

# Enter & View Report



## Nursing Home Visit report

<b>Name and address of Home</b>	Bunyan Lodge 66/68 Kimbolton Road, Bedford, MK40 2NZ
<b>Description of care /service provided</b>	Residential care for people with mental health needs
<b>Names of Authorised Representatives</b>	Terry Darlow, Linda Hiscott and Glenor Roberts (trainee visitor)
<b>Date of visit</b>	1 <sup>st</sup> April 2015

### Background

Apex care homes run six units across Bedfordshire catering for a wide spectrum of need. The manager (Anthony Frisby) is part of the operational team across all the homes. Bunyan Lodge is a 16 bedded Residential Care Home caring for people with mental health issues offering 24 hour care. The bedrooms are all single but do not have ensuite facilities. There are two bathrooms and two toilets on each floor. There are currently 15 residents, only one of which is female. The unit operates as a step- down facility for people who have been in acute mental health care. A number of the residents have been at the home since it opened and Fairfield Hospital closed. Residents need to be under 65 on admission but they can remain in the home as long as the home and the environment can meet their needs. It is located in Bedford close to bus routes and the town centre.

### Welcoming

The home is in a domestic house and has an open and airy hall. The team were welcomed by a resident and a member of staff and were asked to sign in but were not asked to use hand gel. There is a small flight of steps which lead up to the next level. This could make accessing the home difficult for those with mobility problems. Anthony assured the team that arrangements can be made when they are made aware of mobility issues.

One of the residents was sat on the porch, he was in his pyjamas and was not interacting with visitors. The manager explained the situation in relation to this resident's care and his capacity to make decisions. It was not possible to see the gentleman from the road - he was only visible as you came up the through the front garden. Staff were observed interacting with him on a number of occasions.

### Safe

Bunyan Lodge operates an open door policy and residents are able to come and go as they wish, as long as their mental health is stable.

There is a call button system that operates with master boards in a number of locations.

At night there is one waking night staff and 1 sleeping staff to support the residents.

The home is on three floors with lift access to two of these. There is a basement in which is located a smoking room. The stairs to this are quite steep and the room itself as well as the stairwell are quite dark but the residents who use this facility have no issues with this. There appeared to be limited ventilation. The two residents who were using this stated they liked this room as it was.

The home carries out weekly fire alarm tests for the residents.

The home uses the Care Programme Approach and has a risk assessment process. Individual residents will all have a number of different assessments such as access to lighters and holding keys which are reviewed regularly. The home manager is responsible for the training programme across the group of homes. Staff have access to in-house training which is open to all the staff working for Apex care. Much of this is now computer based and they can also access the courses run by the Borough. Occasionally specific trainers are brought in. Specifically staff have attended training on SOVA, Capacity and Deprivation of liberty. There is a list of the staff training displayed in the office with the dates for updating. There were posters on the wall about the complaints process.

## **Caring and Involving**

During the visit it was observed that the residents were spoken to in a caring manner and treated with respect and dignity. The team observed staff giving reassurance to several residents.

Residents access a number of day-care and social activities including trips out shopping and holidays. Residents use the day resource centre in Barford Avenue and the Wellbeing centre as individual needs dictate.

The home outsources the catering with a four weekly rolling menu, which has some seasonal variations. The home also employs a cook who will support the staff in the preparation of food. An annual survey is carried out "your say" which includes questions about catering.

The team spoke with a number of residents who indicated they thought the food was good and they could make individual choices.

Residents have access to drinks and snacks throughout the day. If a resident is out at a meal time the meal will be kept for them.

Bunyan Lodge operates an open visiting system, family and friends are encouraged to visit and be involved.

## **Well organised and calm**

The ethos of the home focuses on providing person centered care based on individual need. The manager reports that the home has been successful in keeping staff, and has a very low turnover.

There is a planning board in the office for individual activities for the week and for appointments that residents might need support to access.

The manager reported that the home has positive relationships with the Community Mental Health Teams (CMHT) but there are some issues about the lack of co-location between the teams and the psychiatrists. This has meant that on occasions the communication has been poor between the doctor and the CMHT.

The physical health care needs are met by the home with support from the district nurses whom they can access when they are needed. However they report that on occasions they have had problems accessing timely GP appointments.

Residents are responsible for keeping their own rooms clean and tidy. The home does employ a cleaner who assist with keeping the overall home clean and tidy.

## **Summary**

Overall the team felt that the home offered a good standard of care to residents and valued and supported the staff team. The emphasis on rehabilitation and meaningful activities was pleasing to see. The residents the team spoke with indicated that they were happy with the care and support they were receiving and felt that staff treated them with respect and dignity.

## **Recommendations**

- Consideration should be given to developing the use of Relapse planning as a means of proactively managing resident's mental health within Bunyan Lodge.
- The introduction of individual activity plans for residents at Bunyan Lodge should be continued.
- The co-location of the community mental health teams and the medical teams should be looked at to improve continuity of care. Healthwatch Bedford Borough will discuss this issue with the new provider of mental health services in Bedfordshire.
- The home should continue to facilitate the one female resident in the home to maintain and access a range of activities as she wishes appropriate to her gender.
- A solution should be sought to improve the decoration of the bedroom where a sink has had to be removed for resident safety.

## 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.

Shanice Dadhira - Modern Apprentice (Signposting).

Vacant Post - Modern Apprentice (Administration).

## **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”***