



Quality Checker Report

Home Farm Trust

Furlong Close

Rowde

Devizes

SN10 2TQ

17th September 2015

Volunteer Quality Checkers Report for Health Watch Wiltshire



**Wiltshire People First
Independent Living Centre
St George's Road
Semington
Wiltshire
BA14 6JQ**



About HealthWatch Wiltshire

Healthwatch Wiltshire (HWW) is all about local voices being able to influence the delivery and design of local services.

HWW gives people a voice and works to help local people get the best out of their local health and social care services.

Healthwatch provides a signposting service for people who need help or if they need to make a complaint about a service.

Healthwatch Wiltshire will report any concerns about the quality of health care to Healthwatch England, who will inform the Care Quality Commission.

Disclaimer

This report relates to this specific visit to the service, at a particular point in time, and is not representative of all service users, only those who contributed. This report was written by an authorised Wiltshire People 1st volunteer Quality Checker with support from staff. The visit was carried out for Healthwatch Wiltshire.

WPF Quality Checkers Visit Report



Date of Visit: 17.9.15



Names of Quality Checker visiting:

Sam Coulton and Emma Myers



Name of Wiltshire People First supporter(s):

Sonia Sansom



Name of Service Visited:

Home Farm Trust



Address of Service Visited:

Furlong Close, Rowde, Devizes, SN10 2TQ



About the Service: *Facts*

What does it do?

Residential care and supported living.

Who is it for?

Adults with learning difficulties

How many people use the service?

Approximately 30, housed in 4 bungalows and 2 supported living bungalows.



Purpose of visit: Why did you visit?

HWW request.





How was the visit conducted:

Did they know you were coming?

Yes

How many people were in the team visiting?

3

How many were Volunteer Quality Checkers?

2

How many were WPF support staff?

1

How long did you spend looking around?

45 minutes

Did you speak to Users – if so, how long did you spend talking to them?

Yes. A resident in each of the 2 bungalows spoke to us and showed us around.

Did you speak to Staff – if so, how long did you spend talking to them?

Paula the manager showed us to the first bungalow (Myrtle) and then left us to go to the next one (Alder). We saw a member of support staff in each bungalow.

Did you visit during meal times – did you see Users eating?

No. residents T and T had a tea/coffee whilst we were there.





Did you see Users doing any organised activities?

No.



Observations and Findings: *What did you find out from your visit – relating to the following key issues:
Please say yes/no and give examples of evidence to support your observation.*



Is the service accessible to people with Learning Difficulties? *Say how you know this – e.g. easy read plans, building accessible – ramps and lifts, doors wide, accessible toilet/bathrooms?*

Yes ☒ No ☐



The whole campus was purpose built with level access.
We didn't go into any toilets/bathrooms but did notice that one had a photograph on the outside to show it was a toilet.
We did see evidence of easy read (more later in report).
The doors were heavy and awkward for Emma (QC) with her walker.



Were the staff friendly and did they understand the needs of users with a learning difficulty? Give examples:

Yes ☒ No ☐

Everyone was welcoming and friendly. The 2 members of support staff that we met were understanding when some residents chose not to chat to us.



Is information displayed in a format that is accessible? *Say below how you know this – e.g. easy read plans or menus, notice boards?*

The weekly activities were displayed using pictures and words.

There were menus on the fridge in Myrtle displaying the menus for 3 days at a time.

The fire escape plan was done in pictures and words.

Household chores were listed with pictures.

Yes ☒

No ☐



Does the service treat people with Learning Difficulties with dignity, respect and like all other people?

It seemed to us that the residents were encouraged to be as independent as possible.

Yes ☒

No ☐

Does it give the users the power to exercise their right to choose and make decisions?

T and T told us that they have monthly house meetings to decide upon the house menu and any outings they want to go on.

There appears to be a fair amount of choice of activities. T told us she does e-mailing on a Monday, clay work on Tuesday and Tai Chi on a Wednesday and then 2 days off!

They go to Devizes, Swindon or Trowbridge for personal shopping.

They can choose when to join in with the cooking.

T told us she can choose when to go to bed. She likes to watch TV and go to bed at 10.30. T also told us that she often likes to be in her room as it can be noisy when the others in the house play games etc.

Yes ☒

No ☐

TA told us that he plays Bingo and goes on lots of different courses and goes to Gateway Club. He likes gardening and woodwork and at the moment they are doing a craft activity using horseshoes ready for the Christmas market.



What did people say about the service? *(Summary and quotes – e.g. most people we spoke to said they liked living here. 1 person said “I have my own room and can choose....”)*

“All staff are friendly”.

“I like everything”.

“I like living with my friends”.

“Good staff”.



Good Practice: *What was good about the place you visited – would you be happy to live/use this service? E.g. were the staff friendly and polite, cheerful?*

There were photographs of the residents and their friends and families around the bungalows which helped to make it feel homely and showed what they had been doing.

The residents are encouraged to be independent and help with chores e.g. putting shopping away, make their own breakfast etc.

Visitors are welcome.

There are 2 minibuses enabling the residents to get out and about.

There are 2 new supported living bungalows allowing for even more independence for some residents.

They have key workers. This ensures they have someone they know they can talk to.

HFT runs holidays for the residents.

The grounds are spacious and there are plenty of benches and places for people to sit.



Conclusions: *Sum up your main points – e.g. 'overall we felt that was a pleasant place to live and people were able to...'*

Overall, we felt that it was a good place to live especially if you wanted a wide range of activities and courses. Because the residents can choose what to take part in and when to stay at home, we felt there was a good sense of them having independence and choice.



Recommendations: *What do you think they could improve upon/make better? E.g. more information could be easy read formats, or do you think they are providing a good service and to keep doing this?...*

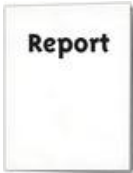
The only recommendation is better/easier access from room to room as the doors were heavy for someone with a walker or wheelchair.



Thank you

Healthwatch Wiltshire would like to thank all those who took part in this visit.

Control Sheet

  	Date QC with supporter sent report to WPF Director, to amend/review and retain copy	
  	Date report submitted to HWW by WPF.	27.10.15
  	Date sent by HWW to provider to check for factual accuracies.	
  	Date response from provider due.	
 	Follow up actions.	