



healthwatch
East Riding
of Yorkshire

Enter & View Report



Eastfield Farm

October 2022

Healthwatch East Riding of Yorkshire
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What is Enter and View?

Enter and View (E&V) is the statutory power granted to every local Healthwatch, which allows authorised representatives to observe how publicly funded health and social care services are being delivered. Healthwatch East Riding of Yorkshire (HWERY) use powers of entry to find out about the quality of services within East Yorkshire. Enter and View is not an inspection, it is a genuine opportunity to build positive relationships with local Health and Social Care providers and gives service users an opportunity to share their views in order to improve service delivery. Enter & View allows Healthwatch to:

- Observe the nature and quality of services
- Collect the views of service users (patients and residents) at the point of service delivery
- Collect the views of carers and relatives of service users
- Collate evidence-based feedback
- Enter and View can be announced or unannounced

Introduction

Eastfield Farm is a residential home providing day and respite care for older people. The registered manager of the home is Rachel Reynolds. The home is registered to provide care for old age, dementia and sensory impairment. It is currently rated by the CQC as 'Good'.

Eastfield Farm, a former farmhouse, is set in unspoilt countryside on a working farm near the village of Halsham.

[Details of the visit](#)

Communal areas

Eastfield Farm is in the middle of the countryside approached by a drive approximately 150 metres in length with grass paddocks on either side. There is a bench at the entrance and some residents like to go for a walk down the drive, with a carer, have a rest on the bench, before walking back to the home. At the front of the home is a good sized gravel car park, with grass and fruit trees to one side. Outside the front door is a good sized fountain with fish in a pond and seating around the fountain. There is also seating provided directly in front of the home where residents can sit out in nice weather.

The entrance is through a conservatory with a signing in book for visitors, hand sanitiser and masks provided. Staff use a monitor to sign in and out. The doors are secure with staff having to use a fob to let visitors in.

At the front of the home is a long spacious lounge area with plenty of seating and tables provided. There were several large windows along the front wall of this room and the entrance doors are glass. Many of the residents were in this lounge area. Some were involved in a flower arranging activity. Most residents seemed engaged and alert. The chairs were arranged so residents could interact. One lady sitting near the door was upset and saying she wanted to go home. A member of staff sat down with her and spoke to her kindly.

In front of the entrance doors the lounge area widens and we were told this was a space for some activities.

At the back of the lounge area there was a small dining room with chairs and tables so that residents can sit together to eat. We were told that residents can choose to eat in other areas if they wish.

There was also was a passageway at the back of the lounge area with a small quiet lounge off. The passageway leads to the kitchen, laundry areas, for clean and dirty laundry and some ground floor residents' rooms. The passage way also opens on to a narrow staircase with a bannister on one side and a chairlift on the other. This makes the walking area of the stairs very narrow. The home has no lift but we were told that residents with upstairs rooms had been assessed and were frequently reassessed to ensure this was still safe for them to be upstairs. Some of the residents use the stairlift but some are able to manage the stairs. Although it would not be easy for staff to support residents using the stairs due to the lack of space. There were no gates or locked doors at the top or bottom of the staircase.

One of the residents showed us her room. This is accessed through a passage way at the back of the home. The passageway at the back of the home was quite dark and narrow. It was lit by ceiling lights but these were not very bright. The resident's room was small but large enough for a wardrobe, chest of drawers and a small table and a chair with a single bed. The room was well lit had a window to the front of the home. The room had photos displayed and pictures on the wall that clearly meant a lot to the resident.

The kitchen looked clean and tidy. The home has a hygiene rating of '5'.

Upstairs the corridor is still narrow and dark as this is at the back of the home. Some of the resident's doors were open which made it lighter. The rooms had lovely views of the paddocks and farmland surrounding the home. Residents had personal possessions in their rooms.

On the opposite side of the front, lounge area there is another wider corridor leading to further ground floor bedrooms and the manager's office.

At the far end of the lounge area is a conservatory where residents can sit if they want to talk to relatives privately or prefer to be alone.

A door from the conservatory leads to a secure internal courtyard with seating around the outside so that residents can sit and chat. In this courtyard is a sizeable building built by the owner of the home during lockdown. This room can

be used for private visits, or small gatherings. We were told that this room had been used so that a resident's family could celebrate their anniversary. Inside there are chairs and tables and a bar area where tea and coffee or drinks can be served. The room is surrounded by windows so it is lovely and light with views of the fields and courtyard. There is also a hairdressing salon and a toilet within the building. The hairdresser comes every week and residents can have their hair done and have a pamper session in here. The manager told us that residents can have tea and coffee and feel like they have been out for a drink.

No malodour was noticed during our visit. Residents appeared happy, there were plenty of staff available and there was a lovely atmosphere.

Food and Drink

The home has a food rating of '5'.

The resident's food is cooked and prepared on the premises. The home caters for various diets, likes and dislikes, allergies and modified diets. Menu choices for lunch and tea are displayed in the dining room. Residents are asked for their feedback about the food at residents' meetings, menus can be altered accordingly.

Residents are weighed monthly, unless there are concerns in which case they will be weighed weekly. The home follows 'MUST' guidance with regard to nutrition.

Residents' fluid intake is measured by staff logging how much fluid is given and how much that is actually drunk. The home has some residents who they keep a close eye on with regard to their fluid intake so they can be encouraged to drink if they have not had enough.

Most residents said they enjoyed the food they receive at the home, stating that there is always a choice and they enjoy the options they are offered. Some indicated that they would prefer more choice at meal times.

Residents are offered various drink choices throughout the day and are able to have extra drinks when necessary, either via the tea trolley that goes around the home or by asking the staff. Residents also have access to a table with juice and water so they can help themselves if they would like a cold drink.

Recreational Activities

The home has a "pool" car which can be used to take residents for trips out or to appointments. This vehicle can also be used by resident's families, if they don't have a wheelchair accessible vehicle, so they can take their loved one out.

The home has a member of staff who performs an activity coordinator role for 15 hours per week. She is also a carer for the rest of the week. We were told that other members of staff get involved in providing activities and there is always something planned like dancing or listening to music. The home has raised beds in the courtyard area but were told that none of their residents are wanting to do gardening activities at the moment.

Some residents get involved regularly in activities such as folding laundry or laying tables.

The staff raised money and bought a “jolly trolley” with the proceeds. This is a mobile screen that can be moved around the home and offers many activities from quizzes to church services and sing a long activities.

Some residents like to go for an accompanied walk down the drive to stay active. One resident regularly goes into Withernsea to swim. The home also have a piano which was brought in by one of the residents who can still play.

Some of the residents explained that they enjoy activities such as reading, doing puzzles, or spending time in the courtyard.

Residents

Eastfield Farm currently has 25 residents. There are 26 beds available. 4 of the rooms are shared rooms. There is only 1 bed currently available but that is in a shared room. All rooms except 1 have ensuite facilities consisting of a sink and toilet. In addition to ensuite facilities there are a further 3 bath and shower rooms with toilets.

The residents spoken to found their bedrooms comfortable. Residents have their personal items amongst them in their bedroom, such as pictures, televisions, and items of furniture.

The residents praised the staff for being kind, helpful and friendly.

“They are as nice as they can be. They are very busy but have always got time for you.”

“The staff are marvellous they always call us by our names. Everyone knows who we are and are very friendly.”

Residents spoken to mostly enjoyed the food although some said they would enjoy more choice of meals, and some without gravy.

“It’s very good and you get a choice.”

“On the whole it’s alright, good food, not usually much choice.”

Residents have a buzzer in their room they can use when necessary, and residents spoken to say that staff usually responded quickly, although they sometimes needed to wait a while.

One resident said it would be helpful if there was a buzzer in the conservatory as if they were in there and needed a member of staff they would have to shout.

Residents spoken to were generally happy about the choice of activities on offer and liked that they could access the internal courtyard.

Health checks

The home keep in contact with the Audiology Department and either send hearing aids away for serving or repair, or take residents to the Audiology Department for a hearing test and so their hearing aids can be tweaked if necessary. This is one of the things that the pool car is used for. Only residents with hearing aids have regular hearing checks. The home did look at regular screening for all residents but said there was a charge for the service.

Residents have their sight checked annually by Vision Call who come to the home to carry out sight checks.

Residents have their foot care provided by a chiropodist who visits the home every 6 to 8 weeks.

Resident's health checks are recorded on the homes monitoring software.

543 dentists come into the home to carry out oral health checks for residents but they only do treatment for dentures. Some residents have their own local dentist.

“Our GP surgery have been very good. A GP or nurse rings every week to keep on top of any health issues. I can ring their Proactive Care team when needed and if necessary a GP will come out to the home.”

All residents have had their Covid and flu boosters. The surgery came to the home to give these.

Relatives and Friends

Friends and relatives of residents spoken to say they find the staff to be polite, friendly and approachable. Relatives said interactions between residents and staff are positive and friendly. They find that staff are available when their loved ones need them.

“If I ask for anything they help me. I like to do things for mum myself, so I still feel involved with her care and the staff facilitate this.”

The home mostly communicates with the friends/relatives via the telephone or when they visit. Friends/relatives have been invited to attend meetings regarding their loved ones care.

Friends/relatives stated that loved ones speak positively about the home and the staff. We were also told that staff encourage their friend/relative to get involved with the homes activities.

Friends/relatives stated they were happy with the cleanliness of the home, and their loved ones room. They also feel that their friend/relatives room reflects them well, being able to have their own personal items around them. Some also commented on the lovely view their loved one had from their room too.

All the relatives spoken to were happy with the care and their loved one is receiving. Friends/relatives knew to speak to staff or Rachel the manager if they ever needed to raise anything, and felt comfortable in making a complaint if necessary.

“I’m very happy with the care here. It’s made it much easier for me to make the decision to put my mum in a home. The staff respected how difficult this decision was for me.”

Visiting

Currently there are no restrictions on visiting in care homes. Prior to this the procedure was to ring before visiting and book a private room. Relatives said that they were informed as soon as restrictions were lifted.

Relatives clearly understood that they should wear masks and use hand sanitisers when visiting but said the home would ring and let them know if there was an outbreak.

Relatives also said that they had been able to speak to their loved one via facetime during the restrictions.

“The staff helped me facetime mum when I couldn’t visit during Covid.”

Staff

The home employs 10 full time members of staff and 13 part time. There are 5 are staff on during the day, 4 from 3pm until 7pm and 2 care staff on duty overnight.

In addition there are 4 domestic staff, 2 cooks, a secretary, home manager and a director/owner.

The majority of staff who responded to the survey felt that there are an adequate amount of staff on shift both day and night for the number of residents. Staff also felt that absences were mostly well managed. Most staff felt that they are able to spend adequate time to support residents in order to meet their needs, although a few said there was not as much time as they would like.

The majority of staff told us they felt confident to raise concerns but a few did not feel that these were always dealt with.

Most staff said they felt supported by the home manager.

“We have a good approachable manager who leads her team and always on hand to help with care on the floor.”

Staff training needs are regularly reviewed and updated. Staff told us that they felt adequately trained in order to fulfil their roles.

“I am trained for my role and am constantly on refresher courses as appropriate. Any new relevant training is offered as and when it’s available.”

Staff feel that they know the personal preferences of the residents that they care for, including their personal histories, likes and dislikes. Most staff reported that they understand the residents' preferences and choices for end of life care and knew that this was in their care plans.

When asked if there was one thing they could change most staff said they wouldn't change anything and enjoyed where they worked but they did make some suggestions:

“More activities and outings for all residents.”

“More empathy shown towards residents.”

“Section the main lounge into themed areas so residents could have different experiences.”

“A new stair-lift.”

Support

Rachel said she felt support in her role of manager and said that if she needed anything it is available for her.

Rachel told us that they had never experienced difficulties recruiting staff until the last year. Whereas now it is taking much longer to recruit. Frustratingly they have people apply who then don't turn up to interview. This is now a nationwide difficulty in recruiting care staff. Rachel said she is able to manage staff absences as she has several staff who want extra hours who are therefore able to cover at short notice. If necessary Rachel said she will help out herself.

Promotion of Privacy, Dignity and Respect

Residents have end of life plans in place. This is something that is discussed with residents and their families as part of their initial review. Care plans are regularly reviewed by the management team each month and full reviews are carried out twice a year with residents' families.

The home follow East Riding of Yorkshire Council's Safeguarding Procedure. The manager told us that depending on the situation they manage some issues in-house. We were told that the Safeguarding Team have been supportive but sometimes the home didn't receive an outcome. For example the home sent information to the Safeguarding Team in the summer but have still not heard back.

The manager did say that East Riding Council have been very supportive.

Recommendations

- To paint the back corridors white and install brighter lights and colourful pictures.
- Paint all toilet/bathroom doors the same colour and have a dementia friendly sign on the door.
- Use the “What If” cards on the East Riding of Yorkshire Safeguarding website to decide what needs to be reported to Safeguarding.
- Have an Activities Board in the main lounge area so residents know what is happening and when.
- More sanitation stations around the home.

Acknowledgements

Healthwatch East Riding of Yorkshire would like to thank Eastfield Farm, the registered manager Rachel, and all the staff at the home for their help and involvement with the enter and view. We would also like to thank all the residents and relatives for their engagement. Thank you to our Healthwatch East Riding volunteers who helped us facilitate the project.

Distribution

This report has been distributed to the following:

- Healthwatch England
- The Care Quality Commission (CQC)
- East Riding Clinical Commissioning Group
- East Riding of Yorkshire Council
- The Healthwatch Humber network
- East Riding Safeguarding Adults Board

Enter & View - Feedback from Services

Feedback from the service- Eastfield Farm

Rachel Reynolds

Date- 3rd January 2023

We have taken on board the recommendations offered by Healthwatch.

The Décor recommendations have been added to our maintenance plan.

The management team do ensure that when staff report issues these are acted upon and dealt with appropriately. However, we acknowledge that staff are not always made fully aware of outcomes due to GDPR and potentially sensitive information.

The 'What If' cards are already in use and are located in the Safeguarding folder and the staff room.

We have a residents notice board in the lounge, prior to the visit we had purchased a larger one with a cover so we can display more information, this has now arrived and is waiting to be put up.

We found the Healthwatch visit to be overall a positive experience. We welcome feedback and strive to improve.