



Enter and View Report

Azalea House

Announced

8 May 2024

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Provider details

Details of Visit	
Registered Manager	Donna Marie Masters
Service Address	69-71 Winifred Road, Bedford, MK40 4EP
Service type	Residential
Date and Time	08/05/2024, 14:00 pm
Authorised Representatives undertaking the visit	Gloria Chukwuji (Lead) Tracy Cresswell

Acknowledgements

Healthwatch Bedford Borough would like to thank the Home Manager, staff and all the residents for cooperating during our visit.

Disclaimer

Please note that this report is related to findings and observations made during our visit on **08 May 2024**. The report does not claim to represent the views of all service users, only those who contributed during the visit.

Who we share the report with

This report and its findings will be shared with the Manager of Azalea House, Care Quality Commission (CQC) and Healthwatch England. The report will also be published on the Healthwatch Bedford Borough website.

Healthwatch Bedford Borough details

Address:
21-23 Gadsby Street
Bedford
MK40 3HP

Website: www.healthwatchbedfordborough.co.uk
Telephone: 01234 638678

Healthwatch principles

Healthwatch Bedford Borough's Enter and View programme is linked to the eight principles of Healthwatch, and questions are asked around each one.

1. **A healthy environment:** Right to live in an environment that promotes positive health and wellbeing.
2. **Essential Services:** Right to a set of preventative, treatment and care services provided to a high standard to prevent patients' reaching crisis.
3. **Access:** Right to access services on an equal basis with others without fear of discrimination or harassment, when I need them in a way that works for me and my family
4. **A safe, dignified and quality services:** Right to high quality, safe, confidential services that treat me with dignity, compassion, and respect.
5. **Information and education:** Right to clear and accurate information that I can use to make decisions about health and care treatment. I want the right to education about how to take care of myself and about what I am entitled to in the health and social care system.
6. **Choice:** Right to choose from a range of high-quality services, products and providers within health and social care
7. **Being listened to:** Right to have my concerns and views listened to and acted upon. I want the right to be supported in taking action if I am not satisfied with the service I have received.
8. **Being involved:** To be treated as an equal partner in determining my own health and wellbeing. I want the right to be involved in decisions that affect my life and those affecting services in my local community.

Purpose of the visit

The visit was announced and was part of the ongoing work programme of Healthwatch Bedford Borough.

What we did

On arrival at the building, the Authorised Representatives (ARs) rang the bell at number 71 and were greeted by the Manager. The ARs were given a very warm welcome by the very cheerful Manager who introduced the ARs to the staff and residents. The ARs were asked to sign the visitors book and shown round the home, pointing out the fire exit, the lounge, garden, and the different sections in the home.

The ARs met with the Manager, who explained that they had been managing the home for 7 years. The Manager explained the layout of the home, which was a two-in-one home, therefore two buildings together, numbers 69 and 71. Number 69 was a 3-bedroom house with two rooms occupied and one vacant room. Whilst number 71, was a 5-bedroom house. 11 staff members run the home: support staff, a Senior, a Deputy Senior, a Deputy Manager, and a Manager. The shifts for the staff are 8 am to 8 pm, which 9 staff members cover, and 8 pm to 8 am, is covered by 2 staff members.

Findings:

Environment

External

Azalea house is situated in a residential area with street parking. The signage was small, and it was not until you were near the house that the signage could be seen. As the home has 3 entrances, including 2 front doors and the back gate, the ARs were not sure which doorbell to ring. When the ARs rang the doorbell, it took a while to answer. The ARs expressed that they were unsure if the bell was working as they could not hear it when it was pressed. The Manager explained that the bell was linked to her office in the back garden. They also expressed concerns in relation to the signage with the Manager, who explained that the reason for the signage being small was for the confidentiality and risk management of the residents. The external environment outside number 71 was well-kept and clean. However, the paint was coming off the front doorstep, and the bushes outside 69 were overgrown.

Internal

The two houses were joined by a wooden gate. Upon entering through the gate, there was a patio area to the right-hand side, and a garden in front of

the gate with two lounges. There is another garden by the left, which was neatly kept. The Manager's office was situated in the garden opposite Number 71. This house was decorated with beautiful artwork, as well as pictures of the residents and their achievements. The inside of the house was clean and welcoming. The conservatory by number 69 was also beautifully decorated with a sound system and karaoke machine for the residents to come out and have fun together. The Manager's office was decorated and had some of the artwork displayed. The medication cabinets were locked. There was additional storage in the roof space with a ladder to access it.

Essential services

The Manager explained to the ARs that she feels very confident in her role, and she loves her job and Azelea House. She explained that she had support from the Chief Executive and access to all the resources she needed to be effective in her role. The Manager also highlighted that she has all the training required for the role including the Oliver McGowan training.

The Manager explained to the ARs the process of referral to Azalea House. She explained they get referrals from the Community Mental Health Team (CMHT). The CMHT sends support plans and risk assessments for potential residents. Sometimes the Manager meets with the Nurses, who have been looking after the individual to get their own picture of the would-be resident and then debriefs the wider team.

The Manager explained that a compatibility tool is completed with the management and regional team. If they can support the resident and they are suitable for therapeutic intervention, and funding has been agreed upon, the individual is then invited to lunch to look around the home and meet the other residents. The Manager explained that all the care plans are person-centred and reviewed monthly. The staff explained that one of the residents had the name of their animals on their care plan and as their pet had sadly passed away, they had to change it to the name of the new animal.

The staff at Azalea House all said they are confident in their roles and have received all the mandatory training to make them effective. They advised they had completed the Oliver McGowan training.

The Manager explained that the residents are registered with Queens Park Surgery, which has been fantastic. She explained that they get appointments as soon as they need them. Dentist appointments are based on individual choice. She also advised that the residents attend psychiatric appointments and the DEPO (an anti-psychotic drug), is administered by the DEPO Team at the home. Diabetic Nurses also visit based on need.

Due to the residents having mental illness/substance addiction, the Manager explained that if any residents are found dealing with any paraphernalia, they are evicted within 24 hours by the Social Worker. However, this has been exceedingly rare at Azalea House.

Access

The residents can come and go as they please as they all have mental capacity. The residents explained to the ARs that sometimes they go out to the cinema or swimming pool with staff accompanying them.

The Manager explained that they were moving to the Nourish digital system. However, the residents are resistant to adding their personal details.

Safe, dignified and quality services.

All the residents demonstrated that they feel safe and are happy to be in the home. One of the residents explained that they have been in the home for several years and that it's the perfect place for them. The residents also expressed that they wish the home to be the last place they will ever be on earth. Another of the residents told the ARs that they have been in the home for under a year and that the food is amazing, the staff are interactive, and they love Bedford because there is a lot to do here.

Throughout the visit, the ARs observed the staff and Manager interacting well with the residents.

Information

The staff that the ARs spoke to expressed they are confident in their roles and have received all the training to make them effective. Staff have 1:1 supervision every 2-8 weeks and monthly meetings with the residents, where they discuss any issues, concerns or how to escalate items.

All residents are invited to the meeting, however one expressed that they do not always attend as they find the meetings repetitive.

Choice

The residents that the ARs engaged with, expressed that they were happy within the home and they would not choose anywhere else to live.

The residents chose their room and decorated to their taste. They do their own laundry, and the staff support with cleaning bedrooms once a week. The residents have a choice of food they wish to eat. The ARs observed one resident who did not want the food that was on the menu, so along with the staff, they chose something else. There was a menu displayed in the kitchen.

Being listened to

The Manager explained that whilst she holds regular 1:1 supervision meetings with staff; they hold residents' meetings in a less regular pattern. The Manager explained to the ARs that she has an open-door policy, and any resident can come to the office or approach her if they have any concerns. One of the residents explained to the ARs that they do not attend the meeting regularly as sometimes they do not have any reason to since all their needs have been met. The resident also told the ARs that they get all the support they need; the Manager and staff believe in them, and because of that, they have changed a great deal as individuals. Another resident said their input in the meetings are always considered, and whenever they request anything, it is attended to swiftly.

Being involved

The Manager explained to the ARs that all residents are involved in the planning of the house, including the planning of shopping lists as well as changes to decor. One of the residents now volunteers within the home, where they assist with gardening and support peers when they have a shortage of staff. Some residents explained that they go out with staff to the cinema, swimming pool and different activities. Another resident volunteers in a local charity shop.

Current challenges for the home

The Manager explained that she is concerned about the future of residential mental health.

The staff expressed that they are happy with the home and do not see anything that needs changing.

The residents expressed that they were all happy in the home and considered themselves lucky to be there.

Recommendations

Recommendations made from the findings

1	Consider remedial works to the front doorstep outside number 71.
2	Consider cutting back the hedges outside number 69.
3	Consider putting a notice by the doorbells on both houses explaining that the entrance will be through the gate way.

Provider feedback

We are delighted with the report, and we all feel its contents are very rewarding.

Patrick got straight to work on front gardens, hedges and estates will be painting the frontage again. I am in the process of addressing the signage at the gate and front doors.

Your feedback is truly appreciated.

