

Enter & View Report

Berwick House Rest Home

3rd December 2024
10am – 12:00pm



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 service users who met members of the Enter & View team on that date.

Contact Details

1 Berwick Road, Blackpool FY4 2PT

Person In Charge on day of visit

Tom Lovell

Healthwatch Blackpool Authorised Representatives

Alex Lever

Charlotte Knight

Acknowledgements

Healthwatch Blackpool would like to thank residents and staff for making us feel welcome during our visit to Berwick House Rest Home.

Announced Visit

General Information

- The home is run by We Care Group.
- The accommodation comprises of 23 bedrooms and is registered for 23 residents. All bedrooms have en-suite facilities except from 3 bedrooms which have access to shared bathroom facilities.
- At the time of the visit, 23 residents occupied Berwick House Rest Home.
- Berwick House Rest Home specialises in dementia at various stages.
- The latest CQC inspection and review rated this home as REQUIRES IMPROVEMENT.
- There is currently no top up fee but this is being revised.

What is Enter and 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 patients and to observe the environment and the quality of the service provided.

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

1. To find out about patients' experience of the hospital in relation to:
 - Daily Life
 - Quality of Care
 - Activities
 - Involvement of Patients
2. To identify examples of good practice
3. To highlight any issues or concerns from patients and any ideas for improvements



Service User Feedback

Healthwatch Blackpool engaged with **7** residents during the visit. It is important to note that residents within the home had varying levels of capacity. Healthwatch representatives had numerous conversations on the day of the visit and below is some feedback directly relating to the home and resident feedback.

Daily Life

During the visit, most residents were in the main living room and dining areas. Some were watching TV, engaging with others, or having breakfast. Tom explained that residents have the flexibility to choose when they wake up and how they spend their day, ensuring they have as much choice as possible. Tom also informed Healthwatch representatives that staff are committed to meeting each resident's individual needs. Daily activities are planned and displayed on a schedule within the living room. On the day of the visit, the scheduled activities included sewing and games. Berwick House Rest Home has a large, well maintained garden that residents can access freely.

Two residents shared that they enjoy living at Berwick House Rest Home but felt the home could be bigger. Some residents also mentioned the activities they were aware of for the day.

"I like living here."

"it's alright here, it could be better, its not big enough."

"We play games."

"I think there's sewing."



Quality of Care and Staff Manner

Tom informed Healthwatch representatives that Berwick House Rest Home specialise in caring for residents at various stages of dementia. Currently, no residents require one to one support. Tom explained that staffing levels operate on dependency. During the day, at present there is one senior staff member and three carers, while at night, one senior staff member and one carer are on duty. It was highlighted that the home has a strong relationship with Highfield Surgery, with regular GP walk rounds every 4-6 weeks. Additionally, an optician visits frequently, and a chiropodist visits every 6 weeks.

Healthwatch representatives observed that care staff were attentive to residents supporting mobility, assisting with breakfast and responding promptly to alarms. Staff were also actively engaging with residents. Residents shared positive feedback about the staff, describing them as friendly and supportive. Many felt they received good care and could always approach staff if they needed anything. Residents highlighted that staff encourage independence where possible while offering support when needed.

"Friendly staff."

"Nice enough people."

"Only so much they can do."

"Staff talk to us."

"If you can do it, staff leave you to it."

"Care is good, staff are friendly."

"I always let them know if I need anything"

“**Staff are accommodating**”



Activities

Tom informed Healthwatch representatives that Berwick House Rest Home receives a budget of 10 hours per week for activities and has an activity coordinator on site two days a week. A variety of activities are offered, including arts and crafts, chair exercises, games, baking, and music. Tom also mentioned that they use Umph, a service that provides live entertainment on the TV. The activity calendar is displayed on the wall in the main dining room. On the day of the visit, activities such as sewing, games and movies were scheduled.

Residents shared that they enjoy walking and participating in arts and crafts. A hairdresser visits every Wednesday and residents highlighted that they have their hair done regularly.

"I go walking, I enjoy that."

"Sometimes I do sewing but it's not big enough."

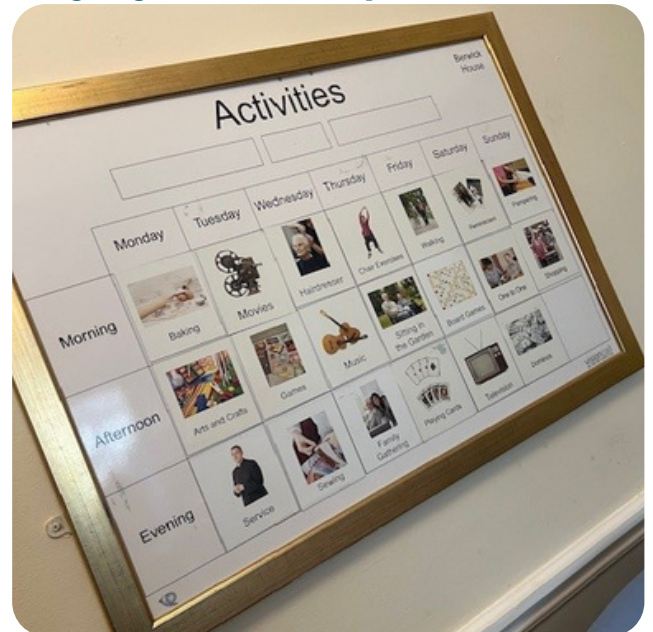
"I don't need the hairdresser."

"I don't do any activities – I go walking but that depends on the weather."

"I enjoy sewing, I'm a crafter."

"A lady does my hair."

"My hair grows fast, it gets it done often."



Safety, Privacy and Wellbeing

Tom informed Healthwatch representatives that residents have the option to decorate their bedrooms to their personal style. While some bedrooms have yet to be decorated, there are plans to do so in the future. All bedrooms are equipped with profiling beds. The upstairs hallways are bright and colourful, featuring wall art.

Most residents were happy with their bedrooms, appreciating that they could decorate them to their own taste. However, one resident noted that their bedroom hadn't been decorated yet. Another resident shared that they enjoy living at the Berwick House Rest Home.

"I like my bedroom."

"I like living here."

"Bedroom OK, it is decorated to how I like it."

"It's fine here, it's better than being on my own."

"lovely bedroom and it is decorated to how I like it."

"My bedroom isn't decorated."

"My room is decorated to how I want it."





Food

“ Brilliant! ”

Tom informed Healthwatch representatives that a clear and structured food menu is displayed on the board in the main communal areas. As well as this, residents are handed a menu to choose their meals. Tom highlighted that residents are given as much choice as possible. Dietary requirements, including vegetarian and vegan options, are fully catered for. Berwick House Rest Home also provides level 5 and 6 diets offering the same meal options in a blended form where needed. During the visit, Healthwatch representatives observed residents eating a variety of breakfast including poached eggs on toast, cereal and toast. Residents also have access to a range of hot and cold beverages throughout the day. Additionally, there is a separate resident kitchen where they can help themselves to drinks and snacks.

Residents shared mixed feedback about the food. Some praised the food describing it as “brilliant” or “ok”. A couple of residents mentioned experiencing long wait times for meals. One resident highlighted that they have the option to cook themselves.

“Brilliant.”

“Not great.”

“quicker service needed for food.”

“always have to wait for my food.”

“staff do what they can regarding food, we get a choice.”

“we can cook ourselves.”

“For breakfast, I know a lot don’t get what they want, I get cereal so I’m ok.”

“food is ok.”



Resident Involvement

Tom informed Healthwatch representatives that residents are able to provide resident feedback through methods including surveys, suggestion boxes and dedicated resident days. At the time of the visit Tom highlighted that the company are currently reviewing resident surveys and improving ways of gathering feedback, specifically for those that struggle to communicate. Healthwatch representatives observed resident "you said, we did" notice boards within the main hallway.

One resident highlighted that they felt comfortable approaching staff if they needed to. However, two residents shared that there were currently no resident meetings or weren't aware.

"I can go to staff and tell them what we need."

"no resident meetings."

"I don't know about a meeting."

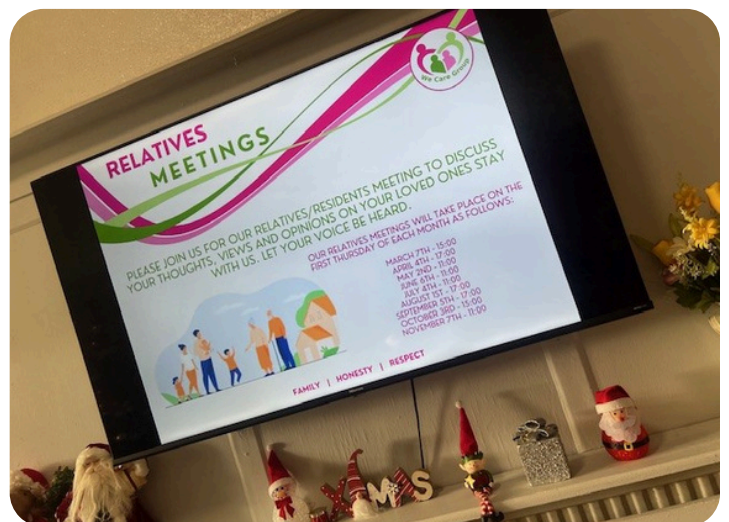


Visits, Leave and Contact with Loved ones

Tom explained that loved ones are free to visit residents anytime outside of protected meal times but, are also happy to accommodate relatives wanting to support their loved one at meal times. Berwick House Rest Home obtain good communication with loved ones through a range of feedback methods including, relative meetings and monthly telephone check ins. Tom explained by having monthly telephone check ins with relatives, allows them to provide regular updates on residents care, providing an all round care approach. Resident meetings are scheduled on the first Thursday of every month to encourage feedback, allowing their voice to be heard. Resident meetings are communicated through the TV screen located in the Hallway displaying all monthly meeting dates for the current year as well as via the telephone. Tom highlighted that any concerns raised, management are prompt in addressing this.

One resident highlighted that their family are within close proximity and visit often.

"My family are all close and visit often."



Visit summary & observations

Pre visit

The visit to was prearranged as per the Healthwatch Blackpool work plan. The home was notified via letter ten working days before the visit. The home was asked to display posters and make residents and families aware of the planned visit. The visit was conducted in line with current infection prevention control measures.

First impressions

Berwick House Rest Home is located on Berwick Road, just off Lytham Road, within walking distance to local amenities and transport links. The exterior was well maintained with clear signage at the front. There was available street parking as well as a driveway leading to the property, which featured well kept gardens. The entrance had a secure main door with bell access. Healthwatch representatives were welcomed by the assistant manager, shown to the main office and welcomed by the manager, Tom, who has been in his role since 2022.

Berwick House Rest home currently accommodates 23 residents across 23 rooms and is registered for up to 23 residents. Most bedrooms are en-suite, except for three. The home also has two spacious wet rooms, both of which appeared clean and maintained. The home supports all stages of Dementia and there were currently no residents receiving one to one support.

During the visit, Tom provided a tour of the home and was happy for us to speak with residents. Both the bedrooms and communal areas were observed to be clean and tidy, however, it was noted upstairs that flooring was slightly dirty with some uneven floorboards. Staffing includes management, one senior staff member, and three carers during the day, with night shifts staffed by one senior and one carer. Tom mentioned that they are actively looking to recruit an additional carer during the daytime shifts. When necessary, an agency staff member is brought in to cover sickness and annual leave. Staff training is supported through Hippo training, which compliments online theory training. External trainings also visit the home to provide additional training including, medication competencies, moving and handling and fire safety. There is a range of support for staff to gain Level 2 and 3 qualifications. At the time of the visit, a member of the team was undergoing a degree apprenticeship in management. Tom highlighted that staff receive incentives for their hard work in meeting their training goals as well as a bonus every 3 months. The home is owned by the We Care Group and at the time of the visit, Tom informed Healthwatch representatives that the company was in the process of implementing a £20 top up fee per week.



The home includes a lift which is serviced regular. Tom informed Healthwatch representatives that they maintain a good relationship with a local GP surgery and have regular communication, and visits every 4-6 weeks. The optician visits regular, as well as the chiropodist visiting every 6 weeks. Tom explained that there is a care coordination plan in place which reduces hospital admissions and the home is doing well with limited hospital admissions. A hairdresser also visits the home every Wednesday.

Environment and communal spaces

Berwick House Rest Home has multiple communal areas on the ground floor. There is one dining room with resident kitchen facilities, a combined living room and dining room with TV facilities with access to the back garden. There is a large living room with TV facilities adjoined with a conservatory. The conservatory overlooks a large garden. In the main hallway, it was noticed that a variety of information were displayed on notice boards including "you said we did", company core values, relative meetings, CQC information and a suggestion box. An activity calendar is visible in the communal areas, providing a scheduled insight into the weeks activities as well a weekly food menu. The home was decorated all the way through with Christmas decorations for the festive season. Main corridors were decorated with colourful wall art and visible easy read signs. The outdoor space was well kept and maintained with ample seating areas.

Observations of resident and staff interaction

At the time of the visit residents seemed relaxed and were either in the dining room eating breakfast or watching TV within the main living room. Residents were seen engaging with one another and interacting with staff. Healthwatch representatives observed staff providing compassionate care and engaging positively with residents in the communal areas. Care staff were seen assisting residents throughout the home and supporting with breakfast. Residents appeared well cared for and were happy to speak with Healthwatch representatives. Staff were also very friendly, welcoming and happy to answer any questions.

Challenges

At the time of the visit, Tom informed Healthwatch representatives that currently there weren't any challenges.

Overall visit summary

Overall, Healthwatch Blackpool had a positive experience visiting Berwick House Rest Home. Tom and the team were friendly and welcoming and residents were happy to talk to Healthwatch representatives. Feedback from residents and observations suggested that residents overall felt satisfied with the care received.

The main areas for improvements include implementing a smokers box and smoking signs in the outdoor area. Doors that lead into the garden with a slight drop to include clear signage stating "mind the step". Some residents highlighted that they weren't aware of the regular resident meetings and to aid participation, improvements should be made to offer regular reminders. To encourage resident participation in providing feedback, offering more options as well as anonymous feedback would be beneficial. The flooring upstairs appeared to be dirty and the floorboards seemed uneven and bouncy, requiring attention for health and safety purposes. Finally, improving or silencing the alarm system throughout the home to ensure limited disturbance, as some residents highlighted the alarms to be loud and distressing

Overall, Berwick House Rest Home can celebrate the many positives detailed throughout this report. Healthwatch Blackpool would like to thank staff and residents for accommodating our visit and for taking the time to talk with the team.

Observation/Feedback

Management/Provide Response

Action to be undertaken by/when?

Implement further methods of gaining resident feedback, for example offering anonymous feedback.

Enter here

Ensure residents are informed and reminded of resident meetings as some weren't aware of these meetings.

Enter here

Flooring upstairs was slightly dirty and uneven with some areas of the floorboards feeling quite bouncy.

Tom informed Healthwatch on the day that he would ensure the maintenance worker would look at the floorboards immediately. Tom also said he would ask a member of the cleaning staff to clean upstairs.

Actioned

Improve the alarm system within the home as residents found the noise to be distressing and loud.

Tom informed Healthwatch on the day that the main alarm system is going to be silenced in the next week and that residents calls will be going through their main work devices.

Actioned

Ensure 'mind the step'
signage is displayed
leading into the garden.

Enter here

Provide residents with a
smoker box and a smoking
sign outside.

Enter here

Managers Overall Feedback

Upon request, no feedback was provided by management from Berwick House Rest Home.