

# Ferendune Court

Enter and View Report

February 2025



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“Healthwatch Oxfordshire would like to thank all the residents we heard from, all the staff at Ferendune Court Care Home and our volunteer for their support and contribution to our Enter and View visit.”



# Visit details

Service	Care Home
Service Name	Ferendune Court Care Home
Service Address	Ash Close Faringdon SN7 8ER
Service Provider	Anchor
Date and Time of Visit	15 <sup>th</sup> October 2024 10am -2pm
Authorised Representatives	Veronica Barry Carol Ball Brian Allen
Visit Status	Announced Visit
Contact details	Healthwatch Oxfordshire Office 1 Cypher House Bampton Business Centre South Weald Oxfordshire OX18 2AN T: 01865 520520

## Disclaimer

Please note that this report relates to findings observed on the specific date of our visit. Our report is not a representative portrayal of the experiences of all service users and staff, it is merely an account of observations and contributions made at the time of our visit.

# About Healthwatch Oxfordshire

Healthwatch Oxfordshire works to make sure NHS and social care leaders, and other decision-makers hear your voice and use your feedback to improve health and social care services. We can also provide you with reliable and trustworthy information and advice about local health and care services. We are an independent charity.

## What is Enter and View



Healthwatch Oxfordshire gathers information on peoples experience of using health and care services. One of the ways we do this is by visiting places where publicly funded health and care services are being delivered. This enables us to see and hear how those services are being provided.

These visits are called Enter and View visits and can be announced or unannounced. In an announced visit we will work with the service provider to agree the visit. As the local Healthwatch for Oxfordshire, we have statutory powers under the Health and Care Act 2012, and Local Government and Public Involvement in Health Act 2007, to carry out **Enter and View** visits to local health and care services.

Enter and View visits are carried out by a team specially trained and DBS checked volunteers and staff. We call these our authorised representatives. We use what we hear and see on the day of our visit to report to providers and others with recommendations to inform change for the health and care services we visit. **Enter and View** visits are not an inspection and will always have a purpose.

### Purpose of the visit

- To observe how Ferendune Court operates and provides its services.
- To collect views from residents and staff on the service
- To identify 'Best Practice' and highlight any areas of concern.
- To report what we observe and hear about the quality of the services.

### Strategic drivers

- This Healthwatch Oxfordshire Enter and View visit is part of a programme of visits to a range of services within Oxfordshire.
- These visits were planned and implemented in 2024 – 2025.

# Methodology

When organising an announced Enter and View we follow the steps below:

- **Plan:**
  - Appoint an Enter and View lead for the visit.
- **Communicate:**
  - Inform the provider of the visit, and relevant details including the purpose, date, time, estimation of how long it will take, how many people will be carrying out the visit, and the name of the lead authorised representative. We also send a leaflet explaining what Enter and View is.
  - We send posters explaining the purpose of the visit, including the time and date, to the provider for display. This is to inform people using the service when and why the visit is taking place.
  - Include information about how people can contact Healthwatch Oxfordshire if they are not able to talk to us when the visit is taking place.
- **Prepare:**
  - Prepare resources such as surveys and questionnaires.
  - Identify any requirements to facilitate the visit such as access or security protocols to follow. This must be done before the visit, as you may be refused entry.
  - Meet with the service provider before the visit.
- **Report:**
  - On completion of the visit a draft report is shared with the service provider requesting comments on factual accuracy and asking them for a response to any recommendations within 20 working days of receipt.
- **Follow up:**
  - The final report is published on Healthwatch Oxfordshire's website and shared with the Care Quality Commission (CQC) and service provider.

Our visit took place from 10am to 1pm on October 15th, 2024, with three trained Enter and View representatives. During the visit, the team were able to spend time observing the daily work of the care home and to talk to staff and residents about their experience of living and working at Ferendune Court.

# About Ferendune Court



Ferendune Court is a residential home run by Anchor, England's largest provider of specialist housing and care for people in later life<sup>1</sup>. The home is in a quiet cul-de-sac in the market town of Faringdon<sup>2</sup>. Faringdon town centre is within walking distance and there is local community transport for those residents who wish to use it.

The home can take up to 48 residents including residents who need specialised dementia care, it has a secure entry system and is fully accessible.

Ferendune Court is set over three floors:

- The top floor contains mainly one bedroom and some two-bedroom flats for residents who have some support needs but can live independently.
- The middle floor is for those residents who have a dementia diagnosis and are living with varying stages of dementia. There are plans for capital expenditure to redesign this floor into a more open plan environment removing the long corridors.
- The ground floor provides accommodation for frailer elderly residents who need more support than those residents who live independently on the third floor.

## Our visit



On the day of our visit the manager told us that the home has 44 residents with a mix of self-funded and county council funded residents. Some of the residents have dementia which hasn't yet had a formal diagnosis, and the home currently has 18 patients with a formal diagnosis of dementia. There are 58 staff working at the home, including the manager, deputy manager, care assistants, team leaders, housekeeper, maintenance and the chef. The home has a waiting list of people seeking to

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<sup>1</sup> <https://www.anchor.org.uk/>

<sup>2</sup> <https://www.faringdowntowncouncil.gov.uk/council/committees/council/information-centre/things-to-do/>

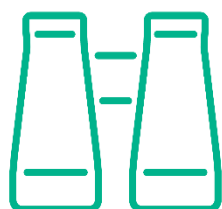
work there. As a result of this the home doesn't currently have any recruitment or retention problems. The manager has been in place for over a year and has been a driver for change, this is evidenced by what we heard from members of staff. We asked how the home organises its staff on each level and were told staffing was allocated depending on the skills and knowledge of the individual staff member. The aim being to ensure that all staff will get to know everybody's needs across the home. Residents and their families are encouraged to raise any concerns and complaints with the staff in person or by email, and monthly reviews are carried out by the team leaders with the residents and their families (if appropriate).



The manager informed us that the local GP visits weekly and that the residents can request to see the GP when they attend. To help facilitate this the home sends a list of the residents who would like to see the to the GP practice weekly. The district nurse comes in and supports with medication, wound care etc and sometimes residents have hospital at home service.



The home finds it difficult to access NHS dentistry for residents and reported that residents are on waiting lists for months for appointments and just can't get seen. The home has volunteers who will accompany residents to appointments when practicable.



At the start of our visit, we looked around the home to observe the surroundings. On approaching the home, which was clearly signposted, we were greeted with a decorated bench outside the front door called the "chatty bench". This was a place for residents to sit outside and chat to people going in and out and was a welcome feature. To enter the home, we had to sign in on an iPad to allow us access, this was quite a simple procedure and enabled the home to be aware



of who was on the premises at any one time. There were no restrictions to visitors and the contact details for the home were displayed on a pillar near the front door.

The office was located near to the front door and the adjacent area had comfortable armchairs and was colourfully decorated for Halloween. We were shown around the home which had a calm and welcoming atmosphere. The corridors were well lit and bright with colourful artwork on the walls. The communal spaces were airy and decorated to a high standard. The home smelt fresh and clean and had a general feeling of being well cared for and maintained

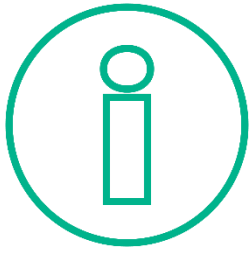
The dining room was laid out nicely with views of the well-maintained gardens. There was a treat trolley in the dining room to encourage residents to eat and drink when they wanted to.



The library area had an amazing backdrop which made you feel like you were sitting on a riverbank, and it was clear that a lot of thought had gone into the décor around the building.

We visited all three floors of the home which appeared to be well staffed, and we observed interactions between the staff and residents which appeared to warm and friendly. We did note a slight smell on the second floor although the area was well staffed, clean and well maintained. On this floor the residents' doors had pictures on them to help them identify their room. This picture was something they would remember and was personal to them.





On display there was a range of information, including a notice about relatives and residents' meetings, a memory board with pictures from trips that are held

regularly at the home.

There were noticeboards with information about whistleblowing, various support groups, information about Anchor customer panels and how to report abuse.

Next to the meet our team board was information on how to give feedback, including how to make a complaint.



The home had its Care Quality Commission<sup>3</sup> rating on display, the home was last inspected in August 2021.

## What we heard from residents



On the day of our visit, we spoke to five residents across the three floors and asked them about their experience of living in the home.

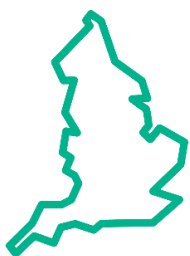
<sup>3</sup> <https://www.cqc.org.uk/location/1-126240455>

The residents we spoke to liked living at the home and told us about their experience of what would be described as person-centred care. Those residents who were able to leave the home safely, described going out occasionally and their choices being respected. Residents told us about activities that take place, and on the day of our visit we observed a bingo session in the lounge. They told us the place was lovely and clean, was warm and they enjoyed the communal gardens. Whilst talking to one resident we observed a staff member knocking on a resident's door before coming in.

When asked about the staff the overwhelming response from all the residents we spoke to was positive. There was praise for the "good" management and the staff. Residents told us the staff were wonderful, caring, really friendly and as always having the time to stop and chat to them. Residents told us the staff take their time to *"find out about me, what I like and what I don't like"*.



**"The staff always have time to talk to me, they are lovely. I come down every day so I can see people and chat."**



We asked the residents about activities at the home, and we were told about the day trips organised including trips to the zoo, to a local garden centre and a butterfly farm. The residents we spoke to enjoy the bingo and the music activities. One resident said they liked to go to mass but hadn't been for a while although they couldn't recall why. Residents described being comfortable to make suggestions about activities and also that their choice of not getting involved in activities is respected.

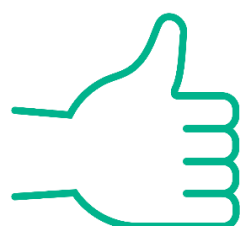


We asked those residents we spoke to how looked after and safe they felt. Every resident we spoke to felt safe and well looked after. One resident described the staff *"as flexible and helpful, not like living to a routine"*. One resident described their flat as:

*"Pleasant and spacious with people popping in to bring drinks and something to eat, even though I haven't chosen to live here".*



We asked the residents what the food was like. We were told they choose their food from a daily menu and can eat in their rooms or choose to go to the dining room. There is a dining room on the first floor as well as on the ground floor. Resident told us the food was "quite good", "hot and well prepared and presented", one resident told us they can always ask for something else if they don't like what is on the menu.



When asked the best thing about living here every resident we spoke to mentioned the staff. The residents spoke about the home being clean and tidy, the choice of food and staff being on hand if needed. We were told the attitude of the staff was positive and that help was always offered.



When asked if they would like to change anything about living in the home the overwhelming response from those residents, we spoke to was they wouldn't change anything.

"I don't think I would, they do a damn fine job" – resident



"They are very kind people [staff]; I mean it's not natural, is it? Where in the world would you go and find people smiling all of the time!"



## What we heard from staff

We spoke to eight members of staff covering a range of roles across the home, asking them a range of questions about their role in the home. Some of the staff members we spoke to had returned to work in the home after previously leaving.

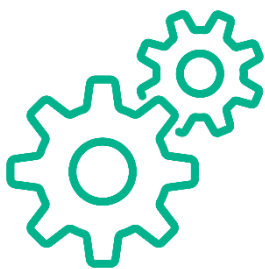


We asked the staff what the best thing was about working here, the responses were all positive with staff mentioning supportive management and team working alongside a desire to make a difference to the lives of the residents. Staff talked about the opportunity they had to develop and progress in their career. One member of staff had started as an assistant and with

training had progressed to a more senior role.

### The best thing about my job

- *The support is great, the organisation supports you to develop.*
- *I enjoy planning the activities, thinking about it and researching – it's important to engage the residents.*
- *The environment, we work as a team, the management are great so much better now.*
- *We have residents and relatives' meetings and are doing some training sessions with relatives, these meetings are held quarterly.*



We asked staff about the challenges they faced in their work, the staff talked about supporting residents with dementia and how to manage this. We were told that training was given to support the staff and that it was an emotional experience to see residents deteriorating. We heard about the visit of the dementia bus which is method of giving a person without dementia an experience of what dementia might be like by

entering the world of a person with dementia. This training<sup>4</sup> helps people to understand how simple changes made to practice and environment can improve the life of people with dementia.



We asked staff about support, training and if there were any barriers to training. Staff told us about the online portal “The Bridge” where the home keeps all its policies, procedures and a comprehensive list of training. The staff told us there was mandatory annual training and optional training available for them but that access to the portal was only available through a team leader. We were told by a member of staff that they would like to access management training.

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***“I am absolutely given the training and support to do my job”***

***“The online training is brilliant; I can always do extra training in addition to the mandatory stuff - I just find it online and book”***

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When asked how they met individual resident needs we were told residents were encouraged to ask for help and support. One staff member told us that even if residents are unable to verbalise it is often clear from their actions that they need help.

We heard about resident’s electronic care plans and the role of the staff caring for them to be up to date with this. Staff told us they spend time talking to the residents and getting to know them, their likes and dislikes and talking to their family if appropriate.

Staff told us they use a show and tell us plate at dinner to support some residents to make a food choice and encourage residents to choose the clothes they would like to wear.

The kitchen has a book of resident likes and dislikes and holds regular food tasting sessions where residents and their families can come along and give feedback. On forms provided. There is some dietary



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<sup>4</sup> <https://www.training2care.com/virtual-dementia-tour.htm>

control to ensure that people are keeping well-nourished and eating what they like to eat.

We were told about regular residents' meetings held, here the staff encourage residents to have their say on activities and where to go on external outings. Their families are invited to activities and on days out and are asked for their suggestions through the home's newsletter. Families are regularly updated on the relatives and can ask for a review at any time. The staff told us about a small room where a resident had held a small family dinner and that families can talk to the staff at any time as the manager has an open-door policy.

**We asked staff if there was anything else they would like to share with us?**

- *The manager always listens, the environment has greatly improved.*
- *We have a great manager, always encourages and praises us "you can do it" and "I have seen you, you can do it"!*
- *I would like the team to think about the impact on other teams, for example not leaving rooms tidy impacts on housekeeping.*
- *I really enjoy being here, it doesn't feel like work.*



Residents and relatives meeting notice



Activities Noticeboard

## Recommendations

We would like to recommend that the home:

- Considers empowering their staff by giving them direct access to The Bridge online portal.
- Explores training opportunities with the Community Dental Services<sup>5</sup> for carers and care homes to help support the oral health of residents due to the challenges in accessing dental services.
- Regularly ask residents especially those with cognitive impairment if they wish to attend their place of worship or consider asking local clergy to come into the home.

## Provider response

From: Samantha Bell

Home Manager

Ferendune Court

Received by e-mail on the 6th and 19th February 2025

Dear Carol

Thank you for this positive feedback.

### **Q-Consider ways to empower staff to have direct access to the bridge online portal.**

Staff depending on their role are given access to the Bridge portal – however all policies relevant to staff are stored as a hard copy which staff have access to, communication updates from the organisation are shared regularly with the team.

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<sup>5</sup> <https://www.communitydentalservices.co.uk/oral-health-improvement/oxfordshire/>

**Explore training opportunities with the Community Dental Services to support with oral health care.**

The home has previously trained staff link with Oxfordshire Smiles project but will reach out to see if further support can be provided.

We have a poster in the staff room with links to accredited training for staff for oral healthcare via the community dental service.

**Regularly ask residents with cognitive impairment if they wish to attend a place of worship or consider local clergy visiting.**

All residents in the home are included in the church services in the home should they choose to attend. Some residents have also been able to attend local church services in the town. The church services are a regular monthly event in the home. There is photographic evidence of residents with cognitive impairment enjoying the services, also community local services i.e. for Remembrance Day.





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