

**Details of visit****Service address:****Service Provider:****Date and Time:****Authorised****Representatives:****Contact details:****Ashglade Care Home****178 Southborough Lane, Bickley, BR2 8AL****Mills Care Group****Tuesday 3<sup>rd</sup> March 2015****Leslie Marks, Gerda Loosemore- Reppen and Sue****Fielder****020 8467 0640**

### 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.

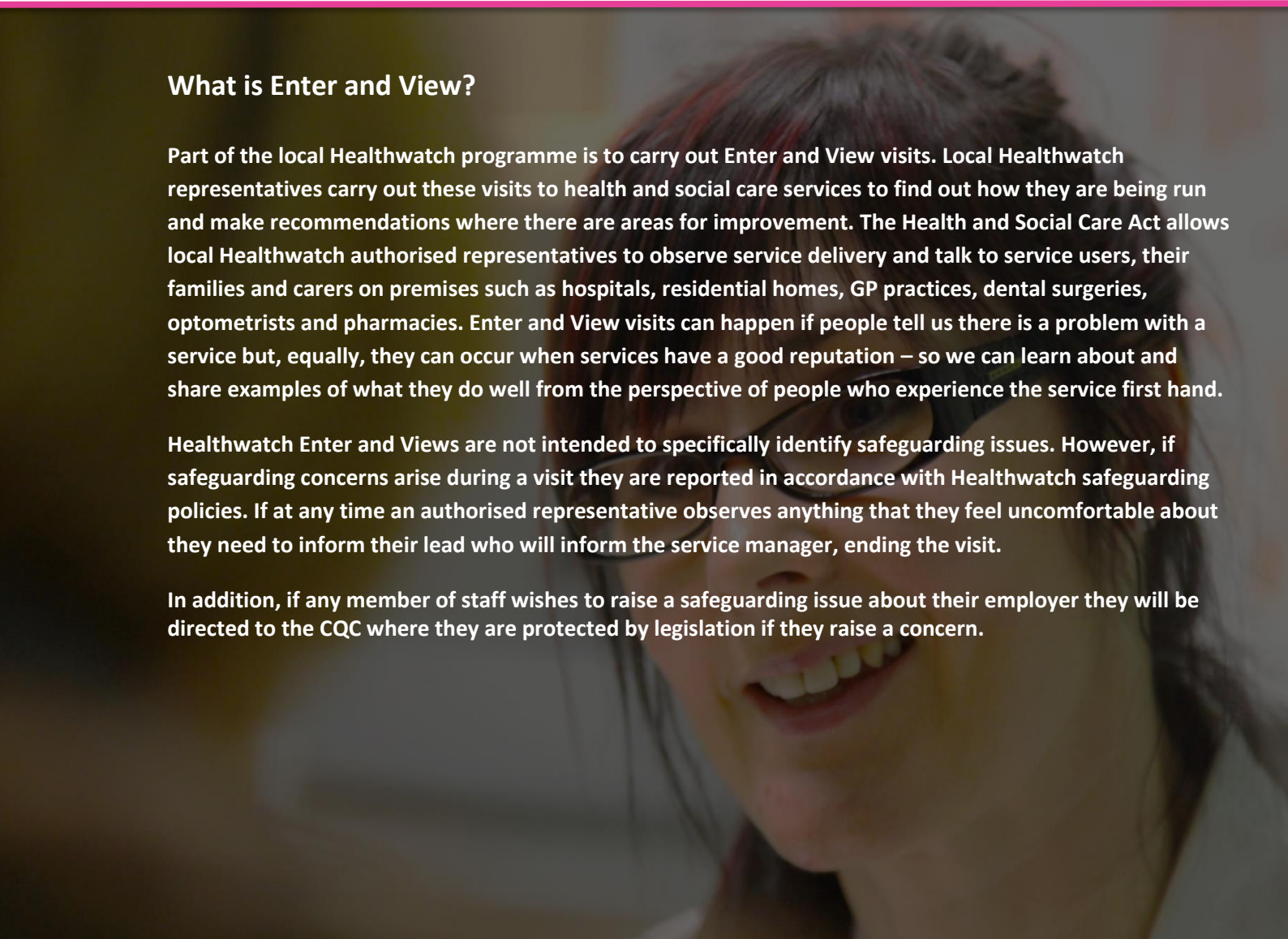


### What is Enter and View?

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 Ashglade Care Home on Tuesday 3<sup>rd</sup> March 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 Ashglade 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, to the best of their ability. 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 12 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 Ashglade Care Home.





## Summary of findings

Ashglade is a very small care home (12 rooms) offering a personal and homely environment. Tight budgeting by the owner would seem to be influencing staffing levels which were adequate but seemed to rely too heavily on the manager stepping in as and when required. Nonetheless, the home appeared to be operating to a satisfactory standard, with kind and caring staff in place. The residents the HWB ARs spoke to seemed both happy and content.

## Results of Visit

### Premises

Tight budgeting would also seem to influence willingness to spend money on the environment. For example, a ramp into the building was only installed a day after the CQC report was published even though staff had been fearful for some time of the ability of a 91 year old resident to negotiate the steps safely. The ARs were informed that the repairs mentioned by the CQC to the windows and conservatory were in hand, but they saw no evidence of leaks. The home appeared to be cleaned daily and to a satisfactory standard.

### Staff

The staffing seemed stable if slightly short on numbers. Of those observed, they talked kindly and appropriately to the residents, and appeared to be alert to any issues, and respectful of resident's wishes and privacy. The manager seemed to have a very 'hands on' approach to running the care home. As a result, ARs were concerned that her abilities were spread too thin, with quite a lot depending on her good nature. Local doctors from Southborough Lane GP Practice visit, with the home also using a local dentist and Boots for their prescriptions. Vision call is the visiting optician and Beckenham Beacon provides the podiatrist.

### Food

Early breakfast is served, and is available in either bed or the day rooms. Although the ARs were not present during a meal time, the menu sounded appealing with fresh homemade meals. The manager informed Healthwatch Bromley that allergies and special diets are catered for at the home.

### Activities

There is an activities coordinator employed full time and a full activities programme through the week. Activities range from exercise classes to bingo to board games, with all residents encouraged to participate. The activities observed on the day of the visit included bingo and a puzzle session. The residents appeared to be engaged and enjoying the activities. The chairs were arranged in a circle to encourage residents to participate.

## Additional findings

All rooms at the home were full at the time of the visit and were occupied solely by female residents. There is currently a waiting list for a place at Ashglade. When asked about their experiences of the home, one resident commented that it was "marvellous."

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## Recommendations

Healthwatch Bromley would recommend:

- In places such as the kitchen the care home is tired looking and some refurbishment might benefit residents and staff.
- Where possible, it would be better if the manager adopted a more supervisory role, as the daily running of home tended to eclipse other managerial duties.