

# Enter & View Report

Charter House - 4<sup>th</sup> February 2015



## Care Home Visit report

<b>Name and address of Home</b>	Bedford Charter House, 1A Kimbolton Road, Bedford, MK40 2PU
<b>Description of care /service provided</b>	Older people, Dementia, Physical disability
<b>Names of Authorised Representatives</b>	Linda Hiscott, Terry Darlow, Kamila Naseova and Ann Nduta (shadow training visit)
<b>Date of visit</b>	4 <sup>th</sup> February 2015

### Purpose of this visit

*“I can tell what kind of care my daughter is going to get within 15 steps of walking on to a ward”*

This is an actual quote from a parent.

### The 15 Steps Challenge

What did you think when you first arrived?

The 15 Steps Challenge, designed by the NHS Institution for Innovation and Improvement is to help staff, patients and others to work together to identify improvements that can be made to enhance the patient experience.

Healthwatch Bedford Borough understands that there are lots of important elements to excellent care, and we believe that first impressions often count. The purpose of this visit is to gather information in terms of the quality and nature of what you see and experience. This report is based on ‘The 15 step challenge - what to look out for.’

### Background

Bedford Charter House Care Home was visited by three authorised representatives and one trainee who carried out an Enter and View (E&V) visit.

At the time of the visit the care home was also visited by the CQC who were commissioning a new building that the care home was relocating to on a site adjacent to the current home. The care home was therefore in a state of flux getting ready for a big change affecting the staff and especially the residents. The care in the care home is provided by Bedford Citizens Housing Association Ltd. The existing care home has 64 beds but was not running to the full capacity at that time due to the imminent move to the new building. Charter House also provides respite care and home from home care.

## **Welcoming**

We were welcomed to the home by the manager Trish White, who had been appointed at the beginning of January and therefore only been in post for a few weeks at the time of our visit. Her post of Care Home Manager will be made official, once the new building is signed off and she will be the manager there. Before this takes place, Fay Gooch is the acting care home manager and will then be the manager of the existing home during the transfer. Therefore it was felt, that the management of the move has been well planned and with care towards the residents. The home has a bright and airy entrance hall and a manned reception. The home has keypad access for security of the building.

This was the second visit to Charter House by Healthwatch Bedford Borough (HBB). HBB visited Charter House in September 2014 while researching the discharge process in Bedford Borough.

Staff were polite and helpful throughout the visit. We were escorted by the manager around the home and she explained the setting and care provided.

## **Safe**

The home operates a shift system that has 15 staff on in the morning and 11 staff in the afternoon with 2 senior care staff on each shift. There are 8 waking night staff. The home does not use agency staff but has their own bank staff. All staff are DBS checked by the home.

Residents are encouraged to keep their own GP if they had lived in Bedford prior to the move to charter house. The home reports that they have no issues with accessing GPs and they are happy to visit the home. They have a good relationship with the district nursing team

The home was clean and tidy and felt homely and welcoming. Handrails to assist residents to move around easily in corridors were on both sides of every corridor.

When visiting the upstairs part of the care home one of the small side staircases had no warning sign to make people aware that there were stairs behind the door and that they were not suitable for general use. This could potentially result in residents' falling down and causing injury. It was agreed with the care home manager that this was going to be rectified with an immediate effect.

The home raised a concern with the team about the issue of continence pads and how the number a resident might need is assessed. The current system relies on each pad being used to full capacity the result of this could mean that if a resident was supported in the toilet and the pad was not used to capacity the staff would

need to put this back on the resident. The home is not happy with as it is felt that this affects the resident's dignity and level of care.

All staff are SOVA trained and some have had training in dementia care. Most training occurs in-house. The plan is to increase training of staff once the move is completed. Staff are able to access borough-run training.

### **Caring and Involving**

A range of activities, such as sing alongs, crafts, music and movement are available to residents. The home employs 2 activity coordinators. Many activities take place in the craft room available on the first floor, which is accessible by a lift adjacent to the room. Outside entertainers are often used. Most recently, 'Jurassic encounter' was very well received when residents were able to handle pets.

Once the move to the new block is completed, care plans are going to be reviewed to find out more in-depth information about residents so that activities can be more tailor-made to suit residents more individually to increase engagement in activities.

The care home supports faith activities where leaders from local churches visit the home regularly. Specific requirements are also supported and visits can be organized on the residents' behalf.

The care home operates an 'open door policy' welcoming family and friends at times to suit the residents and their visitors and if they wish visitors are able to stay for lunch with their relatives at a small cost.

New menus have been designed and residents have a choice from a range of different foods every day. These are prepared by an in-house chef and can be ordered on the day, meals can be taken in a main dining room, as well as eaten in the residents' rooms.

During the visit we spoke with 5 residents who were overall happy with the care they received in the home. However, there was great uncertainty about the move from the existing care home to the new one felt by the residents which was causing distress to many. The care home manages as well as the staff were aware of this and had plans, such as taking residents over to the new block to have a look at the premises. This was going to occur soon but only once the building had been signed off and was safe for residents. Residents were planned to be moved at 10 per day.

The home had a residents committee who had been kept informed with the progress of the new home, however one member of this committee felt that there had been insufficient information.

The care home offers end of life care but the supporting documents need to be reviewed and updated. PEPS (Partnership for Excellence in Palliative Support) has recently trained the care home staff. As well as offering support to residents, they support staff as well. The service is very well thought of.

The relationship with Bedford Hospital is good but is not without its challenges, such as late arrival of equipment and some late discharges back into the care home. This has resulted in the homes current policy of not to accept discharges after 3pm as it impacts on residents' wellbeing. The relationship with the complex discharge team is good,

BEDOC services supporting discharge from hospital were rated as very good.

The care home is keen to improve the relationship with Bedford Hospital for the wellbeing of residents.

### **Well organized and calm**

There is a signing in and out process and the team were asked to sign in and out.

During the visit the team observed how the staff supported residents in a calm and caring manner.

During our visit, the care home manager comforted one of the residents in the common room, as she was visibly distressed about the move.

The home had a number of notice boards that were displaying information about a range of activities and services available, it was pleasing that these were up to date. There were pictures of activities that had taken place, one picture was of the new building with the High Sheriff, a number of residents commented "that it was safe enough for her to visit but not them."

The home is planning to have extra staff on during the move in order to support the residents as they recognize that the move will be stressful for them.

## Summary

Overall the team felt that the home offered a high standard of care to residents and valued and supported the staff teams. It is a homely environment whilst delivering a professional caring service.

## Recommendation

- Bedford Charter House should continue to work in partnership with Bedford Hospital to develop and support a positive discharge experience from hospital care.
- Residents should be taken to the new building as soon as possible to allay their fears about the move. If this is not possible for health and safety reasons the use of pictures and video recording or a virtual tour of the building should be explored.
- A warning sign on an upstairs staircase to be put up with immediate effect.
- The assessment for continence products is an issue for the home, who are currently raising this with the commissioners. This should continue to be discussed particularly in terms of the impact this has had in relation to the dignity of residents.
- The home would send information on the home from home service, the operational policy and confirm staffing levels on night shifts to Healthwatch Bedford Borough.

## About Healthwatch Bedford Borough (HBB)

HBB is the independent consumer champion for the local community, influencing all local health and social care services.

HBB seeks to ensure that the views of the public and people who use health and social care services are taken into account.

### Our vision is that

**Healthwatch Bedford Borough will be:**

- *a critical friend in challenging service providers to ensure that their services are person-centred and responsive to local community needs.*
- *seeking to empower all patients with confidence to make an informed choice about their health and social care needs.*

### Our Mission is that

**Healthwatch Bedford Borough will consult, engage and empower the wider community in a fair, transparent and realistic way. It will:**

- *provide positive influence and encourage improvements in local health and social care services, acting as a critical friend to service providers and establishing valid outcomes against which changes can be measured.*
- *act as the voice of the public, providing a bridge between the commissioners and providers of Statutory Health and Social Care.*

HBB is for everyone in the community - adults, young people and children. It is vital that HBB actively seeks the views from all sections of the community, particularly those who seldom have their voices heard to ensure that information gathered is representative of the local community that it serves.

## HBB Board

This is the body responsible for overseeing the work of the organisation. Board members are:

- Anne Bustin (Chair).
- John Weetman (Finance Director).
- Linda Hiscott (Strategic Director).

There is also one non-executive Director - Lyz Hawkes.

The Board meets on a regular monthly basis.

## Contact Information

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## HBB Staff

Kamila Naseova - Service Development Officer.  
Emma Freda - Communications Officer.  
Laurie Hurn - Administrator and Company Secretary.  
Vacant Post - Modern Apprentice (Administration).  
Shanice Dadhira - Modern Apprentice (Signposting).

## Important Note.

HBB is a Community Interest Company (CIC). It is registered with Companies House as Company No 8385413.

The three Directors (Board) have an important position of trust and general company law imposes on them a range of duties and in ensuring that the CIC meets its statutory and other obligations.

The HBB strapline is as follows:

***“A strong voice for local people”***



Residential Care Home Visit Questionnaire Results - Charter House

04/02/15 - No. of interviewees: 4

SECTION A				
Provision of Care				
	Always	Usually	Rarely	Never
Are you happy with the staff and do they treat you in a kindly manner?	IIII			
	<ul style="list-style-type: none"> <li>• They are nice and kind</li> </ul>			
Are your wishes carried out in a private and dignified manner in respect of (e.g. personal care, washing and bathing and help with dressing)?	III	I		
	<ul style="list-style-type: none"> <li>• Manage on my own - but if I ask for help then yes</li> </ul>			
	Yes		No	
Do you have a say in who cares for your personal needs (e.g. male or female carers)?	IIII			
	<ul style="list-style-type: none"> <li>• Prefer female carers</li> <li>• I don't mind either</li> </ul>			
How often is your room cleaned per week?	<ul style="list-style-type: none"> <li>• Every day</li> <li>• Every day</li> <li>• Most days</li> </ul>			
General comments/Summary				
<ul style="list-style-type: none"> <li>• Enjoy living here. I chose to live here.</li> </ul>				

- Happy with cleaning. They always put things back in the same places. Don't always put the arms back down around the toilet after cleaning though.

## SECTION B

### Leisure Activities

	Always	Usually	Rarely	Never
Are social events organised?	I	III		
	<ul style="list-style-type: none"> <li>• Activities room</li> <li>• Basketball</li> <li>• Drawing board games</li> <li>• Yes but I don't go.</li> </ul>			
	Yes		No	
Are you involved in deciding what and when activities take place in the home?	II		I	

### General comments/Summary

## SECTION C

### Health Provision

	Always	Usually	Rarely	Never
When you feel unwell is medical assistance called immediately?	IIII			
	<ul style="list-style-type: none"> <li>• Staff offer to get the doctor</li> </ul>			

	Yes	No	Not necessary	
Do you have access to a Dentist or Optician?	III		I	
	<ul style="list-style-type: none"> <li>Not sure about dentist but optician comes out</li> </ul>			
	Yes	No		
Do you receive general health checks on a regular basis?	II			
If so, please state how many times a year	<ul style="list-style-type: none"> <li>Once a year</li> </ul>			
General comments/summary				
<ul style="list-style-type: none"> <li>Don't like having them in winter as in bad weather prefer to remain at home</li> </ul>				
SECTION D				
Choice				
	Yes	No	Not applicable (i.e. I do not use the launderette)	
Do you always get your own clothes back after they have been laundered?	IIII			
	<ul style="list-style-type: none"> <li>Mostly - names sewn on</li> <li>Unclaimed clothes are put out for people to look at and take back</li> </ul>			
	Always	Usually	Rarely	Never

Can you choose what time you go to bed and get up?	III			
	<ul style="list-style-type: none"> <li>I put myself to bed</li> </ul>			
	Yes		No	
When you are unhappy with anything, is there someone you can talk to in confidence?	III			
	<ul style="list-style-type: none"> <li>Carers</li> <li>Residents meeting occasionally</li> </ul>			
Is the level of noise at the home acceptable?	IIII			
Are family and friends able to visit at any time?	IIII			
Do you have any religious requirements?	III		I	
If so, are you able to attend places of worship? (e.g. church, mosque, gurdwara etc.)				
	<ul style="list-style-type: none"> <li>There is normally a service held here</li> <li>Minister comes in as I don't get out</li> </ul>			

**General comments/Summary**

**SECTION E**  
**Privacy**

	Yes	No
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Are you able to lock your room when you leave it unattended?		III
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	<ul style="list-style-type: none"> <li>• Wouldn't want to anyway</li> </ul>	
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	Always	Usually	Rarely	Never
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Do staff knock before entering your room?	I	III		
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**General comments/Summary**

**SECTION F**  
**Meals**

	Yes	No
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Is there a good choice of food on the menu?	III	
	<ul style="list-style-type: none"> <li>• Very good - better than expected</li> </ul>	

	Yes	No	I don't mind
Do you like the type of food on offer?	II		II
	<ul style="list-style-type: none"> <li>Prefer plain food</li> </ul>		
	Yes	No	
Do you need help to eat?		IIII	
If so, is assistance provided in a dignified manner?			
Do you have any food requirements (e.g. allergies, religion based, diabetic etc.?)	I	III	
If so, are these met to your satisfaction?	I		
Can you have, or make a snack or drink?	IIII		

	<ul style="list-style-type: none"> <li>Bottles of water etc.</li> </ul>	
Is it possible to have meals other than at set times?		
	<ul style="list-style-type: none"> <li>Sometimes, but just a snack</li> <li>Lunch time flexible</li> </ul>	
Can you have breakfast in bed?		
	<ul style="list-style-type: none"> <li>I like to get up</li> </ul>	
	<ul style="list-style-type: none"> <li>In room if wanted to</li> <li>Don't like breakfast in bed</li> </ul>	
Can you choose whether to go to the communal area or stay in your room?	IIII	
<b>General comments/Summary</b>		
<b>SECTION G</b>		
<b>Visitors</b>		
	<b>Yes</b>	<b>No</b>
Can family and friends visit at any time?	IIII	
	<ul style="list-style-type: none"> <li>Family visit every day</li> </ul>	

Are there any places where you can spend time in private with your friends/family?	IIII	
Are family and friends able to take you out for visits with them?	IIII	
Are pets allowed in the care home?	I	II
Do you (or family/friends) have a pet?		I
If so, are you allowed to take it out for a walk?	II	
<b>General comments/Summary</b>		
<b>GENERAL</b>		
	<b>Comments</b>	
If you could make one change about the care home, what would it be and why?	<ul style="list-style-type: none"> <li>• Not to move</li> <li>• Think the home is the best</li> <li>• Can't think - really quite happy</li> </ul>	



<p><b>Name one good thing about the care home</b></p>	<ul style="list-style-type: none"> <li>• Like being here and being cared for</li> <li>• People about to talk</li> <li>• No</li> </ul>
<p><b>Name one thing that you do not like about the home</b></p>	<ul style="list-style-type: none"> <li>• Nothing</li> <li>• Nothing</li> </ul>
<p><b>Are there any other comments you would like to make about the service and care you receive that we have not asked about?</b></p>	
<p><b>General concluding comments</b></p>	<ul style="list-style-type: none"> <li>• Happy with stay - no concerns</li> <li>• Happy - would recommend to friends</li> </ul>