



# Enter and View revisit Report

**Azalea House**

**Announced**

**21st November 2024**

# What is Enter and View

Part of Healthwatch Bedford Borough's remit is to carry out Enter and View visits. Healthwatch Bedford Borough Authorised Representatives will carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement. Revisits will also take place.

The Health and Social Care Act allows 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 that we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Bedford Borough's Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Bedford Borough's Safeguarding Policy, the Registered Manager will be informed, and the visit will end. The Local Authority's Safeguarding Team, Care Standards and the Care Quality Commission (CQC) will also be informed.

## Provider details

Details of Visit	
Registered Manager	Donna Maria Masters
Service Address	69-71 Winifred Road, Bedford, MK40 4EP
Service type	Residential
Date and Time	21.11.2024, 3.30pm
Authorised Representatives undertaking the visit	Tracy Cresswell

## Acknowledgements

Healthwatch Bedford Borough would like to thank the Registered Manager, staff and residents for their cooperation during our visit.

## Disclaimer

Please note that this report is related to findings and observations made during our visit on the 21<sup>st</sup> November 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 Registered Manager of Azalea House, the 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](http://www.healthwatchbedfordborough.co.uk)  
Telephone: 01234 638678

## Purpose of the visit

The visit was a pre-announced follow-up visit following up on the recommendations that were made during our initial visit on 8th May 2024.

## What we did

The AR observed that the hedges outside number 69 had been maintained and a sign had been put up on the front of number 71 with instructions that the entrance is through the gate.

The AR was welcomed and permitted access to the building by a member of staff. Having been asked to sign in she was offered refreshments.

The Registered Manager explained they had been awarded an 'Outstanding' inspection grade from CQC for the Single Assessment Framework, which is the first one for the owner Saltum. She went on to advise that each staff member was acknowledged by the owner with gifts and certificates and the residents also each received a certificate.

The Registered Manager explained that they are currently full to capacity, with 11 staff members covering 8am to 8pm shifts. The staff choose their shifts.

The Registered Manager is very passionate about providing care for her residents. This came across throughout the visit.

## Outcome of Recommendations made at previous visit:

Recommendations made from findings	
1	Consider remedial works to the front doorstep outside number 71. <b>This recommendation is still a work in progress with the remedial work being carried out in the spring. The plans also include erecting metal railings and double gates.</b>
2	Consider cutting back the hedges outside number 69. <b>This recommendation had been actioned, the Registered Manager had shared this within their provider response to the original report, however the AR observed that the hedges were being actively and regularly maintained.</b>
3	Consider putting a notice by the doorbells on both houses explaining that the entrance will be through the gate. <b>This action has been actioned. The AR observed this notice on both houses.</b>

## Provider feedback

***Donna-Maria Masters, Registered Manager, Azalea House***

Azalea was the first home to be rated Outstanding under the new Single Assessment Framework (SAF) but is the 7th location to be rated Outstanding, which is 8% of Salutem Care and Education provisions achieving Outstanding from our external regulators.

# healthwatch

Bedford Borough



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