



Enter and View visit report

Brunswick House

Date of visit: 27th April 2015

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About Brunswick House

Location: Brunswick House, 1 James Watt Drive, Wednesbury, West Midlands
WS10 0PQ

A male only service, Brunswick House is 5 bed purpose designed service for those who may have had hospital stays including secure care and who require intensive behaviour support. High focus on development of independent living skills to step down to supported living. Specialists in supporting people with learning disabilities and mental health issues - the unit is able to offer clinically sound person centred services to people with the most difficult behaviour support needs

Service users at Brunswick House may present with:

- Autism
- Mental health issues
- Complex behaviour support needs

This service is developed within a residential framework with high emphasis placed on the development of independent living skills - we work hard to ensure that people placed within the service are proactively encouraged to develop skills that will enable them to move onto a supported living environment.

Our joint priority is to ensure that people with Learning Disabilities enjoy the same right to a happy and fulfilled life as everyone else.

Each individual at Brunswick House has a personalized care pathway that helps them to develop the necessary skills to leave our LD Services and move toward a less restricted setting or supported living. The service includes Multi-Disciplinary Team oversight from a Consultant Psychologist experienced in Learning Disabilities, plus Psychology, Recovery Therapy and Nursing.

(Above text from Choice Lifestyles website (<https://choicelifestyles.co.uk/our-services/adult-mental-health/brunswick-house/>)

Acknowledgments

Healthwatch Sandwell would like to thank the management of Brunswick House, staff, residents and visitors for their contribution to our Enter and View visit.

Disclaimer

Please note that this report relates to findings observed on the specific date of our visit. 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.

Visiting Team

The team of authorised representatives carrying out this visit were Anita Andrews and Khush Chahal. They were accompanied by our staff support officer Ian McGarry.

Purpose of the visit

- Part of program to examine the delivery and quality of care provided at Residential and Nursing homes in Sandwell
- To engage with service users of care homes and understand how dignity is being respected in a care home environment
- Identify examples of good working practice.
- Observe residents and relatives engaging with the staff and their surroundings. Capture the experience of residents and relatives and any ideas they may have for change.

Methodology

The visit was announced to the home one hour prior to our arrival.

Brunswick House was chosen to be visited randomly as part of our program to examine the delivery and quality of care provided at Residential and Nursing homes in Sandwell.

Whilst our team were in possession of the latest Care Quality Commission (CQC) Inspection report, we were not basing our visit on the content of this report.

The home were informed of our intention to visit by a letter send on 9th April 2015. This was followed by a 'relatives pack' which contained a poster to be displayed to advise relative/carers of our visit, together with questionnaires and stamped addressed envelopes to allow these people to contribute to our visit. The home were then advised of the timing of the visit on the morning of 27th April 2015.

Upon arriving at the home, our posted was displayed in the reception area.

Summary of findings

- At the time of our visit, the evidence is that Brunswick House provides a friendly, safe and caring environment for its residents.
- A well-managed and run residential home that meet the needs of its residents.
- Privacy, dignity and respect is upheld at the home by care staff who are responsive and interact well with the residents.
- There is a comprehensive program of activities.
- The home is well managed with a program of training to support the staff

Results of Visit

Residents

On the day of our visit there was three male residents in Brunswick House, leaving two vacancies at the home available. Residents were happy to talk to us freely and were happy and cheerful.

Staff

At the time of our visit there were three staff members and one manager (this comprised of a female manager, and two female and one male members of staff). Staffing ratios are increased to meet the needs of the residents i.e. outings in the community etc. There is an in-house training programme for staff as well as training provided by partner agencies. The manager shares her time with another home however management cover is always maintained through her deputy.

Visitor and Relatives

We received feedback from one relative/carer in the form of a completed questionnaire that had been left at Brunswick House. The responses to our questions was very positive (quality of care good, dignity and respect good, staff responding to queries good and overall impression good) with no negative comments being made. We also noted that the feedback folder in the reception area contained positive comments about Brunswick House and the care provided.

Environment

The home is well maintained, clean and furnished in a homely manner.

In the main reception area we noted a copy of the most recent CQC report, photographs of the staff members and a Deprivation of Liberty Standards (DoLS) leaflet in addition to the Healthwatch Sandwell poster. Off the reception was a bathroom which was clean and tidy.

We were invited to view the resident's bedrooms. Each resident has their own bedroom with en-suite facilities and a lockable bedroom

door (there is an over-ride lock on the outside for use in emergencies).

The rooms are very clean and tidy. Bedrooms contain many personal items and was comfortable.

Residents are encouraged to keep their rooms clean and tidy but staff also assist.

Outside, there is a garden area with a trampoline and space for various activities.

Interaction between Residents and Staff

We observed good interaction of residents and staff. Staff are reassuring and listen well. This includes gardening, preparing food, playing football outside and general conversation. Staff actively encourage residents to become involved in the day to day operation of the home. The home actively promotes independence and residents are encouraged to go shopping and choose personal items. Staff also accompany residents when visiting local parks and also accompanies one resident to college in Walsall.

Promotion of Privacy, Dignity and Respect

This was observed throughout the visit (see Environment) and was discussed with the manager who confirmed that the residents have their rights respected.

Involvement in Key Decisions

Staff and residents meet daily to plan activities.

Residents are involved in planning their day; this is recorded within the care plans.

Residents were quite vocal and explained with us what they do each day and they were contented with the way activities are planned.

Residents work with the staff in preparing meals.

Concerns/Complaint Procedure

Residents feel they can talk to staff to resolve any issues or concerns.

Family members and/or carers have the opportunity to leave feedback in the folder in reception.

Food

Residents are involved in planning the menus. Each resident has cupboard in the kitchen designated with a personal photograph, to store their own food items (the keys are kept by staff to keep it safe).

The kitchen area was clean and well maintained.

Activities

The display board that is on show in the lounge gives an indication of the range of activities available.

	MONDAY	Tuesday	Wednesday	Thursday	Friday	Saturday
7am - 9am	Personal Care Medication	Personal Care Medication	Personal Care Medication	Personal Care Medication	Personal Care Medication	Personal Care Medication
9.30 am ...	Breakfast Domestic Task Morning Meeting	Breakfast Domestic Task Morning Meeting	Breakfast Domestic Task Morning Meeting	Breakfast Domestic Task Morning Meeting	Breakfast Domestic Task Morning Meeting	Breakfast Morning Meeting
10.30 am ...	Gardening	(AH) Personal Shopping Day	(AH) Domestic Task	House Shopping Cinema	(DB) Domestic Task (AB) Personal Shopping	Domestic Skills House Polish Bedroom
12.00 - 5.30 LUNCH TIME	College (AH) Lunch	Lunch (BS) Domestic Task	Lunch + Group activities	Lunch	Lunch	Lunch
1pm - 4pm	Football over park	Personal Shopping Day (5-9)	Cooking Skills	Arts & Crafts club Prepat Luncheon	Basket ball/ Bennis over Park	Table Tennis Garden (water drinks)
Dinner	Dinner	Dinner	Dinner	Dinner	Dinner	Dinner
Evening	Nintendo Wii Games	Listening to music	DVD'S	Bingo or Table football	Karaoke	Music Quiz
8pm	Medication + Personal Care	Medication + Personal Care	Medication + Personal Care	Medication + Personal Care	Medication + Personal Care	Medication + Personal Care

During the visit, one of the residents escorted us to the activity board to show us his plan for the day. During our interview with the manager one resident came into the room to choose a game. Another resident was playing football outside with a members of staff.

We thought that the activities available were age and ability appropriate.

Residents have the opportunity to participate in activities within the community.

Additional findings

The home have proper procedures in place in the event of a fire. The kitchen is inspected regularly for gas safety, hygiene and legionella.

There was evidence of comprehensive care planning which is reviewed monthly with a named nurse.

There was evidence of goal setting which encourages residence to aspire and to achieve.

Recommendations

During the course of our visit it was highlighted that placements were hindered due to the lack of an allocated named consultant and we would recommend that the NHS Trust responsible addresses this.

We would recommend that the manager sends publicity information regarding their service to Sandwell Metropolitan Borough Council Adult Commissioning promote this service for placements locally.

Service Provider response

Thank you so much for this positive report. We at Brunswick appreciate your teams feedback and were very grateful for your support on matters that we discussed.

Once again Brunswick house thanks you for your time that you spent with us and you have an open invitation to call anytime.

Kind regards

Dawn Neath

Community Team Manager.

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.



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Distribution

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