

Thomas Fields Care Centre

Enter and View Report

22nd November 2023

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About us

We are an independent voice for the people of Derbyshire. We are here to listen to the experiences of Derbyshire residents and give them a stronger say in influencing how local health and social care services are provided.

Our mission

We are a strong, independent, and effective champion for people that use health and social care services. We will continue to influence health and care services and seek to improve joined-up care for the people of Derbyshire.

Our vision

We want to see people who use health and social care services centre stage, so that service providers and commissioners listen to what they have to say and use their voices to shape, inform and influence service delivery and design.



What is Enter and View?

One of our roles at Healthwatch is to undertake Enter and View visits. Our team of trained authorised representatives (ARs) enter and view local health and social care services to find out how services are being run in action. We collect evidence on what works well and what could be improved to make people's experiences better. We then provide recommendations to the service.



Our Enter and View visits are not intended to identify safeguarding issues or act as inspections. However, if safeguarding concerns arise during a visit, they are reported in line with our Safeguarding Children & Adults policy.

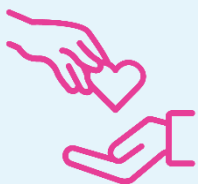
Following Enter and View visits, we collect all the feedback and produce a report with recommendations. These reports are shared with service providers, The Care Quality Commission (CQC) Derbyshire County Council and Healthwatch England. The final report will also be published on our website and Joined Up Care Derbyshire's Public and Patient Insight Library.

Visit information



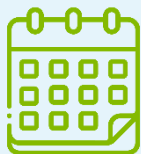
Service address:

Thomas Fields
Brown Edge Road
Buxton
SK17 7BR



Service provider:

Derbyshire County Council



Date of visit:

Wednesday 22nd November 2023



Registered care home manager:

Mrs Susan Ann Oven



CQC rating:

Overall - requires improvement



Authorised representatives (ARs) who visited:

Lisa Brightmore and Helen Severns



Healthwatch responsible officer:

Lisa Brightmore (Enter and View Officer)
Tel: 01773 880786

About Thomas Fields

Thomas Fields Residential Care Centre is found north of the town of Buxton in the High Peak area of Derbyshire.

The care centre is within a sheltered accommodation building which is owned and managed by a housing association.

Within the care centre, Derbyshire County Council provide a residential care service which is run and managed separately from the care centre.

This residential care service provides for up to ten people living with:

- dementia
- physical disability
- sensory impairment
- mental health condition(s)
- eating disorder (s)
- learning disability and/or autistic spectrum disorder.

There is a dining room, activity room, and a smaller meeting room. There is access to a safe outdoor space and garden area. There are adapted bathrooms and a kitchen for preparing snacks and drinks.

At the time of our visit, there were ten residents and a team of staff including:

- the registered care manager
- a senior member of the care staff
- three members of the care staff
- one agency worker, training
- a domestic member of staff.

Breakfast is prepared on-site. The residents' hot lunchtime meals are prepared each day by Whitestone's Care Home.

Sandwiches for the evening meal are prepared by Eccles Fold Day Care Centre and delivered each day by a taxi service. This day care centre is part of Eccles Fold Resource Centre, both centres are found in Chapel-en-le-Frith.

There are no cooking facilities within the residential care service. It was intended that all the meals for residents would be prepared in the onsite housing association's restaurant kitchens.

The visit

Summary

- We saw and heard from staff members of having pride in their work
- Clean, tidy, warm, and comfortable rooms
- Welcoming, caring, and helpful staff
- Support includes partners and families
- Fortnightly GP services and mental health visits, with support as needed in between
- Would benefit from more general and personalised activities, and volunteer involvement
- We noted the need for more dining opportunities and food choices
- We found out that the current staff shift pattern is making it difficult to employ and keep staff.



Why did we do this visit?

This was a planned and announced Enter and View visit.

Derbyshire County Council invited Healthwatch Derbyshire as part of several Enter and View visits to observe and report on:

- The quality of care provided
- Looking at how people are involved in service improvements
- Looking at any issues or concerns raised by service users, staff, and relatives
- Looking at equality and diversity practices.

How did we do it?

The ARs were given various tools to collect information. The following methods were used during the visit:

- Looking at relationships between staff and residents
- Watching social activities provided for the residents where appropriate
- Looking at the delivery and quality of care provided
- Talking to residents, visitors, and staff about the care provided
- Noting signage and how easy it is to move around the building
- Checking the environment, accessibility throughout the building, and visitor facilities.

All the findings were noted on the ARs' paperwork which included checklists and questionnaires.

What did we see and what did people tell us?

Finding the building

We used the postcode to take us to the care centre. There was signage at the front entrance showing the name Thomas Fields.

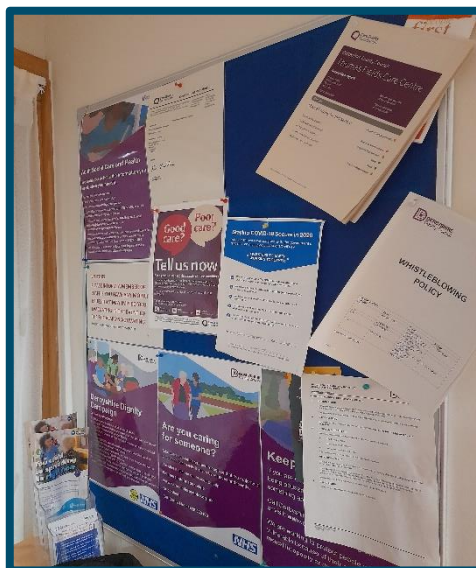
Signage

Inside the main reception we found a sign showing where to find Derbyshire County Council Residential Care.

The signage inside the building was good. The visitor noticeboard had a lot of information including The Care Quality Commission's report and how to provide feedback.

The toilets were signposted with picture cues making them easy to recognise.

We would have liked to have seen a visitors' toilet sign as we didn't know which ones to use.



Recommendation 1:

Look at additional signage to identify the visitors' toilets.

Identifying staff

We could not see any information to tell us who the regular staff members were currently working at the home.

There was no information telling us who was on duty on the day we visited.

Recommendation 2:

Create a visual guide for visitors and residents to identify regular staff. Include staff photos, roles, and uniform colours.

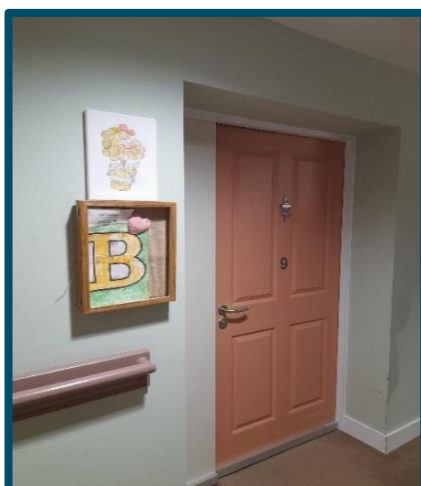
Accommodation

The rooms and bathrooms were clean and tidy and had a homely and personal feel to them. We were told that residents can have one wall in their room painted in a colour of their own choice.



All areas we saw were clean, tidy, and well decorated. No unpleasant smells were noticed.

We noted each resident's door to their room is designed to look like a front door. Information to help each resident recognise their door was in a box next to the door entrance.



Personalised activities

We were told that the care staff do what they can to provide activities. They plan to reinstate the church singing groups back into the home that were stopped during COVID-19.

During our visit, we heard from residents, family members, and staff about there not being enough regular and personalised activities for residents.

Residents and staff also told us that there are not enough chances to get involved with local community groups, volunteers, or services.

Some comments made to us during our visit:



“They can't do very much. I help arrange activities to raise money. I help with the garden and have sorted out a Christmas tree outside.” **Husband of a resident**

“More activities would be nice, but they have a few and they are costly” **Husband of a resident**

“I would like my wife to have more encouragement with activity and wellbeing.” **Husband of a resident**

“Now and again singers come in, would like more of this as mum sings along.” **Relative**

“Chair-based exercises would be good to encourage activity.” **Husband of a resident**

“We are private people and are happy to just cuddle up in my wife's room together.” **Husband of a resident**





“It would be great to have someone supporting those residents who want to be involved with the gardening, perhaps raised beds and a greenhouse” **Relative**



Recommendation 3:

Having access to a regular activity and volunteer coordinator will support residents' physical and mental wellbeing in a personalised way.

Choice and independence



“It’s not a home, but it is the next best thing, and she is safe here.” **Husband of a resident**



During our visit, we asked about meals being prepared off-site by services in Chapel-en-le-Frith and delivered by a taxi service.

We were told that the staff heat up and temperature-check all meals before serving them to the residents.

A family member told us:



“I asked Mum if there was anything she missed, and she said cheese-on-toast.”



A husband told us how important the opportunity to take his wife to the onsite restaurant had been and how they are supported to continue eating together:



“It’s a big loss, the opportunity to go to the onsite restaurant, the restaurant was excellent! The restaurant had table service and we went together every day.

“We had travelled and eaten out a lot in the past. The staff make sure we can still eat together each day and provide the meal in my wife's room.”



Recommendation 4:

To confirm all possible options for the onsite restaurant's reopening are considered. Increase menu options and keep everyone updated about the onsite restaurant.

Working together

We asked if everyone worked together as a team to help the residents to make their own choices about their care and treatment wherever possible.

Stuart Medical Practice provide doctors' services to Thomas Field residential care services.

The care service has a call each week from the practice and a fortnightly visit.

When there is a need for medical help, the medical practice will arrange a visit.

The care manager also told us about the fortnightly mental health visits and the option for extra help between visits when needed. This service is helping residents to remain well.

The care manager told us:



“Having this service means any changes needed to a resident's medication are now happening much quicker. Before we had to fill in a form and wait much longer for someone to come and visit the resident.”



Wider services such as an optician, chiropodist, and audiology are available and brought in as needed.

Dental care is a problem as there is no registered dental practice providing dental care to the residents.

All staff have recently done Oral Health training to help them support the importance of good dental and mouth care with the residents.



“We took mum to the dentist last week in Chapel-en-le-Frith” **Relative**



Recommendation 5:

To help the residents access dental services when they don't have a dentist or anyone to take them.

Workforce

We asked if staff, residents, and relatives think the staff are well trained and supported to provide good care.

Everyone we spoke to told us they believe the staff are well trained and provide good care.



“On the whole, the staff are very kind, I watch how they treat others as well as my wife when I visit.”

Husband of resident

“My wife has a condition that means she has lost a lot of her hair. The staff make sure they put a hat on for her, so she doesn’t stand out when she is in the communal areas.” **Husband of resident**



We asked how equality and diversity are promoted. The care manager told us there is a new code of conduct that covers this.

We spoke to one husband who described how their choices and faith have been respected and supported. This has allowed him to remain close to his wife and keep up some of the traditions they enjoy together.

When things need to change

We asked staff, residents, and relatives how they would make a complaint, tell someone about a concern, or suggest an improvement.

Two relatives told us:



“Communication could be better. Information is not communicated well.” **Relatives**



A husband wanted us to know this is how he would manage any concerns,



“I would say something, as I can be a right swine if crossed and don’t give up, I like it right!”



The care manager told us that they have difficulty employing and keeping new staff members due to the current staff rota.

We were told by members of staff that having to work the current shift pattern which includes nights has made it difficult for some staff members to continue working and it is not flexible enough.

Recommendation 6:

To make a newsletter to share information about activities and news items.

Recommendation 7:

Review the current rota for staff and consider flexibility with shift patterns to help with staff recruitment and retention.

Further information

The information below is intended to support Thomas Fields residential care service in reaching its goal of improving the residents and visitor experience.

Derbyshire Dignity Award

To introduce the Derbyshire Dignity Award plus Dignity Champions

High Peak CVS Community Directory

To contact local clubs and volunteer services to build closer links with the community including volunteer, and befriending opportunities.

Derbyshire County Council Derbyshire Directory

The service provider will be asked to provide Healthwatch Derbyshire with a response to the recommendations made in this report and, where appropriate, develop an action plan within 30 working days.

What has happened so far?

	Recommendations for improvement	Provider response:
1	Look at additional signage to identify the visitors' toilets.	The home does not provide toilets specifically for visitors. There are toilets for visitors to use around the building. Residents also have the use of their own ensuite bathrooms.
2	Create a visual guide for visitors and residents to identify regular staff. Include staff photos, roles, and uniform colours.	<p>We have considered staff information boards. We employ a number of staff and use of staff from other organisations. We also have daily staff changes. Because of these changes it would stretch the homes resources.</p> <p>Both residents and regular visitors already have relationships with staff. Because of this the only people who it may benefit, would be visitors that don't visit the home often.</p> <p>We have decided that the benefits of a staff information board is not enough to justify the time it would take. We'd also have to get consent from staff to</p>

		<p>have their photograph displayed and update the board daily.</p> <p>We will make sure that different staff roles that are identified by uniform colour are displayed. We will also display the home management team.</p>
3	<p>Having access to a regular activity and volunteer coordinator will support residents' physical and mental wellbeing in a personalised way.</p>	<p>The service has moved away from the idea of having one person organise activities in the home. Instead, all staff organise and take part in activities with residents when possible.</p> <p>We are reviewing how we deliver activities and how these are planned.</p>
4	<p>To confirm all possible options for the on-site restaurant's reopening are considered.</p> <p>Increase menu options and keep everyone updated.</p>	<p>We are working with the housing provider, who is responsible for the maintaining the facilities at the home.</p> <p>We will keep residents and families updated on any developments. In the meantime, will provide a daily menu from the temporary arrangement.</p>
5	<p>To help the residents access dental services when they don't have a dentist or anyone to take them.</p>	<p>Contact is currently being made with a newly commissioned dental provider for the area.</p> <p>The care home has also signed up to the 'Your Smile Matters' oral health programme. This supports the team to recognise and provide quality oral health care for residents. This was put in place by the NHS as there were difficulties in accessing local dentists.</p>

6	To make a newsletter to share information about activities and news items.	The home has so far produced two newsletters. The newsletter is still in its development stage. We are gathering feedback from residents, families, and staff to see if we can improve this.
7	Review the current rota for staff and consider flexibility with shift patterns to help with staff recruitment and retention.	We appreciate that the current system does have an impact on recruitment and retention of staff. This will be reviewed, following the outcome of the cabinet paper regarding the redesign of our older people's residential care services.

Thank you

We would like to thank Derbyshire County Council and Thomas Fields Care Centre for their support in setting up this Enter and View visit.

We would also like to say thank you to the registered care manager and team who made us feel so welcome.

A special thank you to the residents and relatives who agreed to speak with us during our visit and added to this report.

Disclaimer

This report gives the findings gathered when visiting Thomas Fields Care Centre on the 22nd of November 2023. It provides an account of what was observed by our ARs and the feedback we gathered at the time of the visit.

Enter and View visits are not inspections but are an opportunity for people to share their views on their care. It is not the role of Healthwatch Derbyshire to see evidence of policies, procedures, care plans, or any other written evidence.

healthwatch

Derbyshire


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