norfolk
Suite 6 - Elm Farm
Norwich Common
NR18 0SW

Email us on: enquiries@healthwatchnorfolk.co.uk

Call us for free on: 0808 168 9669

Visit our website at: www.healthwatchnorfolk.co.uk



@HWNorfolk



@healthwatch.norfolk

Get in touch if you would like this report in a different format such as easy read, large print or translated into an alternative language

This report is published by Healthwatch Norfolk who retain the copyright. Healthwatch Norfolk is using the Healthwatch mark under license from Healthwatch England. You can read and share this report free of charge. You can get a free copy from our website, or by contacting our office.

© Copyright (Healthwatch Norfolk, 2017)
Registered Company 8366440
Charity Registration 1153506