



Enter and View Report

Brooklands Care Home

4th April 2017

healthwatch

North East Lincolnshire

Contents

Enter and View Report.....	1
Report Details.....	3
What is Enter and View.....	4
Methodology.....	5
Details of Visit	6
Recommendations.....	8
Service Provider Response	9
Distribution.....	9

Report Details

Address	Springfield Road Grimsby Lincolnshire DN33 3LE
Service Provider	HC-One Limited
Date of Visit	Tuesday 4 th April 2017
Type of Visit	Announced / Unannounced (See methodology on page 5)
Representatives	Elaine Flower, Sue Hobbins & Mary Morley

Acknowledgements

Healthwatch North East Lincolnshire would like to thank the service provider, residents, visitors and staff for their contribution to the Enter & View Programme.

Disclaimer

Please note that this report related to findings observed on the date listed above. Our report relates to this specific visit to this service and is not representative of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

This report is written by volunteer Enter and View Authorised Representatives who carried out the visit on behalf of Healthwatch North East Lincolnshire.

What is Enter and View

Part of the local Healthwatch Programme is to carry out Enter and View visits.

Enter and View visits are conducted by a small team of trained volunteers, who are prepared as “Authorised Representatives” to conduct visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement.

Enter and View is an opportunity for Healthwatch North East Lincolnshire to:

- Enter publicly funded health and social care premises to see and hear consumer experiences about the service
- Observe how the service is delivered, often by using a themed approach
- Collect the views of service users (patients and residents) at the point of service delivery
- Collect the views of carers and relatives
- Observe the nature and quality of services
- Collect evidence-based feedback
- Report to providers, the Care Quality Commission (CQC), Local Authorities, Commissioners, Healthwatch England and other relevant partners

Enter and View visits are carried out as “announced visits,” where arrangements are made between the Healthwatch team and the service provider, or if certain circumstances dictate as “unannounced visits.”

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 services first-hand.

Purpose of the Visit

- To engage with service users of the named service and understand how dignity is being respected in the care home environment
- To observe the care provided at this home, looking at a number of key themes; Food & Drink, Safeguarding, Staffing, Personal Care and Medication
- To 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

This visit was an announced/unannounced Enter & View visit.

An announced/unannounced visit is where we send a letter to the care home 6 weeks in advanced of a date we have in mind, letting them know we intend to visit soon. A letter will then be sent approximately one week before the visit date we have and then we will turn up in that week unannounced.

Summary of Findings

- A warm, clean & bright home
- All residents appeared clean and well dressed
- All residents' rooms are spacious and well furnished
- A wide range of activities are available for residents in and away from the home.
- All staff were focussed on their respective roles

Details of Visit

Environment

This two storey home is purpose built in a residential area and has recently been refurbished to a high standard. It has a large car park and is surrounded by mature gardens.

There is an entry control system, visitor signing-in book and hand sanitiser available in reception.

At the time of our visit the environment was warm and clean and there were no offensive odours. The décor is light and bright with modern easy to clean flooring in the communal areas. The furniture is modern with removable washable covers or wipe- clean surfaces. The internet service has recently been installed to all areas of the home. There are two lifts to the first floor. We also visited the laundry and linen store which were clean and tidy all key press locked. A member of staff let us access these. All bathroom and toilet areas were spacious, clean and fresh. Sluice rooms were locked with individual key presses. The registered manager informed us that there will be a new sluice room installed shortly. Hand sanitiser is available in most areas of the building.

All the residents' rooms are spacious and well furnished. Residents are encouraged to bring in items from home to personalise their space and there are memory boxes most with pictures outside each room to assist the resident in identifying their own room.

Although the home can cater for 63 people there are 49 at present. They are cared for on three units – Residential, Dementia and Nursing.

Food and Drink

On our arrival at the home a member of the staff was serving residents drinks from a trolley. There was also a basket with packets of biscuits on a sideboard from which residents could help themselves.

The dining room on the ground floor is spacious and well furnished. There was the daily menu on display and one of the residents told us the food is very good. She said that if she doesn't like what is on the menu the cook will always provide her with something else. The manager explained that the home has introduced a 'Dignity in dining' initiative.

There is a smaller dining area in the Dementia Suite where residents can be closely supervised. Residents wishing to take meals in their own room may do so, although they are encouraged to socialise.

Special diets are catered for and the home has been awarded 5 stars from the local authority food hygiene scheme. On each floor there are drinks and snacks available for visitors.

Safeguarding, Concerns and Complaints Procedure

The manager explained to us that few issues arise and most of them can be dealt with informally. However she liaises with the Safeguarding team when necessary to ensure that any concern is discussed with them first.

Relatives and residents are free to discuss issues with the staff and there are regular meetings at which they can raise concerns.

Staff

Melanie Walton is the Registered Manager who came into post in July 2016. The levels of care staff have increased to 9 in the morning, 9 in the afternoon and 5 at night with a Registered nurse on each shift with two nursing assistants. There are bank staff usually available to attend at short notice if required. The manager has action plans in place to ensure all aspects of care are covered and any problems identified are addressed. Melanie showed the team the relevant documentation which was detailed in content.

We talked to several members of staff during our tour of the home and all were happy to talk to us but were focussed on their respective roles.

Training of staff is ongoing and is provided in-house by the parent company. Any additional training may be sourced via the council. There are two Dignity Champions appointed at present with a view to appointing further staff to other Champion roles. Training statistics are 98% fulfilled with staff appraisals 100% complete.

Promotion of Privacy, Dignity and Respect

All residents appeared clean and well dressed. Any personal care was undertaken in private away from the communal areas. Residents were spoken to by their name and care staff were focussed on giving their attention to their charges. Residents are free to come and go to their rooms as they wish. A resident had rung bell it was immediately answered and she was escorted to bathroom.

Recreational Activities

An activity co-ordinator has arranged a comprehensive list of activities for each week day of the month and we were given a list of these. The day prior to our visit some of

the residents had visited the Leisure Centre to take part in a table cricket competition. Residents enjoy visits to garden centres, ice cream parlours etc. and this month have Easter bonnet making, open coffee afternoon and a pamper day on the agenda to name but a few. On 7th April there will be an Easter Church service at the home.

There is a dedicated hair and nail salon at the home and pamper days are arranged which residents enjoy.

Medication and Treatment

All residents are attended by their own GP and medication is supplied to the home by Boots the Chemist. There has been a lot of work undertaken to ensure the MARS are completed and that medication is administered and stored in the correct way and at the correct temperature. An air conditioning unit has been installed in the medicine store to ensure compliance. Checks on the administration of medication have been increased.

Other health professionals often visit the home to oversee specific care requirements.

Residents

It was heartening to see the majority of residents in the communal rooms sharing each other's company reading and looking around the garden at their leisure. They were happy to talk to us and praise the home and its staff. Some were watching TV, others were chatting with visitors and other residents. One lady was enjoying a leg and foot massage- she told us she also loves to have a facial.

Melanie explained that the number of admissions for people for 'end of life' care has increased.

Relatives and Friends

There were a few visitors around the home. One lady told us that she was upset when the CQC had rated the home as 'not well led' at their last visit. We explained to her that it was because there was not a registered manager in post at that time which has now been rectified. She had nothing but praise for the way in which her loved one is cared for.

Recommendations

- Increase the number of 'Champions' to cover Infection Control, End of Life Care, Moving and Handling and Safeguarding.

The team would like to thank Melanie and her staff for welcoming us and providing us with all the information we asked for and a comprehensive tour of the home.

Service Provider Response

Melanie Walton, Home Manager said "I am happy with the report "

Distribution

This report has been distributed to the following:

- Healthwatch England
- Care Quality Commission
- Caroline Barley (Contracts manager for HWNEL)
- Julia Wong (Quality Programme Officer CCG)
- Lydia Golby (Lead nurse-quality at the CCG)
- Brett Brown (Contracts manager CCG)
- Angela Tew (CQC Inspection Manager Hull, NEL, & NL)
- www.healthwatchnortheastlincolnshire.co.uk/enter-view