

**Revisit Enter and view  
report**

**Edgemont View  
Nursing Home**

**1 December 2016**

**Authorised representatives**

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# 1 Introduction

## 1.1 Details of visit

Details of visit:	
Service Address	Edgemont View Nursing Home 160 High Street Oldland Common Bristol BS30 9TA
Service Provider	Edgemont View Limited
Date and Time	Thursday 1 December 2016
Authorised Representatives	Linda Broad Norma Marshall
Contact details	01454 543 402 info@healthwatchsouthglos.co.uk www.healthwatchsouthglos.co.uk

## 1.2 Acknowledgements

Healthwatch South Gloucestershire would like to thank Edgemont View Nursing Home's residents, management and the members of staff who were willing and able to engage and answer our queries.

## 1.3 Purpose of the visit

Healthwatch South Gloucestershire undertook an enter and view evaluation revisit to Edgemont View Nursing Home in December 2016 with the purpose of finding out if any changes recommended in light of the findings from an Enter and View in May 2016 had been made; this is one measure of assessing the impact of Enter and View visits.

## 1.4 How this links with Healthwatch South Gloucestershire strategy

A key priority laid out in the Healthwatch South Gloucestershire work plan for 2015/16 is to engage with older people and people with dementia and to enter and view care homes across the county. Enter and view provides an ideal tool to hear the views of this group of people.

Full details of the work plan for Healthwatch South Gloucestershire are available on the website: [www.healthwatchsouthglos.co.uk](http://www.healthwatchsouthglos.co.uk)

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# 2 Methodology

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## 2.1 Planning

A monthly planning meeting is held by authorised enter and view representatives. These are used to agree which observations to focus on and prompt questions to use. Observation templates and prompt questions have been continually amended and revised as authorised representative's learning develops.

The focus for this enter and view revisit was to try and assess the impact of the first enter and view visit and an observation template/questionnaire was developed with a focus on the changes suggested in the May 2016 recommendations for action by the Nursing Home. A number of Care Homes in South Gloucestershire previously visited are being revisited.

## 2.2 How was practice observed?

On 1 December 2016, two authorised enter and view representatives visited Edgemont View Nursing Home. Information was gathered from the representative's observations of care and their notes of conversations with residents, their visitors and members of staff. Observations were gathered by the authorised representatives working as a pair. Conversations were semi-structured and underpinned by the focus on recommendations for action made in May 2016. Observations and conversations were recorded during the enter and view visit. The representatives spoke with four residents, one carer, the cook, and the manager at the beginning and end of the visit.



## 2.3 How were findings recorded?

Comments were recorded by one representative in the pair as the other engaged residents, carers or members of staff in conversation. Conversations were recorded anonymously. The Lead enter and view representative then compiled the report based on the records from the conversations and observations, and shared the report in draft form for all representatives to discuss and agree.

## 2.4 About the service

Edgemont View Nursing Home is a 21 bedded nursing home caring for adults over 65 years old situated in Oldland Common Village in South Gloucestershire.

A report from the Care Quality Commission (CQC) published on 24 September 2016 found that Edgemont View breached two of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010:

- People who use services and others were not protected against the risks associated with cross infection and appropriate guidance had not been sought or followed, and
- Systems did not drive improvement in the quality and safety in some of the services provided, particularly around the infection control and the environment.

CQC Ratings were:

- Safe .....Requires improvement
- Effective .....Good
- Caring .....Good
- Responsive .....Good
- Well-led .....Requires improvement

Although the report from the Care Quality Commission (CQC) in May 2013, prior to the first Enter and View visit in May 2016, stated that Edgemont View was meeting the CQC requirements it was decided not to follow through with the two breaches identified by the CQC in 2016 as the CQC would be expecting Edgemont View Nursing Home to demonstrate change and improvement within a defined time frame.

## 3 Findings

### Executive summary

Edgemont View Nursing Home had been commended in the Healthwatch South Gloucestershire Enter and View Report of the May 2016 visit for providing a very good level of care to very frail and elderly residents, many of whom had high dependency needs. Authorised enter and view representatives found a home that, though small and rather short of space, offered a warm and caring environment in which residents needs were being met.

There were, however, some areas and issues which Healthwatch South Gloucestershire enter and view representatives thought should be addressed to help to make the home appear more welcoming and to enhance the quality of life for residents. Six recommendations were made. The recommendations and findings from the visit on 1 December 2016 are set in the table as follows:

MAY 2016 RECOMMENDATIONS	DECEMBER 2016 FINDINGS
Update décor in the corridors and pay particular attention to the flooring and lighting to avoid slips, trips and falls.	Entrance hall light and welcoming. Corridors now well-lit by improved overhead lighting. The walls are cream coloured, look freshly decorated and are hung with bold and attractive prints to add interest and homeliness.
Update and improve flooring throughout to reduce the risk of slips, trips and falls	Some carpeting that needs replacement (in bedroom 14) remains due to current lack of funding.
Improve the cleanliness of floors and lifts.	Floors and lift clean. Some carpet, awaiting replacement, difficult to clean to a high standard
Ensure emergency exits are kept clear and clean and improve signage to exits in case of emergency.	Fire exit stairs clean and clear. Signage improved. <b>Have suggested outside Fire Exit door has sign so that cars do not park in front of it.</b>



Improve storage to avoid using bathrooms to store equipment and to reduce the need to store cleaning and laundry items in corridors.	Shed is to be built. The bathrooms are less cluttered. Hoist slings are stored in resident's rooms, each resident thus having their own. Corridors are clearer and feel more spacious.
Use dementia friendly signage with large print and pictures on doors and main rooms	Door signage is large print and clear.

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## 4 Conclusion

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Overall it appeared that Edgemont View Nursing Home had made a number of changes and improvements in response to the recommendations made by Healthwatch South Gloucestershire, for which they are to be commended.

The one point to note that representatives believe needs urgent attention is to ensure that the Fire Exit doors are clearly marked as such on the outside facing the car park, so that the exits are not obstructed by parked cars.

### Disclaimer

- This report relates only to a specific visit on 1 December 2016.
- This report is not representative of all service users, staff and visitors (only those who contributed within the restricted time available.)