



Enter & View

Fairholme Nursing Home

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1 Introduction

1.1 Details of visit

Service provider	Fairholme Nursing Home
Service Address	Roskear, Camborne TR14 8DN
Date and time	18 th March 2025 1pm–4pm
Authorised representative	Abi Harding-White

1.2 Purpose of visit

This visit was conducted in response to feedback received about the service. Our goal was to observe the service in action, hear directly from residents, and make recommendations for improvement.

1.3 Acknowledgements

Healthwatch Cornwall would like to thank residents and staff for providing a warm welcome and their positive contribution to this Enter and View visit and the subsequent report.

1.4 Disclaimer

This report relates to findings observed on the specific date above and is not a representative portrayal of the experiences of all residents and staff, only an account of what was observed and contributed at the time of the visit.

1.5 About Healthwatch Cornwall

Healthwatch Cornwall is an independent organisation committed to amplifying the voices of Cornwall's residents in the planning and delivery of health and social care services. Through public engagement, we gather their views and experiences with these services. We ensure these perspectives are represented in decision-making processes both locally and nationally, driven by the belief that community feedback is vital to improving standards of care.

1.6 What is Enter and View?

As a local Healthwatch we are authorised to “Enter and View” health and social care services through the Local Government and Public Involvement in Health Act 2007 and Local Authorities Regulations 2013 (part 4). These services can include hospitals, residential homes, GP practices, dental surgeries, optometrists, and pharmacies.

Enter and View visits are an opportunity to see services in action, listen to and understand the experiences of individuals who use them, and make recommendations where there are areas for improvement. The visits are organised based on feedback received about individual services or in response to themes identified in our research.

2 Visit Summary

Introductory meeting with manager

At the beginning of the visit, Healthwatch Cornwall met with the manager to discuss the home and view the facilities.

One to one and group conversations with residents

Seven residents were asked either individually or in the group they were sitting with about their experiences with the care home including the facilities, the food, the staff and the activities.

One to one conversations with relatives

Two relatives were asked for their perspective on the quality of the care their family members received at the home.

Observations

Observations were made throughout the visit, focussing on the interactions between staff and residents, general atmosphere of the home and the condition of the facilities.

3 Service Overview

Fairholme Nursing Home offers residential, nursing, and dementia care, with a particular focus on end-of-life support. The home has proudly maintained a gold standard in this area for the past 20 years. It has the capacity to accommodate 60 residents, although it typically houses a maximum of 53 and at the time of the visit only had 50 residents.

An activity coordinator organises a variety of engagement activities throughout the week and collects shopping for residents on a Friday, and a hairdresser visits every Monday.

The home is currently planning an extension to increase its capacity and will be renovating all existing rooms to create a more uniform size and add en-suite bathrooms. The car park will also be expanded to accommodate more vehicles. Its garden, which borders a school, will be redesigned during the renovations to improve accessibility for residents.

4 Observations

Staff and Resident Interactions

The environment was warm and welcoming. We were invited to take part in an activity and joined residents as they created fruit kebabs, which they thoroughly enjoyed. This provided an opportunity to speak with them about their experiences of the home.

Later, while in the office, we could hear the activity coordinator leading a sing-along with residents, creating a lively and engaging atmosphere. It was evident that staff had positive relationships with residents, engaging in friendly banter, showing patience, and ensuring their needs were met. Staff also seemed genuinely happy to be there.

There was a steady stream of visiting relatives, which contributed to the pleasant atmosphere. Many were friendly not only with their loved ones but also with other residents, reinforcing the sense of community. Additionally, dogs were allowed to visit with relatives, which all residents appeared to enjoy.

The environment

Upon entering the building, it is not immediately clear where to go. Better signage directing visitors to the office and common rooms would help improve navigation (*recommendation 1*). Additionally, it was observed that, in one instance, relatives entered without signing in. This highlighted the need for a clearer check in process, not only for security but also to ensure that everyone in the building is accounted for in case of an emergency (*recommendation 2*).

The building is not purpose-built, featuring narrow corridors and a complex layout that can be difficult to navigate, particularly for newcomers and when using equipment such as hoists. However, staff appeared to manage this well. Room sizes vary, with some residents having significantly more space than others, and the general décor appeared dated. Renovations are scheduled to begin in 2025 to address these issues.

The home has two lounges and a dining area, which were lively with residents, relatives, and staff engaging in activities and conversation. The lounges are spacious and furnished with comfortable chairs arranged to encourage social interaction. A television was on, adding to the relaxed atmosphere. The environment was clean and tidy, and the residents appeared well cared for. Overall, the atmosphere was positive, with everyone seeming happy and comfortable.

A memorial tree was noticed in the lounge. It was explained that every year the home hosts a memorial day where relatives of former residents are able to visit, a tree is planted, and the community shares a buffet meal together.

5 Resident Feedback

During the visit, the Healthwatch representative spoke with seven residents, both in the communal areas and in two resident rooms by invitation. They also joined a group of residents participating in an activity in the dining room to gather feedback. Overall, the residents shared a very positive opinion of the care home.

How has your experience of care been?

The feedback was overwhelmingly positive, with residents praising the staff for their friendliness, attentiveness, and willingness to help. Staff were described as kind, gentle and encouraging, always taking the time to provide personalised care, whether assisting with daily tasks or simply making a drink, and residents never felt rushed. Residents felt well looked after and valued the staff's efforts to get to know them as individuals.

Many residents found the home comfortable and homely, appreciating the weekly shopping, the freedom to receive visitors, being able to have their own furniture and being invited to join activities. They expressed a strong sense of community, feeling involved and supported by both staff and fellow residents. The care provided was seen as exceptional, with many feeling that nothing was too much trouble. Overall, residents felt safe, cared for, and at home.

Although occasional short-staffing was mentioned, residents noted that they can see the team works well together and supports one another. One resident shared a personal story of overcoming health challenges with the staff's help, and another resident, initially reluctant to stay, now loves it after becoming a permanent resident following two respite visits.

One resident shared that they had spent 2.5 weeks in bed due to a broken hoist that was specific to their needs. However, management reported that the hoist was only out of service for a few days but acknowledged that it may have felt much longer for the resident, given their inability to leave their bed.

What activities are on offer, and do you join in?

Residents mentioned enjoying activities such as singing, making fruit kebabs, and playing bingo. The activity coordinator also shared upcoming plans, including a 10-day stay for baby chicks at the home, exercise sessions with Gfitness, and a visit from Zoolab, where residents can interact with small animals. Residents often join in with activities, some with more encouragement from staff and other residents.

What do you think of the food provided?

Residents had mixed opinions about the food. While some found it good, others felt the menu was repetitive and would like more variety (*recommendation 3*). Although suggestions for new dishes are not always implemented, residents appreciate that they can request their own food

during the weekly shop, and staff are willing to help prepare it. Those with specific dietary needs find this especially helpful. Additionally, staff are accommodating and will make alternative meals if residents dislike the menu options.

6 Relative Feedback

A resident was admitted to the home for end-of-life care, given a few weeks to live, but has now been there for 16 months. The family expressed confidence in the care their parent received, praising the home's compassionate team. They feel comfortable approaching management with any concerns, knowing they will be given time and kept informed about the actions taken. However, they suggested there could be more entertainment options to engage residents who are less vocal, mobile, and seem to spend much of their day in their chairs (*recommendation 4*).

The family of another resident expressed that the care is exceptional, particularly in supporting those with dementia. They could not fault the home, describing the staff as kind and caring. The resident is settled and happy, enjoying activities like singing with the staff. The home is also very supportive of families, allowing them to visit or call whenever they wish. They had always found the resident clean and tidy whenever they visit.

7 Staff Feedback

We had the opportunity to speak with management and several staff members about the home. We identified their strengths as having a strong staff team who know the residents well and support each other. They also have a positive relationship with their employer, which helps staff feel connected and fosters a sense of belonging. The home benefits from very low staff turnover, contributing to its family-like atmosphere and continuity of care for residents. Staffing levels are consistently maintained, with at least two nurses on each shift, nine staff in the morning, six in the afternoon, along with dedicated housekeeping, maintenance, catering, and department heads. Additionally, the manager visits residents every couple of months to check in and gather feedback.

However, challenges include the building's complex layout, which will soon be addressed, securing appropriate and timely funding for residents, and additional financial pressures such as a £50,000 increase in National Insurance costs, which cannot be fully offset by fee adjustments for residents.

8 Recommendations

Healthwatch Cornwall have offered some recommendations based on observations and feedback from residents to improve resident experiences at the home.

1. Introduce better signage directing visitors to the office and common areas to help improve navigation through the building.
2. Ensure there is a clearer check in process so that everyone in the building is accounted for in case of an emergency.
3. Consider regularly changing the set menus to offer more variety, which could prevent them from becoming repetitive and better meet the dietary preferences of the residents. Gather feedback from residents when menus are changed to understand which meals they enjoy and which they do not and take their suggestions into account.
4. Observe the communal areas to assess whether residents who are less vocal and mobile are receiving fewer opportunities for connection. Ensure that all residents have opportunities for social interaction and stimulation, tailored to their individual needs, including those that spend much of their time in their rooms.

9 Provider Response

1. Within the plans for the renovation works we are going to be creating a reception area where office staff will be present at the front door to welcome visitors and professionals in and signpost them to where they need to go.
2. The new reception area will help us to monitor that visitors are signing in, ensuring that in the event of an emergency, all visitors are accounted for.
3. Following your feedback on the day of the visit, we completed a food survey with the residents and asked for their views on what they would like to see on the menu, this is something we do this yearly but brought it forward following your feedback. The menu has already been changed in this time to reflect these views. I will also ensure that we are completing the resident's food quality survey more frequently to ensure we are meeting the preferences of those that we look after.
4. We are reflecting on the activities that we are providing. Lots of our events are well received and are attended by many. The activities lead has recognised certain individuals who find it more challenging to participate and is therefore working with these individuals and their families to ascertain any areas that can be improved on.

Overall, we found this to be a helpful experience with some good recommendations, to enhance our service moving forward.

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