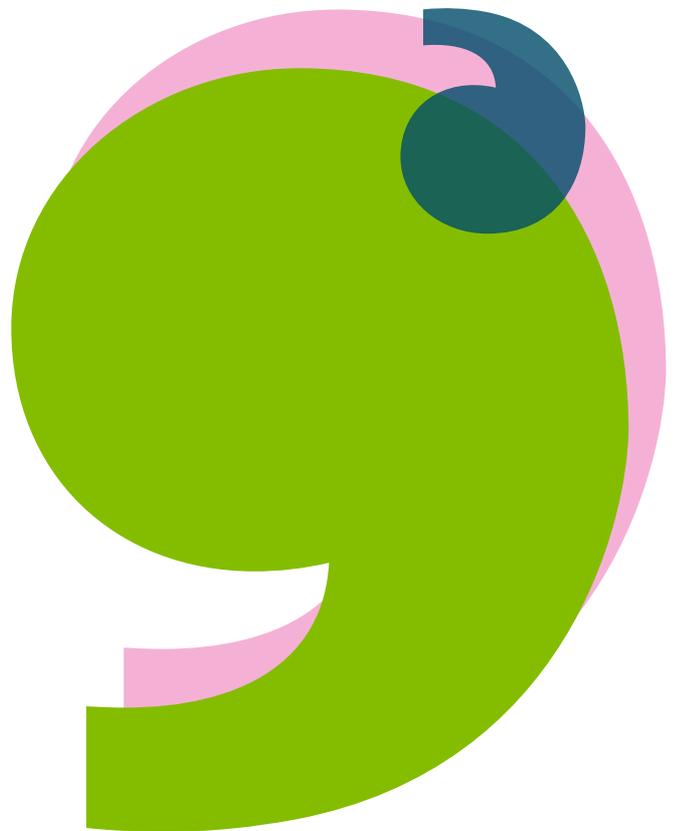




# Beech Court Nursing Home

Review of resident experience

March 2018



# 1 Introduction

## 1.1 Details of the visit

Details of visit: Beech Court Nursing Home	
Service Provider	Dr Brian Cheung
Date visit carried out	29 March 2019
Authorised Representatives	Jeanne Humber, Kanika Lang & Nicola Perrett
Contact details	01865 520520

## 1.2 Acknowledgements

Healthwatch Oxfordshire would like to thank Beech Court, service users, visitors and staff for their contribution to our 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

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## 2 What is Enter and View?

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Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these 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 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 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 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. If at any time an authorised representative sees anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC where they are protected by legislation if they raise a concern.

### 2.1 Purpose of Visit

The purpose of this Enter and View programme was to engage with patients, and their relatives and carers, to find out how they felt about living and working at Beech Court.

### 2.2 Methodology

We met with the Registered Managers of the nursing home upon arrival. We spoke with one resident whose comments have not been included to respect confidentiality, it is important to note that no concerns were raised by this one resident. We also spoke with six staff and heard feedback from five relatives.

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## Summary of findings

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- Beech Court is currently home to 6 residents and has 20 staff (both full time and part time). Between 4 and 5 staff are at Beech Court each day, with 6 present on the morning of our visit.
- Staff were friendly and welcoming.
- There was a family atmosphere at Beech Court.
- Staff are dedicated to their job and would like to be empowered to take on more responsibility and decision making to have a greater impact service delivery.
- Relatives are very happy with the care their loved ones are receiving and have no recommendations for improvement beyond involving local schoolchildren on a more regular basis.

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## Results of visit

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### Observations

Entrance is via the rear of the building through the car park where disabled and visitor parking is available. Upon arrival at Beech Court it can appear initially as if the building is quite small and dark, however the building soon opens into large, lighter spaces. We were asked to sign in and could see an information brochure was available. The latest CQC report was in the office and made available upon request.

The managers of Beech court met us, both of whom were exceedingly friendly and welcoming. They were happy to show us around and facilitate the visit as needed. They were both able to describe what activities were on offer to residents and a timetable was on the wall for information. Photos of the residents engaging in activities had been displayed. Staff had put up some Easter decorations around the home. The managers were able to provide examples of person centred care using 'one-page profiles' and explained about the 'resident of the day', a monthly scheme which ensured a holistic approach to the care and support needs of that individual. This would range from updating all records and care plans, to celebrating that resident in a manner of their choosing such as baking a cake.

## Beech Court - staff feedback

*Staff rated Beech Court as very good or excellent describing Beech Court like being part of a family*

All staff spoken with would recommend Beech Court to a friend or family member and all staff felt they had enough time to engage with residents. 60% were able to give a clear example of person-centred care. 83% could give examples of recent training they had attended including fire safety, business and admin and both managers had completed Level 5 Leadership and Management qualifications.

Staff would like the opportunity to greater influence service delivery in terms of being more empowered to make decisions. The staff team were passionate about Beech Court and wanted to see it reach and keep certain standards and felt that if the management team worked more closely together, this was possible.

## Beech Court - relative feedback

*“It is a home, warm & cosy, not a clinical soulless institution”*

*All relatives who responded rated Beech Court as either very good or excellent. 80% rated the staff as excellent, 20% rated staff as very good.*

All relatives who responded felt that the staff knew their relative well and had the right skills and experience to meet their relative’s needs. All had been given information about their relative and were involved with the planning of care for them. 60% had attended relatives and resident meetings at Beech Court.

### *Relative’s Experiences*

When it came to their own experiences, all relatives felt they were treated with dignity and respect, and all stated they felt safe and were able to approach the manager about any concerns they may have. They all felt that the home met their relative’s specific individual needs.

### *Beech Court Décor*

All the relatives who responded stated that Beech Court was clean, with suitable lighting, well-kept and decorated with floors and carpets in good condition.

When asked what they like about Beech Court, relatives talked about the general feel of the home with good staff and community relationships, how it was warm and cosy, excellent all round with one stating they were completely satisfied.

When asked how their relatives experience at Beech Court could be improved, 75% stated this was not applicable, or they were satisfied, with one saying how can you improve perfection when someone is already very happy there. One suggestion was to bring in more school children for performances. Another suggestion was to plant some more flowers in the garden.

## *“Friendly atmosphere and very caring staff”*

In summary the feedback from relatives was very positive.

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## Actions

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- Following the level of enthusiasm and commitment displayed by staff, the owner and manager should meet with staff and explore how they can contribute towards the development of the service,
  - We would like to thank all staff who are involved in maintaining the quality of care at Beech Court.
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## Service provider response

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Thank you for your time spent talking to colleagues and residents and representatives.

To the best of my knowledge, colleagues regularly communicate with Krishna (the care home Manager) or myself about all kinds of things including care of residents. I believe we have an open, constructive management style and are generally receptive to suggestions and ideas.

Incidentally, we had a staff meeting just a few weeks ago and issues were raised (e.g. residents' toiletries, new thickener guideline) and discussed positively.