



Enter and View revisit Report

Lilibet Lodge Care Home
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 Team and the Care Quality Commission (CQC) will also be informed.

Provider details

| Details of Visit | |
|--|--|
| Registered Manager | Louise Binding |
| Service Address | Lilibet Lodge Care Home, 6 Rothsay Road, Bedford, MK40 3PW |
| Service type | Care Home for residents living with dementia, general care needs and complex care. |
| Date and Time | 21.11.2024, 9.30am |
| 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 21st 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 Lilibet Lodge, 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
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Website: www.healthwatchbedfordborough.co.uk
Telephone: 01234 638678

Purpose of the visit

The visit was a pre-announced follow-up visit following up on the report recommendations that were made during our initial visit on 24th May 2023.

What we did

At the time of the provider being notified of our intention to revisit, the Registered Manager contacted the AR to inform her that they would not be at the care home due to being unwell. A senior member of staff was allocated to support the AR during the visit and answer questions.

The senior member of staff let the AR into the building. On entering the premises, the AR observed that there was a resident in their room and the door was wide open, which was visible to all visitors on entering the building. This was raised with the staff member during the visit.

The AR was made very welcome from the beginning of the visit and spent time with the senior member of staff and Admin lead, going through the report recommendations that had been made during the previous visit.

The AR walked through the home and chatted with some of the residents, who were all happy and had just had breakfast. The AR observed one resident being supported with eating their breakfast.

The AR observed an information board that displayed activities that was taking place the week of our visit.

The senior member informed the AR that they held a residents meeting in October about what residents wanted for their Christmas menu, festive activities, Christmas party, decorations etc.

The AR observed some of the staff wearing name badges.

It was reported that Lillibet Lodge currently have 1 vacancy.

Outcome of Recommendations made at previous visit:

| Recommendations made from findings | |
|------------------------------------|---|
| 1 | Consider sourcing British Sign Language (BSL) Level 1 for all staff. This recommendation had been actioned. The training commenced with 4 staff members trained and a plan in place for all staff to be trained, as the course was 48 hours. |
| 2 | Consider delivering training to all staff on how to deal with residents who are aggressive, giving staff more knowledge and confidence. (Conflict Resolution training) This recommendation had been actioned. All staff being trained for challenging behaviour, via Social Care TV with two courses having now been completed. |
| 3 | Consider revisiting the Dementia champion training so all staff, relatives and residents have further Dementia awareness. This recommendation has been actioned. Staff have taken part in the Dementia bus training that offers the opportunity to see how people living with Dementia see things. |
| 4 | Consider the addition of noticeboard, displaying photographs of all the workforce, displaying names and job titles. This has been actioned. A notice board displaying all the staff photos and their roles was visible. |
| 5 | Additional recommendation made from this visit Ensure that the resident by the entrance's door is pulled to when staff are opening the door to relatives, visitors etc., to always maintain the resident's dignity. |

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Additional recommendation made from this visit

Registered Manager to check to see if their Dignity at Work policy has been updated for all staff as per government guidelines released in October 2024.

Provider feedback

Louise Binding, Registered Manager, Lilibet Lodge

All staff now have badges. Due to the ease with which previous badges broke, they have been replaced with a more robust model.

Recommendation 5. In regards to the resident's door being open, I would like to add the following comment:

Whilst the resident likes to open the door during the day and remain in their room, I wholeheartedly agree that their dignity may be compromised when visitors enter the building. A screen is in place that can be positioned around the doorway, as the resident becomes distressed if the door itself is shut as people enter and exit the building to ensure that others cannot see into the room. Discussions continue to be held with staff to reinforce the values around dignity and respect.

Recommendation 6. Staff must complete mandatory diversity, equality, and inclusion training, including sexual harassment, within the syllabus. This is completed yearly; many staff completed the course in October/November. We also provided information on "sexual harassment at work" on our information board for staff to view. A document was on the information board on the day of the revisit. Our policy has been revised to include the new updates as appendixes to the original document.

We have also displayed information from the ACAS site and a document highlighting what conduct of "a sexual nature" includes on the information board. (I have included the image)

Additional comment—It was very pleasing to see that you have recorded that the recommendations from your initial visit have been actioned. We always welcome feedback and recommendations, review our practices, and implement any necessary actions, as this helps us further develop our service and continually improve.

healthwatch

Bedford Borough



ECS










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