

Bronswick House



Enter & View

2nd December 2021

10am -12pm

DISCLAIMER This report relates only to the service viewed at the time of the visit and is only representative of the views of the staff, visitors and residents who met members of the Enter & View team on that date.

Contact Details

16/18 Chesterfield Road
Blackpool
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Person In Charge

Kirsty Bartam (Interim Manager)

Healthwatch Blackpool Authorised Representatives:

Beth Martin
Amy Butler

Acknowledgements

Healthwatch Blackpool would like to thank the residents at Brunswick House, staff and Kirsty for making us feel welcome.

General Information

- Privately owned by 'Pro Care Homes Ltd'
- 14 Bedrooms
- 13 residents occupied Brunswick House at the time of our visit.
- The latest CQC inspection and review rated this home as **GOOD**

Announced visit

What is Enter & View?

We have the statutory right to carry out 'Enter and View' visits which allows trained authorised representatives of Healthwatch Blackpool to enter those premises where health and care is provided, to observe the nature and quality of the services. These visits are an opportunity to collect views directly from service users, their family and carers and to observe the quality of the service provided.

The visit was part of our programme of Enter and View visits to care home facilities in Blackpool. The aim of the visit was:

1. To find out about service users' experience of the home in relation to:
• **Daily Life** • **Quality of Care** • **Activities** • **Involvement of service users and carers**
2. To identify examples of good practice
3. To highlight any issues or concerns from service users and relatives and any ideas for improvements

Resident Feedback

Healthwatch Blackpool engaged with four residents at the time of our visit.

Daily Life

"I am happy with my room, it's nice I have lots of my own things"

"I like my room, the TV and the radio"

"Been going out with my support worker once a week, sometimes we go to group, sometimes the pub"

"I stay in my room lots"

"There is a lady resident that is abusive and shouts, it sometimes makes it difficult to speak to staff"

"One thing that could be improved, is a new hose on the downstairs shower"

"A resident got out yesterday, they found him"

"I speak to the other residents, I am comfortable with staff"

"I get to go out with my support worker every week. I go to the hairdressers and like to go to M&S canteen in town"

Food

"On Fridays we have fish and chip takeaway"

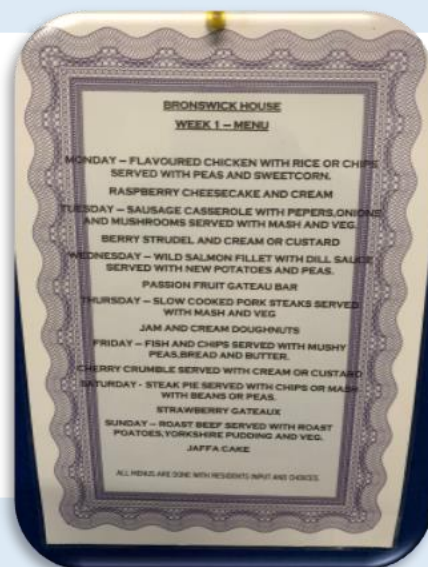
"The food is good"

"I like the food, I'm not fussy"

"Its not bad, not always what I am used to"

"I like egg and chips"

"There is a variation"



Quality of Care

"I have no complaints"

"It's 200% better now"

"Staff are helpful, I can speak to them if I need"

"I feel comfortable speaking to the staff"

"Kirsty has turned everything around 360 degrees"

"Smashing"

"Kirsty is a kind woman"

Activities

"We used to have musical bingo"

"The staff try lots of activities, but not everyone is interested"

"I get my nails done by staff here"

"We have had a few parties"

"They do things on zoom, but it's not always what I want"

"I like to have a game of drafts"

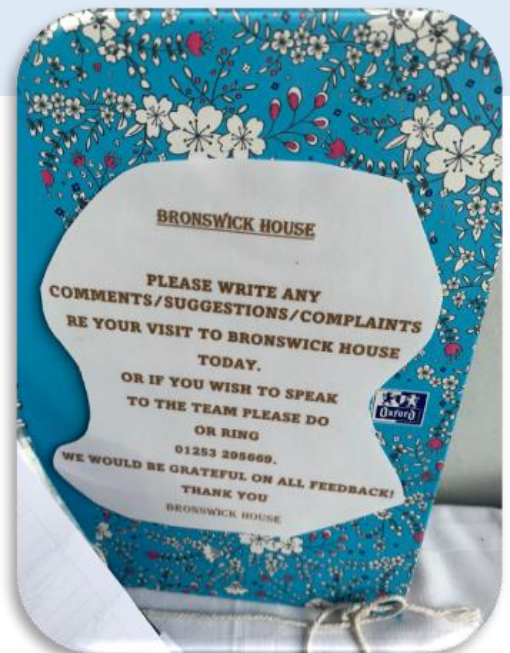
"I have my nails done"

"I get to go out all of the time, I have friends at the local paper shop. The staff are lovely!"

Involvement of service users and carers

"Everyone is approachable and we can ask what we want"

"I can speak if I need"



Visit summary and observations

Pre visit

The visit to Bronswick House was prearranged as per the Healthwatch Blackpool work plan. The home was notified via letter ten working days before site visit. The visit was conducted in line with infection prevention control measures and appropriate PPE was worn by visiting staff. Testing and vaccination status information was shared with the care provider on the date of site visit.

The home was asked to display posters and make residents families aware of the planned visit.

First impressions

Bronswick House is situated in Blackpool, within the Claremont ward. The home is close to local amenities, such as a corner shop and hairdressers. The signage for Bronswick House is clear from the roadside. Parking for the home is on the street, there are no designated parking spaces. The external environment was clean and there was a disabled ramp servicing the front of the building.

We were invited into the home by a member of staff who checked our testing and vaccination status. We were then greeted by Kirsty, the interim manager, who provided information about the service they provide. She explained that the home caters for fourteen residents, with one room currently vacant. Two of the bedrooms have double beds and the rest are single, none en-suite. All rooms have call bells. Bronswick House contains four separate bathrooms.

We were shown the games room, containing a pool table and dart board, as well as being told about the smoking hut in the back yard. The home has not had visiting entertainment in light of the pandemic, however Kirsty explained that the staff often play games, do musical bingo along with doing the residents nails. Some residents engage in an online class with Blackpool music academy and have been supported to attend football.

Kirsty explained that the food menu is four weekly and residents can choose what they have for their supper. The home is currently looking at trying an eight weekly menu.

On site there was a cleaner, two care staff and manager. The residents have a residents meeting to discuss any concerns they may have, activities they would like to do and plan future menus. There were three PPE stations around the home.

Environment and communal spaces

The environment at Bronswick House was observed to be clean, although a little tired in places. Representatives saw the Healthwatch poster on display upon entering the home. The home itself provides accommodation on two floors, and joins three homes in one.

Representatives observed a lounge and the dining room, and Kirsty told us the plans for an additional dining room. We also observed the communal corridors throughout the home and smoking room, though this is due to be updated alongside an unused kitchen space. Upstairs had new flooring, and Kirsty explained her plans for updating the home and improving facilities. The lounges were equipped with TV and radio. Residents were observed reading daily newspapers, listening to the radio and watching television at the time of our visit.

Representatives saw a suggestions box within the home.

Observations of resident and staff interaction

Healthwatch representatives observed care staff and cleaning staff on the visit. We observed staff and management engaging with residents and offering refreshments. Residents were also observed chatting around the home. One resident fed back that there are sometimes difficulties in accessing staff privately due to a broken relationship with another resident.

Staff engaged with Healthwatch staff and were accommodating of the planned visit.

Visit Images



Overall visit summary

Healthwatch Blackpool had a positive experience at Bronswick House. Feedback on the visit suggested that residents and staff were both pleased and proud of the improvements that have been made within the home under the interim manager. Comments such as "Kirsty has turned everything around 360 degrees" and "I feel comfortable speaking to the staff" were great to hear. Residents at Bronswick House are enjoying the new menu style, with feedback on meals and activities again being mostly positive, with comments such as "I enjoy the food".

Although the environment was clean, some of the flooring and furniture looked in need of updating. A positive to this was Kirsty acknowledged this and has plans to make improvements.

Thank you to all of the staff and residents for being so accommodating. We have included observations and resident comments for feedback below.

Feedback/Observation	Care home/management response	Action to be undertaken By when/whom?
"One thing that could be improved, is a new hose on the downstairs shower"	This will be carried out by the end of the week.	w/c 20/12/21 Kirsty/ Maintenance team
"There is a lady resident that is abusive and shouts, it sometimes makes it difficult to speak to staff"	This has been addressed and already spoke to all parties concerned and a plan put in place.	29/11/21 Kirsty/staff
We also observed the communal corridors throughout the home and smoking room , though this is due to be updated alongside an unused kitchen space.	Smoking hut is being built outside and the unused kitchen space is going to be turned into another dining room. Also we have had 2 new sofa's in the lounge.	13/12/21 - On-going Kirsty/ Maintenance team

Managers Overall Feedback

"The home has had lots of changes over the last year and improvements continue to be made across the property. Since the last visit we have had new sofas and are in the process of moving the smoking area solely outside.

We had no concerns with Healthwatch visiting, we look forward to you visiting in the future and seeing the improvements made"

Kirsty- Interim Manager



Photographs sent of the new sofas.

