

# Enter and View Report

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## Sundridge Court Nursing Home

19 Edward Rd, Bromley BR1 3NG



Healthwatch Bromley

23<sup>rd</sup> September 2021

# Contents

- Visit Information ..... 2
- Purpose of the visit ..... 2
- Methodology ..... 3
- Acknowledgements ..... 4
- Care home staffing ..... 4
- Background ..... 4
- Accessibility ..... 5
- Environment within the home..... 6
- Facilities ..... 7
- Support for those with dementia ..... 7
- Admission of residents ..... 8
- Feedback from residents..... 8
- Medical support and medication..... 9
- Dietary needs..... 9
- Fire safety..... 10
- Feedback from members of management and staff ..... 10
- Family and friends’ feedback on the service during COVID-19 ..... 11
- Staff - general feedback ..... 11
- Family and friends’ general feedback ..... 11
- Findings and recommendations ..... 12
- Conclusion ..... 15

## Visit Information

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Service visited:	Sundridge Court Nursing Home
Address:	19 Edward Road, Bromley, London, BR1 3NG
Care Home Manager:	Theresa Afodume
Date and time of visit:	23 <sup>rd</sup> September 2021, 10:00 - 15:00
Status of visit:	Announced
Healthwatch Bromley Enter and View Authorised Representatives:	Aastha Kamboj, Marzena Zoladz
Lead Authorised Representative:	Aastha Kamboj
Healthwatch Bromley contact details:	Healthwatch Bromley, Community House, South Street, Bromley, BR1 1RH Tel: 020 3886 0752 Email: <a href="mailto:info@healthwatchbromley.co.uk">info@healthwatchbromley.co.uk</a>

Healthwatch Bromley (HWB) has the power to Enter and View services in the London Borough of Bromley. Enter and View visits are conducted by teams of trained Authorised Representatives.

## Purpose of the visit

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The Health and Social Care Act allows HWB Enter and View Authorised Representatives (ARs) to observe service delivery and speak to patients, residents, staff, relatives, friends and carers. Visits may happen in response to concerns expressed to HWB, but also where services have a good reputation. We can therefore learn from examples of organisations doing well and those needing to improve, from the perspective of the people who experience the service first hand.

Enter and View visits are not intended to identify specific safeguarding issues. If safeguarding concerns arise during a visit, they are reported in accordance with HWB Safeguarding Policy.

If at any time an AR observes a potential safeguarding concern, s/he will inform the lead AR, who will then end the visit. If any member of staff in the observed organisation wishes to raise a safeguarding issue, they will be directed to the Care Quality Commission (CQC) and Bromley Council's Safeguarding Team.

The HWB Enter and View programme has been designed based on local intelligence and feedback, supplemented by feedback from the public, and liaison with local partners and stakeholders including London Borough of Bromley and the HWB local Committee.

The Care Quality Commission reviewed the home on 12th February 2021 but did not provide a rating. At their previous inspection on 1st November 2018 the home was rated 'Good' in all areas except leadership, which was rated 'Requires Improvement'.

Two Enter and View ARs conducted the HWB visit and spoke to residents, staff, visitors and family members visiting Sundridge Court. This report highlights observed good practice and makes some recommendations for improvement.

## Methodology

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Our visit was announced in advance, after liaison with the provider to make sure they could accommodate a physical visit and identify residents and staff for us to interview without disrupting services.

In addition to face-to-face engagement, staff, residents, friends and family members completed paper surveys.

In advance of the visit, HWB sent the home a poster announcing our visit to display in communal areas, with copies of questionnaires and booklets explaining the purpose of Enter and View visits in further detail.

HWB offered four choices for completing the questionnaires:

- Telephone call
- Face to face
- Zoom or video conferencing call
- Pen and paper

# Acknowledgements

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HWB Enter and View Authorised Representatives Aastha Kamboj (Project Officer) and Marzena Zoladz (Service Co-ordinator) would like to thank Theresa Afodume, the Nursing Home Manager, for coordinating the visit and making us feel welcome. We also thank the staff for their hospitality during the visit, and residents, family and friends who completed our questionnaires and provided valuable feedback.

## Care home staffing

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On the day of the visit, the home was fully staffed, with 33 members of staff:

- 2 Managers (Client Relation Manager, Hospitality Manager)
- 20 Day Carers
- 1 Registered General Nurse
- 1 Administrator
- 1 Chef
- 2 Catering Assistants

## Background

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Sundridge Court has been caring for older people for over 50 years. It is run by Caring Homes Healthcare Group Ltd.

The accommodation consists of a variety of single occupancy rooms, spread over two floors. The rooms are fully equipped with en-suites and feature televisions and nurse call systems. All rooms are equipped with hospital-like beds and other provisions. Residents are allowed to bring in small items of furniture and personal possessions to personalise their rooms.

The home specialises in care provision for the following conditions:

- Cancer
- Colitis & Crohn's Disease

- Hearing Impairment
- Huntington's Disease
- Motor Neurone Disease
- Multiple Sclerosis
- Parkinson's Disease
- Profound & Multiple Learning Disabilities
- Speech Impairment
- Stroke
- Visual Impairment
- Dementia
- Old Age (65 years+)
- Physical Disabilities

It also offers palliative and respite care.

Rooms for those with dementia and limited physical abilities are housed on both floors. At the time of the visit, only two rooms were unoccupied.

## **Accessibility**

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The home is located on a quiet residential road in Bromley and is served by bus routes. The nearest railway station is Sundridge Park.

Limited parking on site can accommodate up to eight cars, but there is free on-street parking on the road just outside the main entrance.

A corridor leads to the main entrance of the home, where visitors can sign in and access PPE. The home has procedures for signing in and out; different logs are maintained for staff, visitors and maintenance visitors. HWB ARs were given LFT tests and forms to complete. Once confirmed negative, our temperatures were recorded, and we were allowed to enter the home.

The ground floor has been designed so the inflow of traffic is well controlled. The main entrance leads to a hallway which connects the various sections of the home. Straight ahead we noticed a reception area and a small seating area. This section also houses the manager's office. To the left is the communal space, a small conservatory and cafeteria, on the right some additional rooms and the lift which connects both floors.

The medicine cabinets are located on this floor and kept locked at all times.

The building is accessible with wide doorways and walkways throughout, which allow movement of wheelchairs, beds, and walking frames. There are no visible obstacles to free movement.

The residents have access to a small conservatory, a bright and airy space surrounded by the gardens. It has exit doors into the gardens; these are alarmed so that staff can control residents' movements. The garden area is well kept and inviting, though access might be difficult for residents who can't walk down slopes. There is a variety of trees which provide shade yet still allow access to the sun. Other communal rooms include a sitting room and dining room.

During the height of the pandemic, the home stopped access to visitors, but by the time of our visit restrictions were eased and families could meet in person, by prearranged appointment. All families who visit need to complete a lateral flow test, follow infection control measures, such as wearing PPE provided by the home, and complete a form ahead of the visit.

## **Environment within the home**

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The home is warm, welcoming, inviting and well-lit throughout. A comfortable temperature is maintained. There are no unpleasant smells, and the home was exceptionally clean when we visited. There was news on the television, a communal fish tank and music playing to create a positive ambience.

A wide range of daily activities is available, these mostly take place in the conservatory, a small but comfortable space. Activities include current affairs discussion groups, reminiscence groups, afternoon films, bingo, tea and coffee, Shabbat service, singing, seated yoga and many more. Messages are put on display boards and create positive energy throughout the home. The ARs were shown examples of activities the residents had undertaken including arts and crafts and painting. There is a communal fish tank. The overall atmosphere is calming and relaxing with staff seen enjoying conversing with residents.

Staff met by our team included the administrator, deputy manager and the home manager. The staff we met throughout the home were friendly, motivated, and pleased to interact with the ARs.

It was noticed staff were on hand to assist movement of residents.

The home has 28 single bedrooms furnished to high standards. As well as residential, nursing and dementia care they offer trial stays, short stays, recuperative care and long-term care for individuals or couples.

The signage outside the home is clear and inside, there are sufficient signs. Toilets are clearly marked with written text and easy read images for people with dementia. There are specific floor signs which direct residents to their bedrooms. The ARs did not notice any hearing loop signs, which might benefit some residents. The communal notice board is regularly updated and enables everyone to read about planned activities and other important news about the home.

## Facilities

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The range of facilities provided include:

- Range of activities
- Close to local shops and public transport
- Gardens for residents
- Conveniently located lift
- Own furniture can be accommodated
- Phone points in rooms/mobiles can be used
- Television points in rooms
- Wheelchair access.

## Support for those with dementia

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Most residents with dementia need support for day to day living and receive this from the care staff. There is clear signage with pictorial images (e.g., for toilets) and signs to bedrooms, to help residents with dementia. Further provision for residents with dementia, e.g., a specific sensory room, could be considered.



## Admission of residents

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Anyone interested in the services can request a brochure which details all necessary information.

The website also has an 'enquire now' button so it is easy to send a message to the home <https://www.org/find-a-home/sundridge-court-in-bromley#> There is an eligibility guide on their website.

Potential residents can contact [0808 223 5539](tel:08082235539)

## Feedback from residents

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Healthwatch received six resident response forms, completed by residents with support from staff. These residents were able to give their consent to communicate actively and provide information about the home and the care they were receiving. They represented a broad range of experience, the shortest time at the home being 2.5 weeks, the longest two years.

Feedback from residents suggests they feel happy, comfortable, and secure at the home. They expressed their appreciation for the staff and the trusting relationships established with them. Residents understand the team is professional and will always look out for them.

Residents are encouraged to make their own choices and staff always listen. Examples quoted ranged from the angle of the TV to help required when washing. Staff participate actively in reordering medication and arranging GP appointments for the residents. Feedback from friends and family members on this is positive.

Residents praised activity organisers and felt encouraged to take part. COVID-19 impacted negatively on external activities and residents expressed a wish for these to be resumed. Ideas for possible safe outside activities included nature walks, visits to interesting places and visits to garden centres. Residents also expressed a desire to spend more time in communal areas.

Half of the residents could name their allocated key staff member; the others were less sure, but the ARs judged this to relate to their lack of mental capacity.

During the height of the pandemic, residents felt reassured by the increase in cleaning regimes, staff wearing PPE and other infection control measures such as the lateral flow tests which need to be conducted before any visitors attend the home.

Residents were clear on ways they can interact with their family members including face to face visits and video calls, and infection control measures in place during face-to-face visits, such as social distancing.

Residents were aware of the process of seeing their GP, normally once a week on a Fridays with an option of meeting face to face or via video calls. Only one of the six residents we spoke to had not had the Covid vaccine.

Feedback from residents suggests the pandemic had negative effects on some aspects of their lives, e.g., lack of visits from a hairdresser. This was a result of the national restrictions aiming to protect residents from the spread of the COVID-19 pandemic. Suggestions for improvement included adding more bright colours to make the space livelier and brighter to lift the mood of the residents.

## **Medical support and medication**

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The medication room is kept secure with a padlock and is called “nurses’ station”. The medicine cabinets and the fridge are kept locked and well stocked, and only the designated nurse can administer the medication.

The home’s pharmacy is Boots and medicines are delivered to the home according to prescriptions written by the GP. There is usually a four-week cycle for repeat prescriptions, with staff contacting the GP for any ad-hoc requests.

Medications specific to residents are a part of individual care plans and are properly administered according to those plans. The home has not had any adverse events involving medicines.

## **Dietary needs**

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The home assesses each resident’s dietary requirements as part of the initial assessment. Residents’ preferences, allergies, and health conditions such as diabetes are considered.

Meals: breakfast - starts at 7:00 am, with lunch service at noon, and dinner commences at 5:30 pm. Residents can choose to dine in their room or the communal dining room. We observed the lunch service and noted that residents confined to their beds were fed in their bedrooms by a member of staff, who encouraged residents to finish their meals.

Nutritional profiles are in place for all residents to ascertain any areas of risk and to highlight personal preferences. This information is communicated to the chef. The chef undertakes quality checks to gain feedback as to the mealtime experience.

## **Fire safety**

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The home has fire alarms throughout. Regular fire inspections and safety checks are completed. The home conduct fire tests every week and practises evacuation. There are evacuation trolleys placed at regular intervals in the home to aid staff in the event of any emergencies. A fire safety box which includes the fire marshal jacket is located at the reception area. A notice identifies the fire marshals.

## **Feedback from management and staff**

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Total number of senior staff surveys completed: **2**

Total number of staff surveys completed: **13**

Most staff, 11 out of 13 who completed the survey, had been working at Sundridge for over a year, the shortest duration being one year eight months, the longest 10 years.

New staff must attend a two-week induction period before they can start supporting residents. Staff confirmed they had received training on safeguarding, manual handling, health and safety, e-learning, handover process, COVID-19 protocols, disposal of waste and completing administrative formalities. A senior carer provides training and induction. Staff praised the support they receive from management and opportunities for professional growth and development.

*“When I came to Sundridge, my induction lasted two weeks. I was shadowing members of staff. I was shown how to give personal care for residents and how to fill out paperwork, as*

*well as the routine of the home.”*

*“My induction helped me grow as a person and allowed me to work effectively in my position today.”*

The following comments were made about the home:

*“I was always supported if I had any problems, the manager’s door was always open”.*

*“I started as a cleaner at Sundridge, I went on to work in the laundry, I also trained as a carer, and I am now a chef. I have been encouraged all the way and I love my job”.*

## **Family and friends’ feedback on the service during COVID-19**

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During the height of the COVID-19 pandemic, national restrictions meant the home could not allow in-person visits. A few months into the pandemic, visits in the garden began, to enable residents to meet their families.

### **Staff - general feedback**

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Staff confirmed they were satisfied with the level of training they had received. All staff who answered our questionnaire felt encouraged and supported by the management team and colleagues.

### **Family and friends’ general feedback**

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We received feedback from three family members. The feedback is positive and echoes the observations and experiences of the HWB ARs. Issues mentioned included:

- *“Garden could do with some maintenance. More garden furniture of better quality”.*
- Not all activities were felt to be suitable for everyone who lives in the home.
- *“The home needs more activities and things to do. My mum loves ‘doing’ activities, singing, knitting, quizzing, etc. so it would be good if more were planned”.*
- Staff look after the residents well.

# Findings and recommendations

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Following the Healthwatch visit, we received completed feedback forms, and these included:

- Family - 4 interviews
- Residents - 6 interviews
- Staff - 13 interviews
- Senior Staff - 2 interviews

Based on our observations and interviews and the survey responses, we would make the following recommendations:

## Finding/Recommendation 1

Residents wish the activities stopped during the pandemic to be resumed now. Activities offered are not suitable for all residents.

HWB recommends the home do more to engage residents not able to participate in activities currently on offer, by planning additional activities and events for the residents.

### Action/Response from Sundridge Court:

Activities were on offer during the pandemic but at times we had to isolate some residents. Entertainers and dog therapy were stopped as visitors were not permitted into the home. More sensory activities will be added in the weekly schedule for residents who are unable to communicate. More music will be on offer for residents who are bed bound. Every day 1-1 activities take place for residents who reside in their rooms. A box will be made of mementos personal to residents. Props can be taken to a resident's room to bring back good memories. More visitors to attend to the residents such as entertainers and visits from the church. Virtual tour on the iPad can be watched by residents (familiar area).

## Finding/Recommendation 2

HWB ARs noted that the garden furniture looks a bit dated (as commented on in one questionnaire).

HWB recommends that the garden area is updated with new furniture.

### Action/Response from Sundridge Court:

New garden furniture is currently being purchased for our garden ready for the summer months.

### Finding/Recommendation 3

Staff feel challenged and pushed to their limits by the pandemic, which has also affected their mental health. Staff can purchase meals at a reduced price of £1.50. We observed that the space allocated as a staff breakout area is quite small. Their lockers and a small table are all housed within the kitchenette.

HWB recommends that

- Sundridge Court should consider a range of incentives for staff, to encourage them and boost morale.
- The staff area should be refurbished to create a more welcoming space.
- Staff should be offered mental health and motivational support.

### Action/Response from Sundridge Court:

Caring star awards are now back in place every month, staff vote who they feel has worked hard and gone the extra mile. An e-voucher is added to an app for the staff to spend. Staff are awarded a thank you note handwritten by the home manager.

Our head office has been to view the home and conducted a report for work to be carried out to make our staff room bigger. A toilet will be taken out and the sitting area made bigger.

We are fully recruited at Sundridge Court.

### Finding/Recommendation 4

Communal toilets on both floors are equipped so residents confined to bed can be hoisted into the tub. The tubs look quite dated. Lights in the bathrooms are very dim and low voltage, which makes them look quite depressing, in contrast to the bright nature of the rest of the home.

HWB recommends that the tubs should be refurbished, and the bathroom lights made brighter.

### Action/Response from Sundridge Court:

Higher voltage bulbs will be replaced in the bathrooms to make the room brighter.

### **Finding/Recommendation 5**

The communal area furniture including chairs and tables, the wall artwork and the colour scheme look dated, as do the restaurant tablecloths and carpet.

HWB recommends that these items are upgraded as soon as possible.

#### **Action/Response from Sundridge Court:**

Our head office conducted a report to modernise the communal areas, curtains will be replaced. Interior decorator will be visiting the home to assess what changes can be made to update the home.

### **Finding/Recommendation 6**

Residents are missing the therapy dog sessions, which are on hold.

HWB recommends that therapy dog sessions are reinstated.

#### **Action/Response from Sundridge Court:**

Dog sessions are now back in place at Sundridge Court. Residents are very happy.

### **Finding/Recommendation 7**

No hearing loops were seen.

HWB recommends that installation of hearing loops should be considered.

#### **Action/Response from Sundridge Court:**

Headphones will be purchased for residents.

### **Finding/Recommendation 8**

Some provision (e.g., clear signage) was noted for residents with dementia but additional provision (e.g., a sensory room) should be considered.

#### **Action/Response from Sundridge Court:**

We will look into signage around the home.

## Conclusion

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The home is offering a good quality service to residents who need care, in line with the ethos of the Caring Homes Healthcare Group. Staff we spoke to were motivated and encouraged to work hard at the home and will continue to give their best to the service.

The pricing structure and background information on the home were included in the prospectus and brochures shared with the HWB team during the visit.

The report will be published on the Healthwatch Bromley website [www.healthwatchbromley.co.uk](http://www.healthwatchbromley.co.uk) and disseminated to the provider, commissioners and the public.

The Healthwatch Bromley Enter and View team would like to thank the residents, visitors, and staff at Sundridge Court Nursing Home for their courtesy, patience and openness during our visit.

### ***Disclaimer***

*This report is a representative sample of the views of the residents, visitors and staff with whom Healthwatch Bromley spoke within the timeframe. It does not represent the views of all residents, relatives, and staff members at Sundridge Court Nursing Home. The observations made in this report only relate to the visit carried out on the 23rd of September 2021.*