



Details of visit

Service address:

Bennett House, Park Lane, Woodside,
Telford, Shropshire, TF7 5HR

Service Provider:

Accord Housing Association Ltd, Bennett
House

Date and Time:

18th & 19th November 2017

Contact details:

Healthwatch Telford and Wrekin, Meeting Point House,
Southwater Square, TELFORD, TF3 4HS

Acknowledgements

Healthwatch Telford and Wrekin would like to thank Bennett House residents (users of services), visitors and staff for their contribution to the Enter and View Programme.

Disclaimer

Please note that this report relates to findings observed on the specific date set out above. 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.



What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View visits. Telford and Wrekin Healthwatch representatives carry out these visits to health and social care services to find out how the services 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 at premises such as hospitals, residential and nursing 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 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 safeguarding

policies. If at any time an authorised representative observes anything that they feel involves a risk, they will inform their lead who will inform the service manager. In addition, if any member of staff wishes to raise a safeguarding issue regarding their employer, they will be directed to the CQC, where they are protected by legislation if they raise a concern.

Purpose of the Visit

- To ask residents of Bennett House about their opinions of living in the home, including the care they received, how staff respect their dignity, the food, and the activities and interests they enjoy. To ask any relatives/visitors about their experiences and observations.
- To observe the interactions between staff and residents, and residents and their surroundings.
- To observe Dementia support and how the Eden Approach has impacted on the care and lives of the residents and the running of the home.
- To speak to staff about their training and their care of the residents, the support they received in caring for people with dementia.



Strategic drivers

- The visit is part of a Healthwatch Telford and Wrekin programme of work on Dignity and Respect in health and care settings, and responding to evaluations of feedback received from community engagements.
- Nursing and Care homes are a strategic focus of local, regional and national programmes of the CQC, PHE/NHS, local Councils, and Healthwatch organisations.
- Dementia Theme (2017/18)

Methodology

This was an announced Enter and View visit.

Three authorised representatives were assigned to the visit on first unannounced visit and then two representatives on second announced visit. The lead representative met with the Deputy Manager before the actual visit for a short information overview. On day of visit representatives met with Deputy Manager before speaking to anyone in Bennett House. We took manager and staff advice on any residents who would not have capacity to give informed consent to share their experiences with us or should not be approached for medical or safety reasons. It should be remembered that Enter and View is an engagement tool performed by Healthwatch trained lay volunteers and is not an inspection.

Explanatory Healthwatch leaflets had been sent to the Home before the visit, and these had been made available and distributed, and notices displayed. The representatives explained to everyone they spoke to why they were there and spoke to several residents and staff in Bennett House. As the team went about the home to gain an understanding of the layout and the facilities offered, and to talk to residents, staff and visitors, they also observed the facilities and activities as well as interactions between staff, and residents and any visiting relatives/visitors.

Our representatives spoke to **12** residents, **2** relatives/ **1** visitors and **5** staff at Bennett House during our visits. When the representatives had finished speaking with residents, staff and visitors, they then gathered to review the key observations and feedback received. The team then spoke briefly with the Deputy Manager to share early summary key findings and explained the next step of the process. This report relates only to this specific visit (a snap shot of time) and it's not representative of all residents/ relatives/ visitors and staff, only those who contributed within the time available. The representatives wish to thank all for their time, feedback, and support received on this visit.

Summary of findings

- Bennett House was observed to be operating to a good standard of care regarding respect and dignity of residents.
- First impressions of the home were of a warm and friendly atmosphere. People were very welcoming
- Residents told us they felt safe and that the staff looked after them well - “they are very good, helpful and nice”
- Staff clearly knew the residents well, were caring, and had a good relationship with them. Residents said staff were very good.
- The use of colour, pictures, and activity as encouraged following the Eden Approach, clearly provides residents with a cheerful, supporting, and stimulating environment to live in.
- Activities are person-centred. Social events are provided, with support by staff when needed, and personal hobbies and interests are encouraged and supported
- Some areas of the home need repair and maintenance. This includes repairing broken or missing items and improving general décor.

Results of Visit

Bennett House is a purpose-built residential care home for older adults, mainly catering for the frail and those with mental health concerns. The home, a single storey property, was built several decades ago and houses 45 residents in

individual rooms without en-suite facilities. The home is organised in four residential units with resident rooms (Rosebud with 11 residents, Primrose with 12 residents, Jasmine with 10 residents and Bluebell with 12 residents) and each with a kitchenette and dining and lounge area, and bathrooms, a shower room and toilets, for use by all residents of that unit.

The home has one Registered Manager (shared with another service location), Deputy Manager, and a number of Senior Person Assistants and Person Assistants for each area. There are a number of non-care-based roles in the home as well.

On arrival the team were met by the deputy manager who introduced the team briefly to the operation and layout of the home and described some of the ways that the Eden approach had been used within the Home. We saw that this was well published around the home and day centre.

The home has been accredited with 5-star Food Rating and in 2016, Bennett House was named as Scheme of the year from the Accord Annual Great People Awards. Our representatives were advised that one of the apprentices at Bennett House had been awarded Apprentice of the Year.

We were informed that the service recently carried out a Customer Service review, which resulted in 92.3% reporting 'very satisfied' or 'satisfied' with the care and/or support they receive. Further information can be obtained from the Home Manager.

Accommodation and Surroundings

The general condition of the home, in places is bright and cheerful giving a positive feel to the surroundings, with good flooring, and lounge chairs looked clean, comfortable and unstained. We noticed some areas of the home looked dated, dull and tired; areas needed some maintenance work, especially around décor and a broken toilet roll holder in one of the bathrooms. This was supported by several staff who also passed comment. In line with the Eden Approach the home is decorated throughout with familiar objects, pictures and photographs.

All toilet doors are yellow, so residents can easily find them. Signage is clear with pictures of the bathroom and toilets.

In reception there is a large bird cage with parrot. A large armchair was available next to the cage and we observed some residents and staff interacting with the bird.

Corridors and hallways were clean and free from obstructions.

The communal areas are well laid out, well lit, and with kitchenette facilities for making drinks and snacks, and with a lounge and dining areas, though décor was muted and might benefit from a face-lift.

Individual resident rooms are clean and compact, with a regular single bed, and decorated to resident's choice of décor including wallpaper if they wished, flooring (either carpet or wood laminate flooring), and some residents had their own furniture items too. Residents informed us that they can bring in their own items from home when they move in, like curtains, TV etc.

Most residents have pictures and photographs on the walls and their belongings around them. In some units, the resident room doors have their name on and a picture of the resident, or some other picture they had drawn, however this was not evident in all units. Some residents choose not to have their picture outside their room. There are not many general pictures (non-residents) on walls in the main general areas.

The team noticed that the lighting in some resident rooms seemed dim and may impact a resident wanting to do activities such as crafts, painting, sewing, or reading. In one room particularly, this appeared to be made worse by a high hedge outside the window which severely blocked out natural day-light; the resident was a keen artist and confirmed the poor natural and in-room lighting was not helpful for her hobby.

The garden was pleasant and easily accessible for people with walking aids. However, some support to access the garden through a side door may be needed by some residents. The home also had a sensory garden for residents to enjoy. The garden area housed the designated 'smoking shelter' for residents and visitors to use.



Personal Care, Dignity and Respect

We heard and observed how staff were approachable, friendly and spoke to people with respect and supported their dignity. Staff allowed time for residents to answer and did not appear to rush people to respond. Carers got down to the level of the resident and offered appropriate reassurance by placing their hand on the resident which showed compassion.

We spoke to a resident who felt they had lost their independence since being in the home with some restrictions to their movement resulting from fire regulation checks. We pointed this out the Deputy Manager and we have emailed the Registered Manager to see what processes had been put in place to support decisions made (*We received a reply from the manager on 29/11/2017 which highlighted what processes had been followed with further considerations*). The resident liked to be independent but had to ask staff for support when better solutions could be found. The resident informed our representatives they “felt

they were in jail and felt depressed”. The resident was due to move soon to another service.

We observed resident/bedroom door’s being left open and were informed that other residents can walk into people’s bedrooms and this can cause problems.

Another resident enjoyed living at Bennett House as they liked the company around them and not on alone. They felt involved and treated with respect and dignity. We observed walking frames stayed near residents for easy reach.

Staff informed us that care plan ‘daily contact records’ are updated four times a day. Staff informed us that the home has a good relationship with the local medical practice, and if residents are well enough they are supported over to their appointment by staff. If residents are not able to visit in person, then medical staff will visit the home. Nursing staff are regular visitors to the home.

Meals & Food

During mealtimes we observed a choice of sandwiches and sausage rolls being offered to residents; there was also a choice of puddings available. We talked with residents who told us that the food was very nice and that there was enough food and drinks available. Residents can ask for more food and drink if they were still hungry/thirsty after a meal, and a resident cold water and snack machine were available in the corridor. Residents were supported to eat and drink as appropriate.

Finger food snacks were on offer throughout the day and some residents were able to make themselves drinks and snacks. Fruit was also on offer, and all kinds of diet-needs are catered for. We observed beverages and biscuits being offered after lunch time meal.

We had been informed that the home has a winter and summer menu. We heard from a resident how they fancied “faggots” but it was not on the menu and the cook went and got some for the person, they really appreciated that.

One resident didn’t like the ‘Friday take-away’ food choices, however staff offered an alternative.

Activity, Exercise and Social Interaction.

We observed a large billiard-style notice board in each unit. Information provided covered activities and events available throughout the week and at various times of the day (morning, afternoon or evening) Picture cards as well as written information can be viewed. On one notice board (Jasmine unit) we found no information available, and this was pointed out to the senior person on duty.

We heard that people like to undertake a range of activities both in the home and outside. Activities are person-centred, and not just ‘standard’ craft activities. People can go for walks or go to the local shops with support. A resident also told us they go to church fairs and fetes and help with local church events. Residents explained that they have more trips in the summer time and not so much in the winter time due to the weather.

We were told that visitors came into the home to provide activities with the residents - including 'Rupert' the horse, various singers, and visits from the Exotic Zoo. We also heard that children from local schools visit the home as well. Residents are encouraged to attend a Fall Prevention activity.

We observed staff coming in to an area from other areas of the home to borrow knitting needles for their units' residents.

Any feedback from residents, relatives/carers, staff or visitors received by Healthwatch is published on our website - healthwatchtelfordandwrekin.co.uk

Staffing and Staff Feedback

All the people who spoke to our representatives commented on how the staff are very nice and helpful to them. One resident told us they thought the 'young carers' come in and don't really have an idea about caring, especially personal care. They come in shy and quiet, but soon they get better at the caring and feel more comfortable with carrying out personal care for residents.

Staff offer people choices and we observed and were told how staff spoke to residents and visitors appropriately and in a friendly manner. Two staff were mentioned as being "outstanding" and "some go beyond the call of duty"

Residents told us that staff are approachable and if they haven't got something then within reason they will go and get it for you.

We spoke to an agency worker who told us they regularly work at the home. They told us they knew and understood most of the residents, and we observed an example of this when coming to the support of another carer to settle a resident who was confused.

Staff told us they felt supported by their peers and senior management. Staff told us they love their job, and this was evident when we observed staff and residents laughing together.

Action on Recommendations Made from Previous Visit (July 2015)

1. Fulfil the staff recruitment needs as soon as possible. [The manager informed us that recruitment is nearly complete, and staff are waiting for DBS checks and inductions.](#)
2. Provide resident name signs and pictures to replace the small number disc in those units that do not have name plates nor pictures. [Completed.](#)
3. Remind staff to encourage residents to drink refreshments that have been provided, and about not leaving beakers or medicine cups behind the corridor rails. [Completed.](#)
4. Review lighting levels in the rooms of those residents who like to do their hobbies in their rooms, or like reading; consider providing additional focused lighting lamps, and ensure outside hedging and trees do not significantly reduce the summer light. Consider converting the conservatory room (currently seemed to be used for furniture storage, and

occasional quiet seating area) into a comfortable “painting art studio” for residents use. Completed.

5. Consider replacing the white crockery used for resident meals and drinks with coloured ones - perhaps with primary colours in keeping with other colour focus for the home (*Eden Approach*)
6. If residents knit, encourage them to contribute their work to things which are useful - such as blankets/throws for themselves or other residents (or for relief charities), or turn them into “Twiddle muffs” for residents or the hospital (PRH).
7. Consider making ‘crayons’ and paper available for residents to encourage further activity and interest to be continued outside the “supported activities” times.

Recommendations - This Visit (2017)

1. Explore the options of an iPad for residents to use ‘Face Time/Skype’ to keep in touch with family.
2. Restart the residents and relative meetings, so more engagement with the home.
3. Undertake a maintenance programme within the home. This includes repairing damaged items, replacing missing items (e.g. toilet roll holder) and improve general décor.
4. Explore different options for volunteering opportunities and increasing club involvement activities with the home.
5. Engage with the Dementia café coordinator at Princess Royal Hospital, exploring about had monthly meeting in the activity room. Increase community involvement with the home.
6. To ensure ample supply of equipment to support activities within the home.

Service Provider Response

Improvement Plan following Healthwatch Bennett House Enter and View Unannounced visit being undertaken 18th & 19th November 2017.



Area for Improvement	Action to be taken	Who By	When By	Date completed / comments
Findings Plan				
Findings Summary (Pg. 3): “Some areas of the home were in need of maintenance and repair including broken or missing items and improving general décor/ redecoration “	Please note the broken toilet holder was repaired on Monday morning by the Handyperson. Our Handyperson has a communication book for staff to record any repairs which he addresses when next on duty.	Handyperson	20/11/17	
	Accord has a programme of planned and scheduled work. The Registered Manager will liaise with the Head of Business support to ascertain planned programme for Bennett House.	Registered Manager / Head of Business Support	31/01/18	
Accommodation and Surroundings (Pg. 4): In some areas décor looked dull dated and tired Noted broken toilet holder in one of the bathrooms Household Communal areas were muted and might benefit from a face lift.	As per above comments Customer consultations undertaken regarding décor preferences. These will feed into the Home’s redecoration programme.	Registered Manager / Head of Business Support	Works planned for commencement April 2018 By Oct 18	

<p>Few pictures on walls in the general areas”</p>				
<p>Personal Care, Dignity and Respect (Pg. 6): “we observed resident/ bedroom doors being left open, and were informed that other residents can walk into people’s bedrooms, and this can cause problems “</p>	<p>Customer preferences re their room doors being open/ closed is recorded within the individual’s plan of care and followed by staff. Customer can be offered keys to their rooms, this will be revisited with customers throughout their January Care Plan reviews.</p>	<p>Deputy and Senior team</p>	<p>By end Jan 18</p>	
<p>Staffing and Staff Feedback (Pg. 7): “One resident told us they thought the ‘young carers’ come in and don’t really have an idea about caring, especially personal care. They come in shy and quiet, but soon they get better at the caring and feel more comfortable with carrying out personal care for residents”</p>	<p>Upon commencement of employment, all our staff follow an induction programme, this is supported via a buddy - an experienced staff member. Colleagues are supported throughout their induction period along with receiving regular supervision sessions that support their practical and reflective practices.</p> <p>The Home have a care assessor who supports and monitors the new workers progression, providing guidance and training as required.</p> <p>We value our customer’s feedback - this has a significant positive impact on new staff coming into the care industry as stated in your report.</p>	<p>Senior team/ Care assessor for new starters</p>	<p>Ongoing</p>	

Area for Improvement	Action to be taken	Who By	When By	Date completed / comments
Recommendations Plan – 2017 (Pg. 8)				
1. Explore the possibility for an iPad for residents so they could keep in touch with family on Facetime/ or Skype	<p>We have recently purchased tablets for staff to support customers to use.</p> <p>Skype already 'in situ' enabling customers to maintain contact with their families via this medium.</p> <p>During January meetings the Home will consult with customers and their relatives to ascertain if they wish to use Skype. Support will be provided to use if required.</p>	Registered Manger/Senior team	By 31.1.18	
2. Restart the residents and relative's meetings, to provide more engagement with the service on offer at the home.	Customer and relative meetings to recommence in February	Registered Manager/Deputy Senior and PA team	28.2.18	
3. Undertake a maintenance programme within the home	See Findings Summary – “Findings Plan” above (previous section)			
4. Explore opportunities for using volunteers and how to encourage their involvement and increase the involvement of community clubs in activities involving the home/residents.	Within Accord we have a designated worker to help recruit volunteers within our service. Currently we have an advert for opportunities within Bennett House offering a range of volunteer opportunities ranging from supporting activities befriending, gardening, etc.	Registered Manager to obtain recruitment update from recruitment manager.	20.1.18	

<p>5. Engage with the Dementia Café – coordinator at Princess Royal Hospital to explore a monthly meeting in the homes activity room.</p>	<p>Deputy Manager to contact the hospital to explore opportunities for Dementia café within the home, inviting the local community</p>	<p>Deputy Manager</p>	<p>20.1.18</p>	
<p>6. Ensure ample supply of equipment in each unit to support their activities.</p>	<p>The Home has equipment on each household to support with activities. The large communal lounge has vast amount of activities available to support customer engagement.</p>	<p>All staff Deputy Registered Manager</p>	<p>Immediate/ ongoing By 28/02/18 By end Feb 18</p>	