



Brookfield Care Home

Date of visit: 29th November 2018

Report published: 21st December 2018

List of Contents

Background

- What is Healthwatch Warrington?
- What is Enter and View?
- Disclaimer
- Acknowledgements
- Purpose of the visit

Pages 3 - 4

Page 3

Page 3

Page 3

Page 4

Page 4

Details of the Visit

- Details of the service
- Location
- Date/Time
- Panel Members
- Provider Service Staff

Pages 4 - 5

Page 4

Page 5

Page 5

Page 5

Page 5

Results of the Visit

- Spotlight - Activities Programme & Person-Centred Approach
- First Impressions
- Entrance and Reception Area
- Activities and Leisure
- Food and Refreshments
- Cleanliness and Infection Control
- Administration
- Admission
- Staffing and Staff Training
- Privacy, Dignity and Treating People as Individuals
- Encouraging Positive and Respectful Attitudes
- Other Comments

Pages 5 - 12

Page 5

Page 6

Pages 6 - 7

Pages 7 - 8

Page 8

Page 8 - 9

Page 9

Page 9

Page 10

Page 11

Page 12

Page 12

Recommendations

- Distribution List

Page 13

Page 13

Background

What is Healthwatch Warrington?

Healthwatch Warrington helps the residents and communities of Warrington to get the best out of local health and social care services. We gather the views of local people and make sure that they are heard and listened to by the organisations that provide, fund and monitor services.

What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View (E&V) visits. Local Healthwatch representatives, who are trained volunteers, carry out E&V visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act (2012) allows local Healthwatch representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, care homes, GP practices, dental surgeries, opticians and pharmacies. E&V visits can happen if people identify a problem. Equally, they can occur when services have a good reputation; enabling lessons to be learned and good practice shared.

Healthwatch E&V visits are not intended to specifically identify safeguarding issues. If safeguarding issues are raised during a visit, Healthwatch Warrington safeguarding policies identify the correct procedures to be followed.

Disclaimer

Please note that this report relates to the findings observed on the specific date of the visit. This report is not a representative portrayal of the experiences of all service users / residents and staff, only an account of what was observed and contributed at the time. Wherever possible, the report below is in the words of the E&V team members present at the time of the visit. The report has been collated by Adrienne Roberts as the visit lead.

Acknowledgements

Healthwatch Warrington would like to thank everyone at Brookfield Care Home for their welcome, and in particular, Rachel Carson (Senior Carer) and Jeanette Stott (Administrator) - who made time to share information with the team and answer questions.

Purpose of the visit

In November and December 2016, Healthwatch Warrington embarked upon a series of Good Practice Enter and View visits. Brookfield was chosen for such a visit due to its specific focus on providing a highly-interactive activities programme for residents; based on resident's personal interests and hobbies. The purpose of this visit was to explore what this good work and person-centred approach looked and felt like from the perspective of a lay person.

The most recent visit took place on 29th November 2018 and the Healthwatch Warrington Team returned to review if good practice was being maintained. This was an announced visit.

Details of the Visit

Details of the Service

Brookfield Care Home is run by Barchester Healthcare Homes Ltd and is situated in a quiet suburban setting, close to Lymm village and main road access. Brookfield provides accommodation for up to 31 residents; offering 24-hour residential care, as well as short-term respite and day care. Brookfield received an overall 'good' rating in its latest CQC inspection report, published in 1^{4th} March 2018. The home's website address is: <https://www.barchester.com/home/brookfield-care-home>

Location

Brookfield Care Home, 18 Brookfield Road, Lymm, WA13 0PZ

Date/Time

Thursday 29th November 2018, from 10:00am to 12:00pm

Panel Members

Jim Sinnott - Healthwatch Warrington, Enter and View Authorised Representative

Adrienne Roberts - Healthwatch Warrington, Enter and View Visit Lead

Provider Service Staff

Rachel Carson - Senior Carer

Jeanette Stott - Administrator

Results of the Visit

Spotlight - Person-Centred Approach

From reading (Barchester) Brookfield's website, it is clear that the home sees itself as being 'different' and offers quality, individualised care.

A big part of this unique approach is a focus on diversity and treating people as individuals. This is shown by Brookfield's showcasing of its varied activities programme; with activities offered on a daily basis that are based around resident's interests and hobbies. Staff talk to residents to get an idea of their preferences and also introduce new activities to stimulate them.

Brookfield prides itself on fostering an atmosphere of love, warmth, caring, friendliness and happiness. The visiting team wanted to speak with staff and residents about their experiences of the home and see how this values-based approach works in practice.

First Impressions

Brookfield is situated in an attractive tree lined residential area of Lymm; both Lakeside GP surgery and Lymm village are within walking distance.

The home is well signed from the road and the bus stop is located nearby on Brookfield Road, which provides good access to public transport. There is also on-site parking and street parking spaces available in front of the home. However, on the day of the visit there was no parking available on site or on the street opposite, and parking could only be located a few streets away.

The home is set back from the road and is accessed by a driveway leading up to the home's car park and front entrance; which allows greater privacy for residents.

The home itself is based in a large Victorian house, with spacious gardens, well-tended lawns, a fish pond and tall trees surrounding it. This greenery provides a relaxing outdoor space and pleasant views for residents, as well as additional privacy. It was noted by the visiting team that the woodwork had been repainted recently.

In addition, there are attractive conservatory spaces at either side of the front entrance; acting as a brightly lit dining space and sun lounge area for residents to use. As such, the home feels like an inviting setting for visitors.

Entrance and Reception Area

The home's front entrance is decorated with hanging baskets. There are large steps leading up to the front door, with metal hand rails at both sides. There is a good, low incline ramp that allows easy access for wheelchair users.

The reception area is homely, clean, uncluttered and free from any unpleasant odours. The main hallway was beautifully decorated in keeping with the character of the building and pictures and ornaments added to the homely feel.

The reception desk is opposite the entrance and the dining room and lounges can be accessed directly from the reception area. Notice boards are mounted on the walls and a staff identification board displays postcards with the names and photographs of the staff on duty that day. However, some of the postcards did not have a photograph attached. There is also a board with photographs of the staff but there are no names or titles. It was good to see that the Healthwatch poster, 'Have a Voice' was displayed in a prominent area and one of the residents was waiting to speak to the visiting team when they arrived.

The visiting team were warmly greeted by Rachel Carson, Senior Carer who apologised that the Manager and Deputy Manager were not available on the morning of the visit and that Jeanette Stott, Administrator, would be showing us around the home.

The staff on duty looked busy but appeared cheerful and unstressed. Rachel mentioned that she had worked at Brookfield for ten years, and her sister and daughter had both worked at the home. She stated that the turnover of staff is low and applicants for vacant posts are usually made following recommendation from existing employees.

At the time of the visit, a member of the review team spoke to Ashley, who is employed by Bridgewater Community Healthcare NHS Foundation Trust and was collecting blood samples from residents as part of their health monitoring.

Activities and Leisure

The visiting team were able to speak with Gemma, the home's recently employed activities co-ordinator. Gemma had just returned with Jeanette, from decorating a Christmas tree at the local church. Unfortunately, none of the residents chose to go with them due to the bad weather.

Gemma described some of the activities that take place, and these include bingo, quizzes, sing-songs and arts/crafts.

Brookfield has links with the local community and this includes children from the local primary school coming in to sing to the residents and members of the Methodist Church were due to give a carol concert for Christmas.

In addition, Brookfield has a library room that is equipped with a large selection of books, comfortable upholstered chairs and window views of the gardens. There is also a large lounge, which is connected to an extended conservatory area.

There is a small hair salon on the ground floor and a hairdresser comes to the home every Monday and Wednesday. The salon is in a recess and felt cold, unlike the rest of the home.

Food and Refreshments

The dining room is inviting, well designed and quite spacious. The tables are beautifully laid with cloths, cutlery, napkins, menus and centre pieces. Meals are served from heated trolleys and all food is prepared on site, using fresh ingredients. A menu choice is available for all meal times and both residents and staff described the food as being exceptionally good. Jim, the home's resident Ambassador, stated that residents can request almost anything, and the menus are reviewed regularly. If there is something on the menu that they do not like, it is removed.

The visiting team was offered a bowl of freshly made soup, which was being served at lunchtime. It was well received and tasted 'as good as the best I've ever tasted'.

The sweets were described as 'to die for' and there is a desert trolley with at least three choices of desert, plus ice-cream and yoghurt.

A member of the review team visited the kitchen and passed on the positive feedback from everyone about the food and menus. The kitchen area appeared well organised and clean.

Cleanliness and Infection Control

All communal areas visited were clean, free from obstructions and had a pleasant odour. The visiting team were able to view toilets and bathrooms, which were also

very clean and clutter free. There are assisted bathrooms/toilets with hoists/aids and all rooms are well stocked with soap, handtowels etc.

The home also has an on-site laundry room for washing and drying resident's clothing.

Brookfield is decorated to a high standard and furnishings and fixtures appeared to be well maintained.

Administration

Jeanette, the Administrator, spoke at length to the visiting team about the home and parent company. Brookfield has been owned and managed by Barchester Healthcare since 2008 and Jeanette described Barchester Healthcare as supportive and stated that they 'leave you alone but they provide support when needed'. All enquiries via the website are monitored and responses are acted upon within two hours during weekday office hours.

At the time of the visit, Brookfield had no vacancies. There are 29 bedrooms and two are double rooms, therefore the home can accommodate 31 residents. Some residents stay at Brookfield for short-term respite, although the majority of the residents live there permanently. One member of staff stated that "we work in the residents' home", and this reflected the ethos at Brookfield.

The home appeared well organised. Staff members, although busy, were helpful and friendly.

Admission

Members of staff like to conduct pre-admission home visits in order to carry out a pre-admission assessment with new residents. Being in this setting helps them to better understand the resident's background prior to their move; including personal history, tastes and preferences. This is a core aspect of the home's commitment to a 'person-centred' approach and focus on treating residents as individuals.

Staffing and Staff Training

Brookfield has 27 members of staff plus some bank staff. Most of the bank staff are also permanent members of staff, who work additional shifts as required, and all staff are provided with uniforms. Brookfield does not use agency staff and has not done so for several years. The visiting team believe that this is a positive position because the residents are familiar with the staff and the staff are aware of the residents' needs and preferences.

The care staff work 12-hour shifts: 8am to 8pm during the day, and 8pm to 8am during the night. There are two Carers and one Senior Carer during the day and two Carers at night. In addition, there are management and support staff who work various shifts and are reported to work together as a supportive team. One Carer informed the visiting team that there are occasions when the home is short staffed and felt that this affected morale.

As well as their own staff, the home is fortunate enough to have two regular volunteers, helping with activities.

All new members of staff are given thorough induction training and are encouraged to take National Vocational Qualification (NVQ) and other courses. Rachel informed a member of the visiting team that Sarah Nolan, Manager encourages staff to undertake training. Rachel has NVQ 2 Qualification and this has allowed her to become a Senior Carer.

Privacy, Dignity and Treating People as Individuals

The residents at Brookfield have varied needs and approximately 50 percent have memory problems, and some have a diagnosis of Dementia. Rachel informed the visiting team that all staff have recently undertaken Dementia training.

When a resident is in need of End of Life Care, the staff at the home are supported to provide care by nurses from Bridgewater Community Healthcare NHS Foundation Trust.

The visiting team also noted that resident's rooms had their names shown on the doors, to make them feel more personal and give the resident a sense of ownership in that space.

The visiting team met with Jim, a long-standing resident of the home. Jim is the home's residents' Ambassador and is responsible for gathering residents' views. A member of the team met Jim during the previous Healthwatch Warrington visit in November 2016 and he was happy to provide an update. He also offered to show them his bedroom, which he was very proud of. The ground floor room was furnished and decorated with Jim's personal possessions and everything was done to his own taste. This includes two beautiful tapestries that have been made by another resident at Brookfield. There is also an en-suite toilet and sink.

Jim continues to share feedback with staff at regular meetings. He stated that the management team respond to all feedback and make changes and improvements as appropriate. The home then completes a 'You Said, We Did' poster, showing residents that their concerns and suggestions have been acted upon. This was evident to the visiting team and was displayed in the reception area.

It was good to meet Jim and to gain a resident's perspective of the home; as he provided an open and unprompted insight into how residents view the home and has lived there himself for four years. When asked if anything has changed recently, he said that in his opinion there were two residents who should be in a Nursing Home, rather than a Residential Home because they now required a higher level of care.

Encouraging Positive and Respectful Attitudes

The visiting team observed genuinely friendly and respectful interactions between staff and residents during the visit. Residents appeared to be very comfortable and were happy to speak to the visiting team during the tour of the building. One resident said, 'we love it here, the staff are wonderful'. The same resident was being visited by a relative, who agreed with the comments and felt that the residents were well looked after.

Another resident who had been at Brookfield for approximately two months, described the home as being comfortable and the staff very friendly. He stated that

you can have a drink at any time and described that 'the food is spot on'. He stated that he does not like bingo and wishes that there were some activities that he enjoyed, although he recognised that he would prefer to do outdoor pursuits and be in the company of his friends. He stated that on one occasion he asked to be assisted out of the room and was told that he would have to wait until bingo had finished.

Two of his friends were visiting him and both spoke positively about their experience of visiting Brookfield. They were sat in the conservatory at the front of the building, which was pleasant and furnished with comfortable chairs. They described Brookfield as a pleasant home and thought that their friend had settled in very well. However, they stated that they are sometimes unable to park on the car park or on the street outside.

A member of staff was observed knocking on a resident's door before entering and all residents were addressed by name. This demonstrated a respectful attitude towards privacy and dignity.

Safety and Security

All visitors are asked to sign in/out before entering and leaving the home. The door is locked from the outside and visitors are required to ring the bell to gain access.

It was observed that the handrails attached to the walls did not stand out because they were painted a similar colour to the walls. It was suggested that all handrails should be painted in a contrasting, brighter colour to aid those residents with visual problems and dementia.

Other Comments

At the time of the visit there were no residents that smoked, and a member of staff stated that the designated smoking area is outside.

Overall, Brookfield appears to be an excellent place to live and receive care. The building is an attractive, well-maintained and homely residence.

Staff were friendly, demonstrated a genuine respect for residents and appeared to be proud of their working environment.

Everyone the visiting team spoke with were cheerful, happy at the home and with the way it is managed. They did not receive any negative comments.

Based upon these observations, the visiting team felt that practice at the home is well aligned with Barchester's stated values and in many ways exceeds these expectations.

Recommendations

- 1. Staff post cards:** The practice of having post cards for each member of staff, with photographs and information about themselves is good; however, some of them did not contain a photograph and require a review.
- 2. Handrails:** It was suggested that handrails throughout the home should be painted in a contrasting, brighter colour.
- 3. Limited parking:** If at all possible, it would be worth creating a few more parking spaces for visitors.

Distribution List

This report has been distributed to the following:

- Warrington Council
- Warrington CCG
- Care Quality Commission
- Healthwatch England