

## ENTER AND VIEW

### Beech Dene Residential Home

*Follow up visit 22<sup>nd</sup> January 2018*

Part of the Healthwatch Staffordshire remit is to carry out Enter and View Visits. Healthwatch Staffordshire Authorised Representatives will carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows 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 Staffordshire Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Staffordshire safeguarding policy, the service manager will be informed and the visit will end. The Local Authority Safeguarding Team will also be informed.

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## Provider Details

Name: Beech Dene Residential Home  
Address: Westwood Road, Leek, Staffordshire. ST13 8DL  
Service Type: Residential Home  
Date of Visit: 22<sup>nd</sup> January 2018

## Authorised Representatives

Name: Sandy Turner  
Name: Glenys Robinson

## Purpose of Visit

This is a follow up visit to check on any changes at the home since the last Healthwatch visit of 14<sup>th</sup> June 2017, and to see if recommendations made at that time have been able to be implemented. The recommendation were made with the intention of making these premises a more welcoming, comfortable and safe place for the residents.

**And in particular check on the following - extracts from the previous follow up visit:-**

Have the room doors been personalised yet?

Has the outside of the building been smartened up?

Are the gardens now tidy and in use for the residents?

### **Recommendations and Follow-Up Action made in June 2017 (extracts from that report as follows)**

There does not seem to be much progress in the following areas and we recommend that these areas of concern are addressed as soon as possible:-

That the gardens are made into a secure, safe and a pleasant environment for the residents.

That work is carried out to improve the outside of the building as it still looks rundown and untidy and some of the paintworks looks in urgent need of refurbishment.

That the Manager consults with residents and relatives regarding the personalization of resident's rooms.

That improvements are made to the range of activities on offer to residents as they appear to be limited in both range and time available for activities, as opportunity seems to be restricted to three afternoons a week.

## **Our findings on this visit are as follows:-**

### **Physical Environment**

#### **External**

The approach to the building is still in need of a tidying up and it was suggested that maybe some bulbs planted in the empty window boxes and planters would make a favourable difference. *See Feedback 1*

The dark fence immediately outside one of the front bedrooms has been painted white, as we had suggested, and a bird table has been attached to it. This will be an improvement to resident experience.

We were concerned that the lovely gardens at the rear of the building appeared inaccessible to residents, there is a ramp down to them from the conservatory, (named the 'Ice Palace' by the residents), but we are advised that the slope of this ramp is too steep and therefore cannot be used. We have been advised that there is alternative access, either through a door in another lounge directly to the back garden or the door by the office at the front and walking round to the gardens at the back. The residents are able to access the gardens and are accompanied by staff. There is a large flat area of the rear gardens that are used by the residents and there is seating available for them in the spring and summer months. The bottom part of the garden, where the pond is located, is not used by the residents as the area is too steep. *See Feedback 2*

The fire escape, which the manager, on our last visit, had assured us had been cleaned and was safe to use, appeared to be clear of moss on this visit too.

## **Internal**

The windows in the Conservatory are still desperately in need of replacement as the wood is clearly rotten and crumbling away. This room is used as the dining room. There was no wind on the day of our visit, but it is likely that these windows would not be draught proof. We have since been advised that the handyman, having completed work on some other windows which needed rubbing down, replacing rotten areas and painting, has now started working on the conservatory windows. *See Feedback 3*

The Deputy Manager told us that the refurbishment of these windows was on the list of jobs to be done in the future. We were previously told in June 2017 that this would be done “soon”.

The windows at the rear of the building have been replaced since our last visit. *See Feedback 4*

It was pleasing to see that some of the bedroom doors have been personalized and the Deputy Manager told us that this is a “job in progress”.

It is positive that much of the old carpeting has been replaced with vinyl flooring.

## **Resident Numbers**

We were advised that three residents are currently in hospital and the home has four resident vacancies.

## **Staff Numbers**

We were advised that three new members of staff have been recruited in addition to existing staff.

In addition, we were informed that the home now has a Link Social Worker.

## Resident Experiences and Observations

There are three lounge areas at Beech Dene, but very little evidence of staff members spending quality time with the residents, they spoke as they passed through, but we did not see any one to one interaction with the residents.

We have since been advised that the staff were quite busy assisting residents with getting up at the time of the visit and that the staff do interact well with the residents and on occasion take residents to Church and into the town for coffee or shopping time, which is individual time with the residents. The manager expressed the sentiment that she felt that the interaction with the residents has greatly improved. *See Feedback 5*

## Activities

We have been advised that the staff take turns to arrange activities for the residents and this is outlined on the staff rota and that generally there is a daily activity between 11 a.m. and 12.30 a.m., although timings can vary. We spoke with a member of staff who advised us that they try to do something each day with the residents, if not called to other duties. There was a board in one of the three lounges listing some activities.

We have been advised that there are a variety of activities on offer, including bingo, wordsearchs, quizzes as a group and painting. The residents are currently making Easter cards and Easter Bonnets and have recently decorated their own biscuits which had been made by the chef. We are further advised that the home has a visit from an entertainer once a month, singalongs with either organ or guitar and that the vicar attends once a month conducting a church service with hymns. The home also has a Pantomime once or twice a year, where the performance is held in the home, this is quite expensive, hence it is once or twice a year.

We were able to give the member of staff that we spoke with a copy of the Healthwatch Staffordshire leaflet, Living not Existing, and we discussed with her the importance of meaningful activities.

## Summary, Comments and Further Observations

There have been some definite improvements since our last visit and whilst we appreciate that these cost money, there are still important issues that need addressing, i.e. the overall look of the building from the outside and the refurbishment of the Conservatory windows. *See feedback*

### Recommendations

We hope that the refurbishment continues.

### Provider Feedback

***The manager advised Healthwatch of the following in relation to the report.***

- 1. The planters etc. at the front of the building will be planted in the spring, as at the moment the frost would not help the growth of plants. The crocus that are currently in the planters are just about to come into flower.*
- 2. From the Ice Palace, the ramp would never be used for our residents, we use the door by the office, which is flat and the residents have chairs out. We do not go down to the bottom garden.*
- 3. Our handyman has been rubbing down the conservatory windows.*
- 4. We have had 5 bedroom windows replaced on the ground floor.*
- 5. The staff do spend quality time with their residents and at the time of the visit (10.20 a.m.) the staff were assisting residents with getting up. Our staff on occasions take one of our residents to Church on a Sunday and they also take our residents up to the town for coffee or shopping time. I do feel that our interaction with our residents is a great improvement.*
- 6. Our staff have A on the rota and activities commence at 11 a.m. until 12.30, times may change. We have six members of staff in a morning to assist our residents. We also have a beautician who comes the first Tuesday of the month for our residents to have pamper sessions. The hairdresser comes on a Wednesday and Friday. As outlined in 5 above the staff do take the residents out.*

#### **DISCLAIMER**

*Please note that this report only relates to findings we observe on the specific date of our visit. Our report is not a representative portrayal of the experiences of all residents and staff, only an account of what was observed and contributed at the time.*

