

**Details of visit****Service address:****Service Provider:****Date and Time:****Authorised****Representatives:****Contact details:****Burrows House Care Home****12 Derwent Road, Penge, London SE20 8SW****Gold Care Homes****Tuesday 27th January 2015, 10:00****Gerda Loosemore-Reppen, Peter Moore,****Manijeh Wishart****0208 315 1906**

Acknowledgements

Healthwatch Bromley would like to thank the service provider, service users, visitors and staff for their contribution to the Enter and View programme.

Disclaimer

Please note that this report relates to findings observed on the specific date set out above. 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.

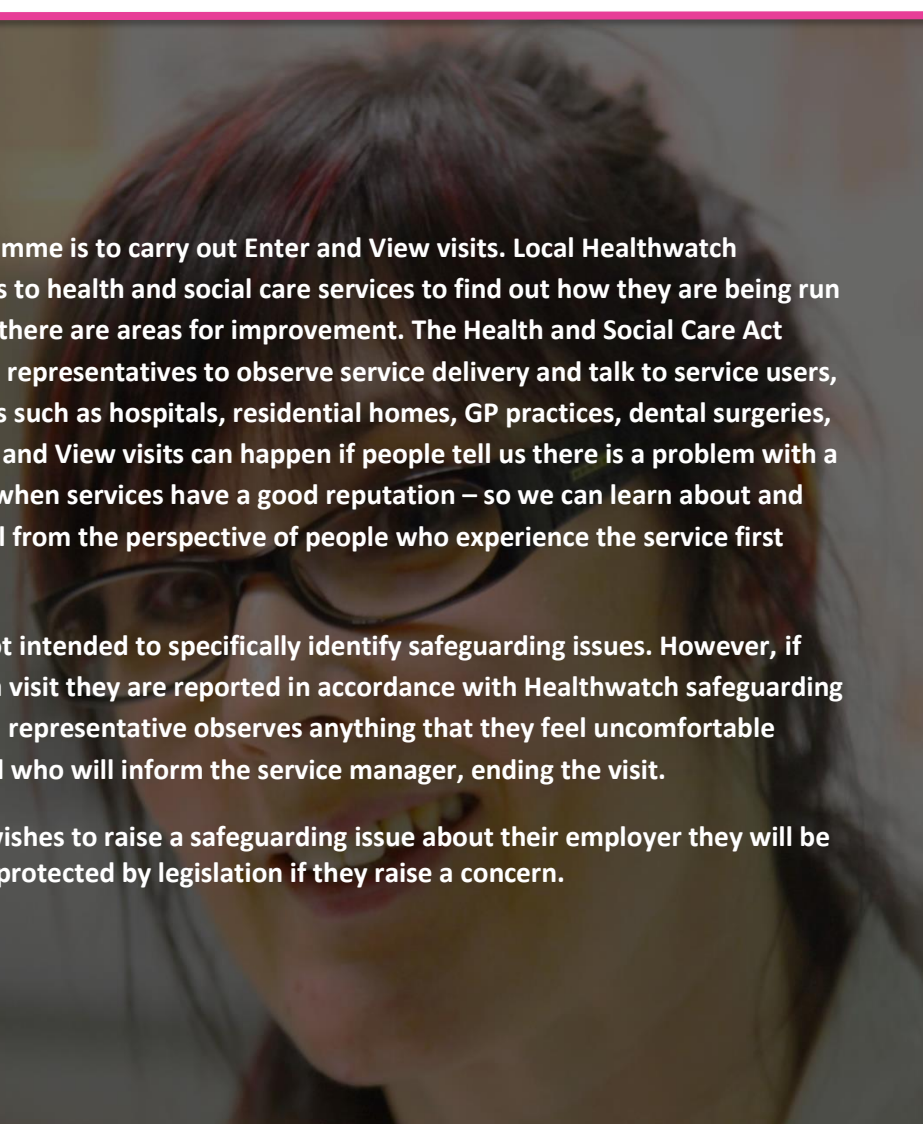


What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are 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 but, 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. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC where they are protected by legislation if they raise a concern.





Purpose of the visit

Healthwatch Bromley visited Burrows House Care Home on 27th January 2015. The aim of the visit was to engage with residents of the home to understand their experience and give service users the chance to voice their opinions regarding the care they receive.

Strategic drivers

As a result of Healthwatch Bromley's community engagement, there have been several comments submitted to the signposting log regarding care for the elderly in the borough. Healthwatch Bromley's visit to Burrows House Care Home was in response to this.

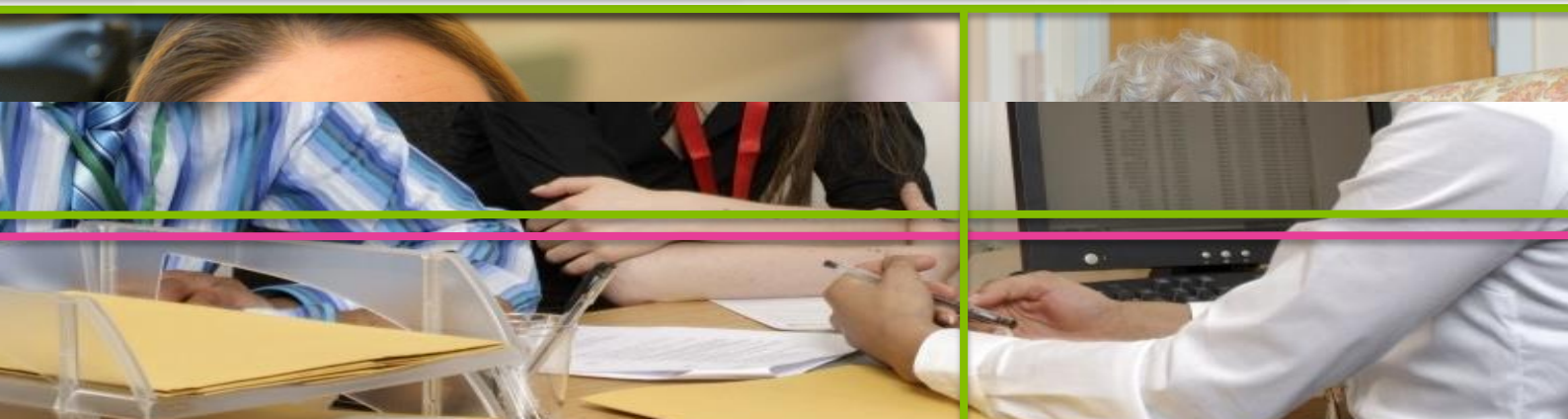
Methodology

The home was informed of our visit a month in advance and initial questions were answered by the manager via email correspondence. Three trained Healthwatch Bromley Authorised Enter & View Representatives (ARs) participated in this piece of work, observing the home informally, interacting in a casual manner with residents. They wore ID at all times and used an observational tool kit and checklist to chart their findings. The lead Enter & View Representatives ensured that no resident's rooms were entered and that resident's privacy was respected at all times.

The ARs had a discussion with the manager before speaking to anyone in the care home, to gain advice on whether any residents should not be approached due to their inability to give informed consent, or due to safety or medical reasons.

ARs later spoke to the caring staff regarding the quality of care they deliver; staff training and the activities available for residents.

Healthwatch Bromley ARs observed roughly 25 residents and talked to several about their experiences of the home. Healthwatch Bromley would like to stress that their observations represent a snapshot in time and are not necessarily representative of general conditions or operations of Burrows House Care Home.



Summary of findings

At the time of our visit, Burrows House Care Home was observed to be homely and welcoming and comfortable for residents. Care planning and patient involvement was of great importance to staff and all seemed to be aware of the necessity for a detailed and individual care plan to be in place. Burrows House Care Home seemed to adopt a patient centred approach to care, a policy strongly advocated by Healthwatch Bromley.

Results of Visit

Premises

There was a secure garden with wheelchair access, they provided a welcome respite for residents. Although there were plenty of wall displays and pictures displayed, creating a homely feel, much of the décor looked “tired and worn.” Corridors were spacious, with adequate room for wheelchairs. There was also a quiet sitting area for residents. The premises were observed to be clean and clutter free.

Staff

Due to the presence of residents with dementia, all staff were trained in dementia care and suitably equipped to deal with such residents. Staff were observed as being very positive, caring, respectful and patient in their interactions with residents. There is an alarm call system in place, if residents are in distress to ensure the quickest possible response. Staff regularly read and review care plans accordingly and seemed to have a detailed knowledge of the resident’s preferences and needs. All in all, Healthwatch Bromley Enter & View Representatives observed the home to be a caring environment respectful of service users’ needs and requests. ARs were informed that medical and paramedical staff visited regularly.

Activities

Several activities were scheduled at the time of the visit and residents were encouraged to participate regularly. Activities included TV, music, Bingo and reminiscence work. There were a good number in attendance but many appeared too ill to participate fully. Some were observed as being rather confused and frail, although the staff did offer support and prompt them to interact. There were also quiet areas for those who wished to read. There was a reading corner with plenty of reading material and newspapers. A hairdresser also visited regularly, although the ‘salon’ looked inadequate for their needs.

Food

Staff fed and supported residents during meal times if needed. When asked, most residents said they liked the food, but one resident commented that it was not “interesting enough” and the menu could do with more variation. The dining area was perceived as bright and cheerful, although some residents appeared tired and sleepy during mealtimes. Residents were regularly offered drinks to avoid dehydration. There were separate kitchen facilities for residents to make their own snacks but ill health seemed to prevent the majority from making use of this.



Additional findings

The Manager and Deputy Manager were welcoming and very helpful. There was a guest room available so relatives and friends are able to stay overnight. It was noted that several of the staff speak additional languages.

Recommendations

Healthwatch Bromley would recommend:

- That the activities are varied and tailored more to the capabilities of residents, as many seemed unable or too frail to participate in the events currently on offer.
- The overall condition of the home could do with an update, some of the carpets and décor was mismatched and lacked consistency throughout the home. Healthwatch Bromley would recommend, where possible, a 'spruce' up of facilities, as it would go a long way in uplifting the experience for residents.