

# Enter and View the Report

## Fauld House Nursing Home

21<sup>st</sup> January 2025



**Healthwatch Staffordshire**

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# Report on Enter and View Visit Undertaken by Healthwatch Staffordshire on 21st January 2025

## Service Visited:

Fauld House Nursing Home

Fauld Lane, Burton-On-Trent, Staffordshire, DE13 9HS

01283 813642

## Authorised Representatives undertaking the visit:

Christine Sherwood, David Bassett & Michael Baker

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Image of Fauld House



## **The Service:**

Fauld House Nursing Home is a dual-registered facility that provides both nursing and residential care, accommodating up to forty-eight individuals. The home features thirty-four single bedrooms and seven larger double rooms suitable for couples. Some of the rooms are equipped with en-suite shower facilities, while others include a sink and have access to a communal bathroom.

Opened in the 1988, Fauld House is located near the historic village of Tutbury, in a former traditional farmhouse, close to Coton in Clay and Hatton, which lie on the Staffordshire–Derbyshire border. The home is situated on Fauld Lane, approximately 1.3 miles from Tutbury Centre. The town offers various amenities, including a pharmacy, grocery stores, a bank, cafés, a garden centre, a castle, and churches. Additionally, there are public bus transport links running hourly during the day from Tutbury to Fauld Lane, the Peak District is around 20 miles to the north, with the A511 running near to the home. The surrounding rural area features a mix of new and old buildings.

Since August 2024, Fauld House has been owned and operated by Mr & Mrs Basi. The facility provides care for older individuals aged sixty-five and over who require nursing and personal support.

Fauld House offers a cosy and intimate atmosphere, with modest decoration and furnishings. The reception area as you enter features comfortable seating & is made of brick and glass construction, creating a warm welcome with bright furnishings and bespoke artwork that contribute to a homely environment.

## **Purpose of the Visit:**

As part of the Healthwatch Staffordshire's responsibilities, authorised representatives will carry out Enter and View visits to health and social care premises to assess how they are managed and to make recommendations for improvement. The Health and Social Care Act 2012 empowers authorised representatives to observe service delivery and speak with service users, their families, and carers at locations such as hospitals, residential homes, GP practices, dental surgeries, optometrists, and pharmacies. Enter and View visits may be conducted based on reports of issues with a service or to learn about and share examples of services that are performing well.

These visits are not intended to specifically identify safeguarding issues, but any concerns that arise will be reported in accordance with Healthwatch Staffordshire's safeguarding policy, and the visit will be ended if necessary. The local authority safeguarding team will also be informed.

## **Methodology:**

Was to engage with and speak to:

- the manager about various aspects related to how the facility is operated, such as the number of staff employed, the number of vacancies, and the recruitment processes. Also, discuss staff training, induction, staff meetings, shift patterns, care planning and reviews, and complaints procedures.
- Engage with residents about their care, do they feel safe, whether they are happy with the care provided, whether there are enough activities & plenty of stimulation, do they feel they have a choice and are listened to. What is their experience of being treated with dignity and respect? Is there plenty of choice regarding food and drink?
- Communicate with available relatives about their satisfaction with the care provided to their relatives or loved ones. Feedback will be obtained during the visit and via the QR code displayed on a poster in the home a week before our visit date, the frequency of communication with staff, and whether the relatives are comfortable in reporting any concerns they may have.
- Talk with staff regarding staffing levels, training, management support, and development opportunities.
- Conduct observations of the environment and interactions among residents, staff, managers, and visitors at all levels.

## **Physical environment:**

### **External**

Fauld House is located on Fauld Lane, conveniently situated near both Tutbury and the borders of nearby areas. The building was originally a farmhouse before it was converted and transformed into a care home. Over the years, the property has had four owners, and it has been extended over time to meet modern standards, creating additional bedroom spaces, some with en-suite facilities, a dining area, and additional lounges. Certain areas that have been added in recent years feature a more contemporary design.

The fixtures and fittings are adequate, providing a comfortable atmosphere. The building is set in a rural location, detached from any other properties, which contributes to its quiet, off-road setting. The local village is approximately a short distance away, and it is also close to Tutbury town, where there are pubs and various businesses. The home has strong connections to the community, and many residents have lived locally, cherishing their fond memories.

The manager has been in the post for 13 years although she has worked at the home for over 30 years and is dedicated to utilising local services while engaging with the community and businesses to enhance the quality of care. At the front and side of the building, there is a spacious car park. The building is prominently signed and visible from the main road, featuring a long driveway with the entrance located at the front, adjacent to the parking area for easy access.

A large, green lawn area is situated at the front of the building, setting it a distance away from the main road. This area includes a mix of tarmac driveway along with plants and landscaped borders. Enclosed gardens are located at the rear of the building, featuring paved sections, grassy areas, raised planting beds, a sensory and memorial garden, and seating for residents and families to enjoy. This garden area is enclosed, providing safety and security.

## Internal

To gain access to the building, visitors must use a doorbell system. Upon entering through the porch area, which features some seating, you will pass through a second door. Inside, you will find a very small hallway with a reception desk and stairwells that lead to the three floors of the original Farmhouse. A staff member will greet you to provide instructions for signing in.

Directly in front of the signing-in desk is a narrow hallway that leads into the main communal room, which includes a sitting area. To the left of this lounge is access to the manager's office, while the kitchen facilities are located to the right of the lounge. Adjacent to this main lounge is a link building that houses the dining room, which then leads to another lounge that is part of the most modern section of the facility. From there, a long two-story corridor leads to the bedrooms and a staff room on the second floor.

At the front of the building are three floors of older construction that contain larger bedrooms and communal bathroom facilities, along with storage for wheelchairs. CCTV is installed in all communal areas for added security. The home consists of both older and more modern construction at the rear, both of which are bright and clean.

The corridors feature wipeable flooring and stairwells accessible at each end of the building. However, they can only be accessed via a PIN code or lift for security reasons. Lifts are located adjacent to each lounge, providing access to the upper floors. Each floor is decorated with general pictures and some showcase bespoke artwork that adds uniqueness and character to the home. The main lounges also have several notice boards promoting activities.

The corridors are wide enough to comfortably accommodate wheelchairs and other mobility equipment, including lifting aids. Each residential room is identified by either a number on the door or an image of the resident with their name, making it easy for residents to recognise their rooms.

The lower floor is arranged in a U-shape that includes a dining area and kitchen facilities. There is an enclosed garden adjacent to the dining room. The individual lounges are equipped with TVs mounted on the walls, and one lounge houses two pet guinea pigs. On the ground floor, the dining room opens into the enclosed communal garden. Continuing along the corridors on either side of the building, you will find individual bedrooms, with additional bedrooms located on the upper floors.

In the dining area, there is a large display board showcasing LGBTQ+ initiatives the home has undertaken with the support of residents. At each mealtime, including breakfast, lunch, and dinner, residents are offered two choices. The menu follows a rolling three-week rotation, along with snacks available at 11 a.m. and 3 p.m. Unlimited drink options are provided, including fortified drinks if required, as well as an alcohol trolley available once a day, subject to risk assessment.

The facility comprises forty-eight beds spread over three floors at the front of the building and two floors at the rear. Each room includes a bed and bedroom furniture, and most have the option to wall-mount a TV if desired. Some rooms are larger and can accommodate couples, providing ample space. Residents are encouraged to personalise their rooms with personal items to enhance the feeling of home.

Medication for all residents is administered by nursing and trained staff, and it is securely stored in designated medication trolleys that are chained to the wall in the main lounge, however, if a resident can self-medicate each room has a lockable cupboard. There is also a treatment room where dressing & controlled drugs are stored. Residents are allowed to bring in some of their own furniture and decorative items, but they must comply with fire regulations.

The ground floor includes areas where residents can comfortably meet and socialise. Relatives are welcome to visit and engage in activities with their loved ones, which was observed during our visit. The lounges are decorated in neutral colours, creating a relaxed atmosphere. One lounge features a beautiful hand-painted tree that displays small keyrings of the faces of residents who have lived or passed away, adding a lovely personal touch. During our visit, we

observed some staff engaging with residents in word searches and noted planned activities displayed on notice boards.

Image of Fauld House Bespoke activity work







Image of Fauld House artwork on one of the wings.

The facility offers an onsite hairdressing service and can arrange visits from a chiropodist, optician, and dentist as needed. Some floors feature separate bathrooms equipped with baths and adapted with motorised chairs to assist residents in their use.

Recently, the home changed ownership; however, the registered manager has held this position for 13 years and has assembled a dedicated team, known as the "Fauld family." During Healthwatch visit, it was evident how close-knit the team is, with many staff members taking on multiple roles within the home. The emphasis is on treating residents as they would want their own family members to be treated, and some staff members have even had their family members move into the home over the years, which reflects the confidence the community has in the facility.

## Management:

Upon arriving at Fauld House, we were welcomed by the Registered Home's Manager, who guided us through the sign-in process. The Registered Care Manager has been with the facility since 1990, starting as a general care assistant and working her way up to her current position, which she has held since 2012. The home currently accommodates 39 residents, some of whom are funded by local authorities or through Continuing Healthcare packages, while the rest are privately funded. There are also 9 unoccupied rooms available.

Fauld House plays a vital role in the local community, maintaining strong connections with nearby villages & achieved "**Gold Standard for End of Life**" care. The activities program is primarily managed by the Activities Coordinator from Monday to Friday, though it can be flexible based on residents' needs. The range of activities includes pamper sessions, games, quizzes, animal visits, and more. The home also offers a wide selection of arts and crafts, organises events for residents, such as visits from professional singers and day trips, and has volunteers who come and chat with residents.

Families are encouraged to participate and support their loved ones in upcoming events. Fauld House is registered for both residential and nursing care, accommodating residents who require dementia care, respite care, palliative care, and end-of-life care. Support is provided by various teams, including the District Nurses, St. Giles, and Macmillan. Additionally, two local GPs visit the residents on separate days. We were able to speak to one of the GPs who arrived to complete the fortnightly clinic during our visit. Who confirmed that "[staff and the surgery work very closely together with residents and families to ensure each person receives individualised care appropriate to their needs and wishes](#)".

Complaints are typically addressed by the Registered Care Manager or the Deputy/Clinical Care Manager, who operates an open-door policy to resolve any concerns quickly. Residents receive information about the complaints process when they first move into Fauld House

as part of their service user agreement also a comment/suggestion box can be located by the reception area for feedback.

## **Staffing:**

The residential home employs sixty-two staff members, including the Registered Care Manager, Deputy/Clinical Lead, and Business Admin. Each care shift includes a Nurse on duty, a senior staff member, and members of the care team who work during the morning and afternoon hours based on the service needs and care elements being provided. Currently, there are nine carers on duty, with one staff member working from 9 AM to 5 PM to assist with mealtimes. Staff members work across the entire home and have 12-hour shifts from 6:45 AM to 7 PM. During the night shift, one nurse works alongside four staff members. The home operates 24/7 with three different rotas for the care team. Shift lengths vary according to job roles, with the night staff working 12-hour shifts. Breaks are allocated throughout the shifts, lasting up to one hour depending on the hours worked.

The home has a good recruitment and retention rate; however, due to its location, staff may struggle if they rely on public transport. Several employees are long-term, and currently, the home has four job vacancies. We never asked about agency staffing so are unable to comment.

In addition to care staff, there are housekeeping, maintenance, and laundry personnel, as well as two full-time chefs, a part-time catering assistant, and a pot washer who work on a rota system during core hours. Every meal, including breakfast, snacks, and homemade cakes, is freshly prepared on-site, with plenty of fresh fruit and other snacks available. Additionally, three housekeeping staff members work during the day, covering all seven days of the week on a rota basis, and there is also one activity coordinator.

Each shift includes a senior staff member who addresses any issues and communicates with the on-call manager if necessary. New staff members undergo an in-depth induction program that includes mandatory training to equip them for their roles. They are also expected to complete their Care Certificate if they have not already

done so. Staff have access to online training through the Social Care TV platforms during their induction period to ensure they feel competent before fully joining the team.

There is a six-month probation period for new staff, which is followed by a one-on-one session to discuss future progression. All staff members are working toward a Level 2 or Level 3 diploma, with some currently completing a Level 4 degree. The e-learning platform offers training opportunities on various topics such as continence care, data protection, and whistleblowing.

The company recognises staff contributions by providing free uniforms, a complimentary meal while on shift, and a dedicated Oscars night to honour staff members. Family members propose nomination categories for the Oscars, recognising traits such as "Biggest Tea Drinker" and "Most Empathetic" to name a few.

The manager & her team arrange social gatherings throughout the year, such as garden parties and Christmas parties, allowing families to come together with staff, residents, and the management team. Families are invited to quarterly meetings to provide feedback and raise ideas or concerns.

The company implements individualised care plans for each resident, accommodating preferences, cultural beliefs, dietary requirements, fluid intake, and Deprivation of Liberty considerations.

A local church visits once a month to provide communion and a service, while the home airs a televised "Songs of Praise" for the rest of the month.

Care plans are recorded electronically, and daily activities are documented throughout each shift using a handheld device called the Care Bean. This device alerts staff to complete specific tasks throughout the day to ensure the care plan is properly followed, providing visual notifications as reminders. Handovers are conducted at the beginning of each shift for a minimum of 15 minutes to facilitate effective communication and continuity among staff members. A paper copy of the handover is also completed and retained for two weeks in case staff members have been on leave, aiding communication.

Fauld House has dual registration for both residential and nursing care. Various community services, including Parkinson's Nurses, District Nurses, dieticians, and Speech & Language Team (SALT), regularly visit the facility to provide patient care. The home offers dementia care, residential care, palliative care, end-of-life support, and additional services.



Image of Fauld House Puree food

## Staff Feedback:

The most significant change has been the ownership transition that occurred in the autumn of 2024.

During our visit, we spoke with several staff members from various departments, including some who have been with the home for many years. All staff members described it as ["a good place to work"](#) and frequently referred to themselves as a family. One staff member expressed that they felt ["very supported and appreciated not only by the manager and clinical lead but also valued by the residents and their families."](#)

It was noted that there are currently four job vacancies at the home, which has created some pressure on the team. The management is keen to maintain staffing levels and improve recruitment. The staff we spoke with also mentioned that the training and development opportunities provided by the home have been good, and they feel supported by the manager and their colleagues

Overall, all staff members had positive feedback about the home & manager. It was clear that they genuinely enjoyed their roles and were committed to their work, which contributed to the pleasant atmosphere observed.

During our visit, we also noted that the staff engaged with residents on an individual basis, demonstrating an understanding of each resident's needs and exhibiting patience and compassion.

### **Resident Experience:**

During our visit, my colleagues Dave and Mick spoke with six residents, four of whom had been recently admitted, as well as three sets of relatives. All but one resident had lived locally before entering care; the one exception had moved closer to a relative who lives nearby. The residents emphasised the importance of maintaining their local connections and continuity of GP care.

One resident, who had recently come in for a short stay after being discharged from the hospital, expressed, "The staff are really caring and helpful. There were some issues with the prescription and supply of my medications upon discharge, which the nursing staff are sorting out. I was relieved to get out of the hospital and into a calmer, less clinical atmosphere where I can recuperate before going home."

Another resident shared that they had lived independently for the last 20 years after the passing of their spouse, but following a recent hospitalisation, they were now too frail to continue doing so. They mentioned feeling safe in the home and noted that the night staff had been very supportive during their experiences with nightmares.

We met two married couples; one had recently been admitted after one of them had been hospitalised. They expressed confidence that the home allows them to live together while having their care needs met sensitively by the staff. The other couple has been residents for some time. They reported feeling settled and well cared for by the kind staff and enjoyed participating in activities organised at the home. They appreciated regular visits from family and friends, and the spouse

remarked that the companionship within the home has helped her immensely.

I interviewed another resident who had been in the service for years and praised the manager, stating that it was a much better place than a previous home. The staff were helpful with any concerns and allowed residents to escalate issues if they felt unsure or unhappy, without any prejudice. Meal preferences were accommodated, and the resident felt safe and had no reason to want a change when we asked. They were happy with the facility.

Another resident, who had recently moved in, noted that while the place was nice, they were still getting to know the staff. They mentioned enjoying the activities offered and appreciated the variety of snacks and food options. However, they did express a desire for a change in how potatoes are served, as there seemed to be a lot of mashed potatoes. They acknowledged that this may be due to the needs of many residents but expressed a wish for alternatives. They felt it was too soon to suggest any changes but were looking forward to future activities.

When residents were asked about being included in the care plan, some felt that family would handle this or that they would have conversations with staff, but they were unsure how often it was reviewed. All residents felt they were treated with dignity and respect, and they felt confident that they could raise any concerns with the manager, believing those concerns would be addressed. They also felt that families were encouraged to speak up. One resident, when asked by Healthwatch, "Do carers ask your permission before helping you?" replied that this did not always happen, but they expressed that the staff were caring.

### **Feedback from Relatives online:**

Before Healthwatch visited Fauld House, we asked them to display our poster with a QR code a week in advance so that relatives who were unable to attend on the day could also leave feedback if they wished. However, we never received any feedback.

## Feedback from Relatives During visit:

On the day of our visit, we spoke with family members and used the same questions from our online survey. Here are the results:

The relatives we met were complimentary about the care provided, stating *that they always felt welcome when visiting*. They found the *staff approachable and felt comfortable raising any questions or concerns, which were addressed openly and promptly*.

One family member praised *the care manager*, noting that when their relative moved into the home, they were at the end of life and not expected to survive beyond two weeks. *Thanks to the staff's care and support, their relative has been thriving for two years*.

During our visit, Healthwatch observed many family members coming and going, which contributed to a relaxed atmosphere in the facility. We noted that family members were engaging with several residents, creating a warm and community-oriented environment.

Image of single bedroom at Fauld House





## Summary:

Fauld House is a welcoming facility that has been extended and furnished to a nice standard. While it is presented cleanly, it could benefit from fresh paint due to some scruffs and marks. The quality of the bedrooms varies because of the combination of new and older sections of the building. Some rooms are ensuite, and there are large enough accommodations for couples. There are no unpleasant odours, and the environment is free of any tripping hazards. The grounds of the property are well maintained.

Each individual room has a unique character that reflects the personality of its residents. The environment is comfortable, featuring well-equipped communal areas and nicely furnished resident rooms. The standard of personal care is highly regarded by both the manager and staff. All residents are well-groomed and receive personalised care tailored to their individual needs.

The food served is all freshly prepared on-site, with nothing processed. Healthwatch was impressed by the moulds used to present pureed meals, adding a lovely finishing touch. Residents appreciate the extensive menu options available to them.

On-site activities are enjoyable, and residents, along with their family members, are encouraged to participate. For example, some family members shared positive experiences about the lovely Christmas dinner they attended on-site together on Christmas day.

The facility also considers thoughtful finishing touches. For instance, they organise memory bears made from a resident's clothing after their passing (with consent of course), which are offered to family members if they wish.

We must also acknowledge the consistency and dedication of the entire staff team. They work together to support each other and take on multiple roles to ensure that the residents live in a loving and supportive environment. The staff has embraced diversity and made significant efforts in incorporating LGBTQ+ initiatives, with the support of residents. Additionally, they have achieved the Quality Gold Standard Framework for end-of-life care.

## Recommendations:

At this stage, our recommendations are as follows:

We recommend ensuring that residents understand when their care and support plans are being reviewed, as some residents were unsure, possibly due to terminology.

Healthwatch would encourage residents & their families to give feedback on how they are experiencing any changes to their quality of service 'if any' and how any changes have impacted them positively and negatively.

When Healthwatch searched online for the home, there appeared to be several different entries, possibly due to changing ownership. This might need to be revisited to stop confusion, so it is more transparent and consistent, for any new resident, family members or professionals.

Overall, we suggest that Fauld House shares its practices on how to achieve a "**Gold Standard for End of Life**" with other facilities to continue enhancing the relationships formed by the management team, staff, and the local community.

Just as a thought! some homes now use picture frame boxes outside individual rooms to display items that are important to the individual residents, such as photos, hobbies, or favourite sports teams. This can help initiate conversations and create common ground when entering someone's room.

Healthwatch would appreciate the opportunity to reconnect with the Home Manager in approximately six months to discuss our recommendations. We would also like to acknowledge any positive practices or feedback that have developed as a result of Healthwatch's previous visit.

We would like to acknowledge and commend the efforts of all the staff and congratulate them.

## **Feedback from the Home manager**

*Your opportunity as a manager or company to comment on the Healthwatch report, visit, or the recommendations we have presented.*

- Regarding the comments from the Home Manager – We will be reviewing the recommendations and working towards your recommendations
- Regarding the recommendation of picture frame boxes outside the rooms, we have already implemented this, we are just finalising them, ready for maintenance to fix to the wall

**Healthwatch Staffordshire is thankful to the management, staff, residents, and families for the warmth and hospitality shown to us during our visit.**

## **Next Step**

The report will now be published on our website for the general public to read and copies will be forwarded to Fauld House and shared with Staffordshire County Council & Care Quality Commission (CQC), it will also be added to the next Healthwatch E-Bulletin.

Disclaimer, please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all residents, relatives and staff, only an account of what was observed and contributed at the time of this visit.