

**Details of visit****Service address:****Service Provider:****Date and Time:****Authorised****Representatives:****Contact details:****Bromley Park Nursing Home****75 Bromley Road, Beckenham, BR3 5PA****Nellsar Care****Tuesday 17th March 2015****Peter Moore, Gerda Loosemore-Reppen and****Nicola Haughey****0208 650 5504**

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.

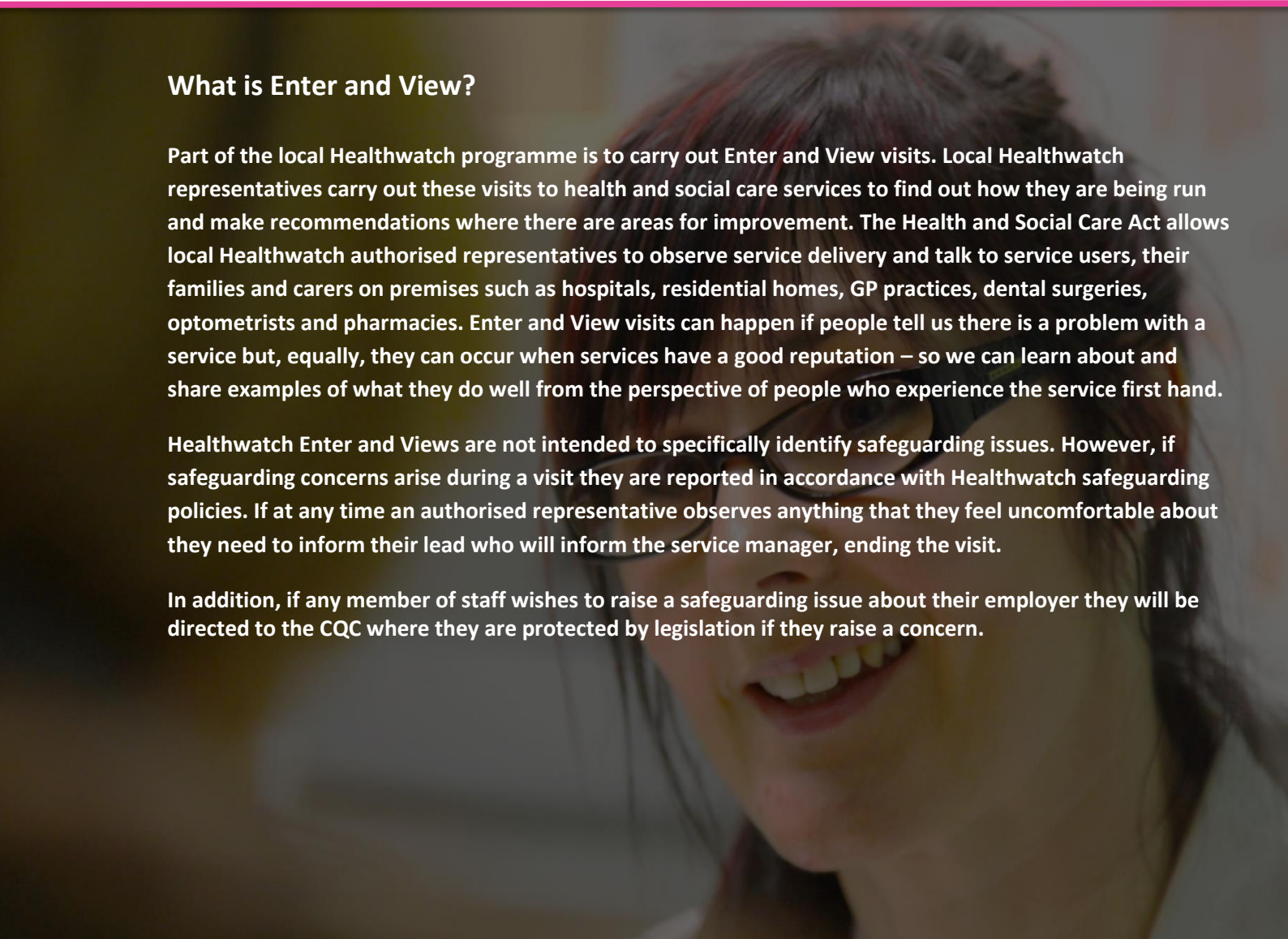


What is Enter and View?

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 Bromley Park Nursing Home on 17th 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 Bromley Park Nursing 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 15 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 Bromley Park Nursing Home.



Summary of findings

The care home was found to be well decorated and homely, with added personal touches throughout. The manager and deputy manager were very welcoming and accommodating. The residents observed seemed to be happy and content, with staff being attentive to their needs.

Results of Visit

Premises

The home has accommodation for 38 residents and at the time of Healthwatch's visit all bar one room was occupied. The entrance to the ground floor is up a flight of stairs, although there are two lifts present in the building, with only one going to the top level. There is access to a garden, which is generously sized and well looked after. The lower ground level has a visitor's room, tea and coffee making facilities, and a hair salon. On the same level the premises opened out into four spacious and bright adjoining rooms with half glazed partitions. One of these rooms acted as a dining area, with residents having the choice of using this space or the tables in the common area. Notably, all rooms had clocks and wall noticeboards giving the date, pictures of meals and other important information. Around the walls of the home were a range of photos (mainly of resident's activities), newspaper clippings of previous events and tactile displays.

Bedrooms were a range of sizes, all with hand basins. The ARs were informed that there are plans to make all rooms with en-suite facilities. Rooms were generally clean and tidy, and adequately equipped and most had personal items. All room doors were numbered, with residents names clearly displayed and some with photos of the occupant. Bath room doors were also clearly distinguished, in a bright blue colour and with pictures.

Staff

Staff appeared professional and caring towards residents. The ARs were informed that a range of care visitors attend the care home, including a GP, podiatrist, optician and a dentist.

Food

The chef prepares meals to a prearranged and detailed menu, with reference to resident's likes and dislikes and dietary requirements. Residents tend to have breakfast in their own rooms before being escorted to the day activities area.

Activities

The activities room was bright and spacious, providing lots of walking space for residents. During HWB's visits, residents were in smaller groups throughout the home. Staff appeared to be actively engaging with and assisting residents with the activities on offer. Several residents were asleep but the others were engaged and cheerful. There are two activities workers in attendance on a Monday, Wednesday and Friday. Planned activities include music, painting, exercise and recently a

food tasting session. Visitors also bring in a range of pets and entertainment activities for service users.

Additional findings

- A case conference with relatives and CCG members was taking place in the dining room at the time of the visit and there was also a staff first aid training session in a staff training room.
- There are regular relative meetings to allow feedback and communication between the care home staff and friends and family.

Recommendations

Healthwatch Bromley would recommend:

- Added decoration and pictures etc. would go a long way in brightening it up the top floor of the home, although the ARs were made aware that this was due to be refurbished in the near future.