



Enter and View Visit



Place of Visit:	Burgh House
Service Provided:	Residential Elderly
Number of residents:	36
Service Address:	High Road, Burgh Castle, Gt Yarmouth, NR31 9QL
Service Provider:	Burgh House Residential Care Home Ltd
Date and time:	19 July 2018 2 - 4 p.m.
Authorised Representatives:	Dilly Turton & Sonia Miller
Report Published on:	August 2018



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About Us

We are the independent champion for people who use health and social care services. We exist to ensure that people are at the heart of care. We listen to what people like about services, and what could be improved and we share their views with those with the power to make change happen. We also help people find the information they need about services in their area.

We have the power to ensure that people's voices are heard by the government and those running services. As well as seeking the public's views ourselves, we also encourage services to involve people in decisions that affect them. Our sole purpose is to help make care better for people.

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.

This report relates to the visit on **19th July 2018**.

The visit also takes into consideration the fact that some of the residents spoken to may have a long-term illness or disability, including dementia, which will have an impact on the information that is provided.



What is Enter and View?

Part of Healthwatch Norfolk's work programme is to carry out Enter and View visits to health and social care services, to see and hear how people experience care. The visits are carried out by our authorised representatives. We can make recommendations or suggest ideas where we see 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. 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.

Acknowledgement

Healthwatch Norfolk would like to thank the staff at **Burgh House** who spent time talking to us. Thank you also to the Manager of the home for helping us to arrange the visit.

We recognise that providers are often able to respond to us about any issues raised and we include their responses in the final report.



Summary of findings

This is what we found as a result of observing and speaking with staff, residents and relatives at **Burgh House**

- The home has a warm, welcoming and friendly atmosphere
- Staff are friendly, caring and respectful towards residents
- A variety of activities/outings is offered to residents
- Residents and relatives are very positive about their experiences in the home

Purpose of the visit

We are carrying out a number of visits to care homes to look at how the wellbeing of the residents is being catered for.

We are looking at the environment and surroundings in the care home, the relationship between residents and staff and how residents are involved in decision-making about their activities and food choices.

We speak to staff and residents about the meals they are served, the care they receive from the staff and the activities which are arranged for them both in the home and within the community.

We also talk to family members and visitors if they are at the home when we visit.



What we did

These visits are being carried out using our power to Enter and View. This is Healthwatch's legal right to visit places that provide publicly funded health or adult social care services, to see and hear how people experience those services. Each visit is carried out by a team of a trained authorised representatives.

Our focus is on the wellbeing of residents and to obtain an overview of the care they are receiving.

We selected the care homes to visit in liaison with the Care Quality Commission and Norfolk County Council and notified them of the visits.

Observations

Burgh House is situated next to the Broads and the home is pleasant in appearance with hanging baskets at the front, and ample parking for staff and visitors.

The home is two semi-detached houses converted into a care home with individual rooms and en-suite facilities. Further additions have been made, including a reablement unit for 4 residents who have transferred from hospital.

The Manager told us that the site is currently being extended to include 5 independent living houses and residents from both units will be able to interact through an extended garden area.

The Manager also told us that he has an open door policy for residents and relatives to come and talk with him if they have any issues/queries and would try to resolve these as quickly as possible. The Manager also told us that he meets with relatives and residents to give feedback which helps to inform changes/improvements or develop more facilities for the residents.



The entrance had a coded entry system and we were welcomed into the home by the Manager.

Physical Environment

The home has 43 beds on two floors and can accommodate some couples. The newly built re-ablement unit houses 4 residents who receive intense occupational and physiotherapy treatment to support them to enable them to return to their own home.

The corridors in the older part of the building are quite narrow but all can accommodate wheelchairs.

The entrance lobby is large, bright and welcoming with flowers and several chairs where residents can enjoy some quiet time. There is a board displaying pictures and names of the staff.

There is a small 'quiet' lounge with a television and small alcove area where we were told residents often sit and read.



There is a second spacious lounge where all the activities take place, although it appeared like an 'old fashioned care home' with all the chairs around the walls and looked a little dull.

The Manager told us that he hoped the room would be refurbished in the near future. There was also a piano and television in the room and the stairs to additional residents' rooms led off this room.



There was a further small room leading off the lounge with shelves of books and a table and chairs. There is also a hair dressing salon which was very busy and we were told that the hairdresser had been coming to the home for 30 years.

The residents' rooms which we were shown by the Manager were a good size, bright and airy with en-suite facilities. We observed that residents are able to have their own personal possessions to decorate their rooms.

Gardens

There is a small garden area with tables, chairs and umbrellas and residents were enjoying entertainment by a singer who played song requests for them and their relatives. There were hanging baskets and planters with flowers which the residents had helped to plant.



It was a hot day and staff served cold drinks and provided sun hats for the residents. Also during our visit afternoon tea and cakes were served.

We were told that the garden will be extended once the additional building works have been completed for the new housing units.



Meals and Nutrition



The dining room is large and roomy and although the floor has recently been replaced and we felt that the furniture and décor needed updating. The Manager told us that he hoped to complete this work in the near future.

The kitchen is well equipped and all meals are cooked on site with fresh local produce. The Chef told us that there is an 8 week menu with a choice of two dishes at meal times. She told us that her assistant asks each resident what they would like in the morning and explains what the choices are. If they change their mind this can be accommodated. There is a blackboard in one of the corridors where the menu for the day is displayed.



Menu Board



Dignity and Privacy

All the residents appeared happy and were tidy and well presented and were encouraged to move around the home.

Staff interacted and cared for the residents unintrusively during visiting time and were very attentive, respectful and friendly towards everyone.

Activities

There is a range of activities offered by the staff at the home, including carpet bowls, bingo, music and singing.



Whilst we were visiting there was a lady singing and playing the guitar to residents in the garden. Relatives were also joining in the singing.

The Manager told us that one of the residents was a gardener and he assists other residents with the activity when they plant up the hanging baskets which are displayed around the home.



We observed that residents and relatives were happy sitting in the garden, singing, chatting and reading.



The local vicar visits once a month to see those who wish to take Holy Communion.

There is also a wish-box where residents and their relatives can put their wishes/suggestions and these are then facilitated where possible.

Residents are also taken on outings in the surrounding area. A local community transport group is used for this and relatives can also be transported to and from the home to visit if required.

One of the residents told us that she had recently lost her husband and enjoyed the company and activities at the home. She also said that she liked to walk and we observed her moving freely around the home and sitting in different areas during our visit.

Staff/Resourcing

Staff work split shifts, 7 staff in the morning and 5 staff in the afternoon with 3 at night. The Manager told us that the home does not use any agency staff.

The Manager and his staff were all very welcoming and friendly. We observed friendly, caring and respectful interaction between staff, residents and relatives. There were a number of relatives visiting at the time of our visit.



The residents and relatives who we spoke to had very positive things to say about the home and the staff and their experiences of the care home.

The relatives who we spoke to all praised the care their family members were receiving and one relative told us they could not think of a better place for her aunt to be.

Another relative told us that she was very happy with the care her mother received and that she was very happy at the home.

The Manager told us that all staff have the Care Certificate and are trained in manual handling and practical observations take place and they are supervised during their training period.

The Manager also told us that he is going to have some dementia training using visual goggles for dementia and if he feels it appropriate, will ensure that all the staff are trained as well to assist them when caring for those residents with dementia.

Ideas to take forward

- Refurbish the lounge to make better use of the space and make it more homely for the residents
- Continue with plans to update the dining room and the furniture
- Investigate dementia training for staff
- Display a weekly planner of activities/outings for residents and relatives
- Display menu choices for the week on the notice board

Response from Burgh House

No comments were received from the home



Contact us

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