

HEALTHWATCH HERTFORDSHIRE

Enter and View Follow Up Visit Report

Name and Address of Service

Foxholes Care Home

Pirton Road,

Hitchin, SG5 2EN

Name of Provider

Foxholes Nursing Home Ltd

Healthwatch Hertfordshire Enter and View

Follow-Up Visit Report

Premises visited: Foxholes Care Home

Date and Time of Visit: Friday 20th March 2015 at 10.30am

Visit Conducted By: Sally Gale and Pam Morris

Purpose for the Visit:

This is a follow up visit to assess how the home is managing with an increase in residents. See Recommendation 6.3 of the main report (visit date 01/09/14).

This Enter and View was carried out by the same authorised representatives who visited in September 2014 to provide continuity.

1. Findings

1.1 Unfortunately the first floor had not opened yet but it is due to shortly. The intention is to fill it very gradually, 3 or 4 beds at a time, and to continue to employ and train new staff prior to the arrival of each new intake.

1.2 There are now 51 occupants with a waiting list for places.

1.3 The dementia unit has closed and now houses younger residents, at present with Multiple Sclerosis but aims to cater for any disabling condition. One of the original resident's with dementia remains there as she did not want to change her room; both she and the other residents are happy with this arrangement. There are still some residents with early dementia and another of the residents from the dementia unit is in the high dependency unit.

1.4 The entrance was still difficult to see, but work to widen the entrance and put in a sign that is easier to see from the road is ready to start as soon as permission is given by the Council.

1.5 The atmosphere in the home was just as bright and welcoming as before. There were some areas of damage to the décor, but these were being re-painted while we were there.

1.6 The staff were very friendly and we observed very good interaction between staff and residents.

1.7 There has been an increase in the number of activities with the appointment of an Events Organiser. There are frequent themed events and more activities at the weekends.

1.8 Each resident still has a weekly programme of activities and a monthly newsletter as well as monthly meetings. Relatives have a newsletter every 2 months just prior to their meeting.

1.9 With respect to the recommendations following the previous visit:

- Food is now served on pre-warmed plates which keeps it warmer for longer.
- There is still no signage in the home, but there are more pictures on the corridor walls which helps to differentiate different areas and residents seem to find their way around easily.
- The toilet doors are the same colour as all the other doors, but are well indicated as toilets with word and picture signs.

2. Conclusions

The home continues to be a well-run, clean and welcoming place.

Disclaimer

The report relates only to a specific visit (a point in time) and the report is not representative of all service users (only those who contributed within the restricted time available).