

Visit Final Report

Name of Service Provider: The Bearwood Group

Premises visited: Bearwood House, 183 Bearwood Road

Date of Visit: Wednesday 26th February 2014

Time of visit: 10am

Home Manager: Maxine Fearnough

Authorised Representatives: Ian Hawksworth, Cyril Burton

Observers: Harold Finch

Summary of findings

Bearwood House is in a period of change and improvement of facilities, and at the moment this is not detracting from the good standard of care confirmed by the Residents and Staff.

The Manager has a stated aim to make Bearwood House into a caring Resident based Care Home, providing 'well-being' and choice for all Residents, and this was confirmed by the all the existing Residents and Staff we spoke to.

During our visit, more than one Resident said "we're just like a big happy family"

Recommendations

Please use bullet points for the recommendations and if needed any reasoning behind the recommendations.

- Increase the Activities available to residents on a formal basis, appoint or train someone in suitable activities to stimulate the interest and social interaction of the residents. Some of the residents would like gentle exercise, and perhaps something to stimulate their thoughts. A more structured programme of activities could be introduced, on a weekly or daily basis, would benefit all the residents. The provider stated that when the weather improves, it is intended to take some of the more able residents out of the home for visits.
- To generate further interest, it would be good to see, photographs of the activities, and special occasions could be displayed in a prominent position, for the residents and visitors to see.
- Photographs of the staff, with names and positions could be displayed in the entrance area, for all to see.
- It would be both stimulating and interesting to residents to have, suitable clocks about the home giving the time and date and perhaps weather conditions outside.
- Although the staffing levels and ratio seem appropriate at this time, when the forecasted occupancy increases, there will be a need to review the staffing levels to give adequate care cover at that time.
- There is a need to improve directional signage externally, including provision of a main title sign which is visible from the road, indicating the main entrance, and that wheel chair access is to the rear.
- Some of the Bedrooms on the ground floor, overlook garden/grass area on the front elevation, removing the dead tree cuttings/branches could be removed, to improve the resident's general outlook.
- That the home be re-visited when the extension and the improvements have been completed.

1. Report Overview

Provide a short summary of the visit, including a brief description of the service visited (please include the name of the person who conducted the visit if different to the home manager):

Bearwood House is a detached large traditional style two storey with attic accommodation with some bedrooms, administration areas and utilities, all serviced by a lift. It has been recently adapted and extended with a single storey extension on the ground floor level, forming a comfortable residential care home.

The Home is situated on the outskirts of Burton on Trent, on the main road to the area of Winhill, within a residential area.

Bearwood House is set in its own grounds, to the rear a large gated paved/Patio area, which the residents can securely access during the Summer months, the front and side have garden areas, and the front access is via steps to the front door. The only vehicle and wheel-chair access is via the gates and into the rear yard. Front entrance is controlled by staff at all times.

2. Purpose of Visit

Put in a small paragraph about why the visit was undertaken

This was an unannounced visit, to follow up visits made in 2013 by the CQC. The issues that were of concern were:

- Staffing- Staffing numbers, training & support are historically causes for concern (CQC)

The management of the service, including medicines management, has given cause for concern (CQC, SCC)

3. Approach Used

The approach used e.g. direct observation; talking to Staff; talking to Patients/Residents; talking to Relatives/Carers/Visitors; evidencing written procedures etc.

This was an un-announced visit, and we were well received by the Manager. We were able to directly observe, talk to the staff members, residents, visitors, and were able to discuss and see some of the written procedures, some of which have been recently implemented by the new Manager, appointed a few months ago.

4. Observations/Findings

These should be summarised under the following headings:

Section 1 - Physical Environment

Bearwood House is entered by a reception hall, and entry and exit controlled by the staff who greet everyone on arrival. All visitors are required to sign in, when they enter and leave the building. The Home looks well maintained and is in good decorative order.

There is a dining room on the ground floor, should the residents wish they can also choose to have their meals, in other suitable areas, or in their own room. All the circulation areas and the rooms visited are maintained to a good standard, and a good standard of cleanliness, and generally no unpleasant odours evident around the home.

Residents are encouraged to see Bearwood House as their home, they are able to bring any furnishings and personal items of their choice into the Home, giving some individuality to their own bedroom.

There are eight en-suite bedrooms on the ground floor, and fifteen single bedrooms and 2 double bedrooms on the first floor. All bedrooms on the first floor have wash-hand basins, the services of a commode, and adequate toilets and bathrooms on the first and ground floors.

The Bedrooms visited were in good decorative order, some with views overlooking garden areas. Rooms on the first and third floors were accessed by a lift, and the residents are generally able to move around the home freely, and there is no evidence of clutter.

There is a call system available in each bedroom, which can only be cancelled at the bedside.

The Kitchen is well equipped, and looks in a good and hygienic condition. The rooms on the second floor (Attic) are now used for admin and staff facilities. There are plans to convert one room into a Bedroom for overnight stays by relatives, should the need arise.

Access to the first and second floors is by passenger lift, residents use under supervision. (Breakdown cover is provided within two hours)
A wide staircase is also provided to the first floor, in case of emergency evacuation, escape sledges are available, and staff trained to use them.

Section 2 - Staff

The staffing level is relatively stable at the moment, a three shift system is in operation, during our visit there was one senior and two carers on duty, along with the Manager who takes on a very much “hands on” approach, and this was very much in evidence on our visit. During the night the staffing level is reduced to one senior, and one carer, and the Manager is available. Should the need arise, staff employed on a part time basis will fill in, and as the Home is part of a group, staff can be drawn from the other Homes in the group.

This may be adequate for the present numbers of residents, but the potential to increase the numbers of residents is obvious, when this happens the whole staffing ratio will need to increase accordingly.

The Home employs, a fulltime cook (who has been at Bearwood House for a number of years), there is also a cleaner, a laundry operative, and a handy person, all employed on a part time basis.

Staff meetings are held on a monthly basis, dates of meetings are shown on the notice board, together with meeting minutes are all available to the Staff. There is an ongoing programme of Staff training, and an outside provider for training has been appointed, First Four Training monitors the training, carries out in house training, and their representative visits the Home on a weekly basis.

Section 3 - Service User Experience, Dignity and Respect

At the moment Bearwood House has a total of fourteen residents - twelve female and two male, and we were able to talk to eight ladies and the two gentlemen, who without exception were happy with the care and attention received from the Home, they stated that the staff were respectful and considerate of their needs, and we were actually able to observe the staff interacting with the residents in a courteous way, and being respectful of their privacy. This was reflected in the relaxed atmosphere in which the Home operated, and to some extent how we were able to interact with residents when talking with them quite freely.

We understood some limited activities were available at this time, the person who had previously organized these was away on maternity leave, and perhaps the need for activity and stimulation was not being met at the moment.

We were able to observe the meal served at Lunch time, this was well presented, and apparently enjoyed by the residents. Daily menus are displayed, and the full Winter menu schedule available in the entrance hall.

Medication is administered by qualified and nominated person, usually the Manager, and is kept in a portable trolley and appropriate fridge, all secured in a locked room, together with the control documentation. There is an “End of Life” policy in place, and family and residents are encourage to participate in that decision should they so wish.

Section 4 - Service User / Relative or Carer story

We spoke to a lady and her visiting friend, who said that there was a need of “more things to do” and a need for more activities and perhaps outings occasionally. This lady has been at the Home for a number of years, and had seen the good periods, as well as the difficult periods, but considered there was a genuine desire by all to improve things, and recently a lot had been achieved. Family and Residents meetings are held monthly, the dates are pre-announced on the notice board in the entrance hall.

Residents are provided with drinks as required, and monitoring of the liquid intake is recorded, together with regular weight checks.

Complaints procedure is in place, and the initial approach is made to the Senior Carer or Manager available, if the matter cannot be resolved then they have authority to contact the appropriate regulatory body. Respite care is also provided, on a daily or weekly basis.

Section 5 - Staff Feedback

We spoke to the staff on duty, all of whom expressed a good sense of well-being, in both attitude to their job, the ‘in house’ training they received, the support given by their Manager and Management in general, and encouragement given in the team work situation.

They were happy and obviously, contented with their work within this home. There are monthly Staff meetings, and minutes produced.

Section 6 - Overall Lasting Impressions

Bearwood House in the recent past has gone through many changes, and some difficult times. With the enthusiasm of the current Manager and management, together with the dedicated staff, and the relaxed atmosphere generated throughout the Home, things should continue to improve.

5. Feedback from Patients/Residents/Relatives/Carers/Staff

Please ensure anonymity at all times

a) Patients/Residents

We spoke with eight residents, and all were very positive about the care they received, they enjoyed the food, and thought the staff did a good job, and any comments or complaints were dealt with promptly. The only adverse comment was a need for something to do sometimes during the day. Some of the residents were in bed, and it was not appropriate or possible to speak with them.

b) Relatives/Carers

We spoke to a friend of a resident who was visiting on the day, who confirmed a gradual improvement over recent weeks, and also suggested that her friend would appreciate more activity sometimes.

c) Staff/Other professionals

During our visit we met a NHS Podiatrist who was visiting the Home, to treat and attend to a residents feet, she made regular visits to the home, and made no adverse comments.

6. Follow Up Visit : YES

Authorised representatives to state whether they feel a follow up visit should take place, the purpose of visit, and an approximate timescale for this.

Bearwood House is still in a state of consolidating improvements, in systems and the renovations around the Home. There are a number of the new extension bedrooms still unfinished, and it is intended to bring into use. The Manager informed us that all areas of re-organisation and renovations should be completed within three months, and by this time the occupancy should have increased. It is therefore our recommendation that this Home be re-visited at the appropriate time.

