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## Enter and View Report

### Care Homes - Woodlands Residential Care Home

**Service Address:** 50 High Street, Earith, Huntingdon  
PE28 3PP.

**Service Provider:** Farrington Care Homes Limited

**Date and Time:** Tuesday 23<sup>rd</sup> June at 1:30pm

**Authorised representatives:** Caroline Cranston, Janice Ballard,  
Jane Garside and Kate Hales

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## Acknowledgement

Healthwatch Cambridgeshire would like to thank the residents, staff and relatives at Woodlands who spent time talking to us about their experiences of living at the home or having family staying at the home.

Thank you also to the Manager of the home for helping us to arrange the visit and providing relevant information that was requested by Healthwatch Cambridgeshire.

Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time. This report relates to findings observed on 23<sup>rd</sup> June at 1:30pm.

The visit also takes into consideration the fact that some of the residents spoken to will have a long term illness or disability, including dementia, which will have an impact on the information that is provided.

We recognise that providers are often able to respond to us about any issues raised and we will include all responses in the final report.



# Contents

Enter and View Report .....	1
Acknowledgement .....	2
Contents .....	3
Introduction and methodology .....	4
Woodlands Residential Care Home .....	7
Summary of findings.....	8
The Findings .....	9
Ideas to take forward.....	14
Response to the report from Woodlands .....	15
Contact Us .....	16



# Introduction and methodology

## What is Enter and View?

Part of Healthwatch Cambridgeshire's work programme is to carry out Enter and View visits to health and social care services, to see 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.



## **Our Care Home project**

Healthwatch Cambridgeshire made the decision to undertake a programme of enter and view visits to care homes in Cambridgeshire during spring - summer 2015.

Our visits are intended to:

- Find out what daily life is like in a care home in Cambridgeshire.
- Gather the opinions and experiences of residents, relatives/friends and staff.
- Raise awareness of the role of Healthwatch.
- Build relationships to enable those voices not often heard, to have a say about the health and care services that they receive.

Enter and view visits will also highlight (if applicable) what the team view as ‘good ideas’ and these will be collated and shared with all the care homes that we have visited at a later date.

The care homes to be visited are selected based upon a number of factors which include geographical spread across the county. Where possible we will ensure the visit does not conflict with other visits such as planned Care Quality Commission Inspections or visits by the local authority.

Following each visit a report will be produced and this will form part of a summary report highlighting good ideas and issues around access to health and care services.

## **Purpose of the visit**

The purpose of the visit is to find out what daily life is like for residents at the care home. We observe day to day life in the care home and talk to residents, relatives, staff and other visitors, to collect their experiences and opinions.

- We look at how residents are supported to make choices about their daily life, for example making mealtime choices or what to wear.
- We watch how staff interact with residents and other people in the care home.
- We find out what activities are available for residents at the home and in the community.
- We ask people what they think about the range and quality of their food.
- We find out how easy it is for residents to access local health and care services, for example GP, Dentist, Optician and Chiropody.



- We collate examples of good ideas and report on any issues or concerns that are raised.
- We talk to people about their experiences of living in the home, and any ideas they have for change.
- We tell people about Healthwatch Cambridgeshire and what we do.

## **Announced visit**

This was an announced Enter and View visit. It was undertaken by a team of four authorised Enter and View representatives, including one Healthwatch staff member and three volunteers. It lasted approximately one and a quarter hours. We wrote to the home explaining the purpose of the visit and inviting them to take part in our Care Home project.

Before the visit, the team lead met with the manager to give an overview of Healthwatch and the project. Confirmation included advising the names of those who would be taking part in the visit. Posters with details of the visit and Healthwatch contact information together with leaflets for display prior to the visit were sent to the week before.

The visit was informal and involved a combination of observations and talking to residents, staff and a visiting relative; all findings were logged. The team were invited to walk around the care home.

A large proportion of the visit was observational, involving the authorised representatives walking around the public areas and observing the surroundings to gain an understanding of how the home works and to get a feel for the general environment.

Notebooks and questionnaires were used to record the information gathered.

The Enter and View team spoke with the Manager, who provided detailed information about the home and answered any queries raised.

During the off-site team debrief several queries were raised; these were passed to the manager for clarification and these are included in the findings.

Information was also given out about Healthwatch Cambridgeshire to residents, and the home was given copies of the latest Newsletter, Information and Signposting bookmark and leaflets to display in the reception area. To keep in touch with Healthwatch, the Manager signed up to receive both our Newsletters.



## Woodlands



Woodlands residential care home is a three storey older house which has been extended to increase the number of rooms. It has a large conservatory which overlooks the rear garden. It is located in the village of Earith on the outskirts of St. Ives and is within easy reach of the local shop, public house, village hall and local transport links.

This is a privately run home registered to provide care for older people and for people with dementia. It has 28 beds which are in 20 single and 4 twin / double rooms. Some of these beds are funded by Adult Social Care, Cambridgeshire County Council. On the day of our visit 28 men and women from the local area were living at the home.

The entrance area is accessed from the main road via an electronic gate and keypad. Car parking is limited, however, the local village hall is next door and has further parking facilities.

The home has three lounge areas of differing sizes and uses with televisions; all were clean and tidy with comfortable armchairs in sociable groups.

Separate bathing, shower and toilet facilities are available on both floors and are equipped with aids, rails and moveable hoists.



## Summary of findings

- The home was light and airy, welcoming and friendly.
- At the time of our visit, we observed the home to be operating to a good standard of care with regard to daily life and care of residents.
- The residents appeared well looked after and told us they were able to make decisions about what they liked to eat, what they wanted to wear and what they wanted to do on a daily basis.
- Residents appeared comfortable, clean and content.
- Staff were observed to be positive, respectful, kind and caring with residents.
- We saw evidence that told us that the residents have access to a variety of social activities inside the home.
- The main garden area featured raised beds, patio and seating areas and a good view of boats passing along the river.





# The Findings

## Accommodation and environment



The entrance to the home is a closed porch that opens into the dining / activities room. We noted a large noticeboard displaying the weekly menu, residents' birthdays and forthcoming activities. There was a clear sign with the date and a large, easy to see, clock for telling the time.

The home was clean, tidy and had no unpleasant odours. The windows were open and everywhere was bright and airy.

The ground floor extension has a large lounge with television; attached to this is the conservatory. This has a feature wall in vintage style paper and houses some lovebirds. This looks out onto the garden, patio areas with seating, shaded areas and the Great Ouse River. A smoking area is also available.

The kitchen, residents' rooms, shared bathing and toilet facilities are accessed from the main lounge. There is a ramp leading from the dining room to the older part of the house and further residents rooms, shared bathing and toilet facilities are situated here.

Residents can choose the décor for their room and are able to bring their own furniture and personal items to make their room more like home. The rooms were a decent size, light and spacious.

The laundry area is located in a small building adjacent to the entrance and this was compact and well laid out. Name tags are used on clothing to ensure that individual items are identifiable.

Woodlands provides respite care on an ongoing basis as and when there is room.



## Activities

Care staff provide the activities for the residents and these include memory games with prompt cards. Pictures, vintage toys and objects all are used to encourage conversation and stimulation.

On the day of our visit some of the residents were in the dining room playing a reminiscing game; we were invited to join in and this was fun trying to identify the object, which was a wooden darning bobbin. This encouraged chats about 'darning' and the mending of clothing. Old photographs of the local area were looked at and this enabled the residents to have a nostalgic look back at what the village and surrounding areas used to look like.

There is a weekly activities schedule posted on the noticeboard which includes cooking/baking, arts and crafts, bingo, puzzles and feeding the ducks. Residents are able to choose what they would like to take part in.

The manager told us that *'At the local village hall (next door) there is a day centre run on a Wednesday which the residents can attend after being assessed by the day centre staff.'*

Two hairdressers visit twice a week giving the residents a choice of when they would like to have their hair done. Manicures are given by one of the care staff on a regular basis.

The manager told us the residents like musical shows and their favourite has been 'Through the Ages', which depicts different eras of music, for example the 1940's. Other shows have included 'Winter Wonderland' and 'The Flying Nightingale'.

The home invites family, friends and carers to the residents meetings which are held every three months. Care staff told us *'this gives everyone the chance to get involved and have a say in how the home is run and what entertainment they would like to see'*.

We were told the home caters for the religious needs of the residents. It has links with the local churches and visits are made every four weeks.

Other residents were either in the quiet lounge chatting and reading, or in the large lounge with the television on quietly or the conservatory having a nap.



Three volunteers from the village come along to the home on a Friday to chat with the residents and play games.

We noticed a good choice of up-to-date magazines and newspapers for the residents to look through and read. The Pets as Therapy (PAT dog) visits regularly and we were told that the residents enjoy seeing the dog and like it when they visit.

### **Residents told us**

*'I like to look at the old photographs'*

*'Would like to do more, but have mobility problems and need assistance'*

### **Catering**

The residents eat their meals in the dining room and this is the preferred option as it enables them to chat and socialise. The room was bright and airy with a wall dedicated to black and white wedding photographs and another showing a beach scene. The tables had vases of roses on them and it had a welcoming feel.

The menu was on the notice board and the care staff ask each resident what their preferences are from the choices available each day.

The manager told us *'the kitchen was a newly fitted and state of the art commercial kitchen'*. We thought this area sparkled and looked to be very well organised. The Chef told us *'that they use fresh vegetables, meat or fish for meals and as they got to know the residents they know what they like best to eat'*.

The manager told us *'Fresh cakes and all foods are cooked daily for tea and special cakes are made for the residents' birthdays and special occasions'*. We thought this was a good idea.

### **Relative told us**

*'We bring mum strawberries and it is no trouble for the staff to make a trifle for her'*.



## **Residents told us**

*'The food is really good and I like living here'*

*'I like to have fish and it is very nice'*

*'Food is very good, roast beef, chicken and fish once or twice a week'*

*'I like it here and I enjoy the food and can make a cup of tea when I want to'*

## **Care and help**

The residents we chatted to had no complaints about the care they received and we were told that the staff were very nice and friendly.

The manager told us 'that one to ones with residents take place monthly; this is also used as a time to look at their needs and make appropriate changes. However, any changes in a residents' circumstances are noted as they happen and relevant action is taken without waiting for the next one to one'.

Families are invited to take part in the review of care plans and to be involved in the daily care of their loved one.

The residents we saw all looked well presented and content in their surroundings.

Prior to coming to the home the manager carries out an assessment and chats with the families, relatives and friends to gain as much background and history as possible to ensure that the needs of the new resident can be met. This is carried out again after the resident has been in the home a few weeks as it is often found that their tastes may have changed.

There is a call buzzer system in place, which is easily accessible throughout the home.



## **Staff attitudes**

We saw staff chatting with residents and playing the reminiscence games with them, serving refreshments, addressing the residents by name and attending to their needs.

Staff were respectful and polite making sure the residents were comfortable.

We noted that all the residents were treated with dignity and respect.

The manager told us that they have an open door policy and take complaints seriously and will learn and change as needed.

## **Carers and Relatives**

There were two relatives at the home at the time of our visit. We were told that *'we have no faults with the home, it is always very clean and Mother is always happy. If there are any problems we are notified day or night. This is a small friendly home'*.

Visitors are welcomed and encouraged by the home. Overnight accommodation can be arranged when needed.

## **Access to health and care services**

The home told us that it has a very good relationship with the local GP Surgery in Somersham and a Doctor visits when needed. The manager told us the residents have the choice to stay with their current GP when moving to the home if they are still in the GPs catchment area. The home has an Optician that provides eye tests for the residents and a Chiropodist visits every six weeks.

We were told that recently a resident with dementia had a three hour wait for a minor procedure at a local hospital despite the paperwork having been sent over in advance. It was frustrating that the efforts of the home and GP to avoid such a long wait for the patient did not work.



## Good Ideas

- Picture cards and older / vintage objects and toys for reminiscence sessions
- Using old local photographs to look back to life as it used to be
- Birthday cakes and celebrations for residents

## Ideas to take forward

As a local Healthwatch, we encourage care homes to develop ways to involve residents, their families, carers and staff in making decisions to improve care in the home.

We think it is important to support people's opportunity to give meaningful feedback on improving and developing health and care services.

We encourage a positive approach to managing complaints and actively learning from people's feedback about care in the home.

### **Our ideas for Woodlands:**

1. We noticed that none of the staff wear name badges and would recommend asking the residents at their meeting if they would like staff to wear a name badge.
2. Promote Healthwatch Cambridgeshire through displaying posters, leaflets and newsletters.





## Response to the report from Woodlands

It was a pleasure to meet you all and welcome you into our Care Home, many thanks on all the positive comments we have received.

The Directors visit the Home on a regular basis and also comment on how happy the Residents are and the general ambiance of the home.

As quoted by The Directors on an unannounced visit:

“Generally, I was really impressed and certainly all of you have the right setting to work in as it feels like a high quality holiday home.

We are very proud of our team at The Woodlands as we can see our Residents are very happy, the care is of an extremely high standard the buildings and grounds are maintained very well. The food looks very appetizing.

The sun was shining in such a beautiful picturesque setting.

Well done to Claire and her team”.



## Contact Us

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