



Details of visit

Service address:

199 Cooper Lane, Bradford, BD6 3NU

Service Provider:

Beckside Lodge - Horizon Health Care Homes

Date and Time:

22/08/19, 11am to 2.15pm

Authorised

Alan Walsh, Penny Wild, Amanda Smith

Representatives:

Contact details:

**Healthwatch Bradford & District, Central
Hall, Alice Street, Keighley, BD21 3JD**

Acknowledgements

Healthwatch Bradford & District would like to thank Beckside Lodge residents, visitors and staff for their contribution to the Enter and View programme.

Disclaimer

Please note that this report relates to findings observed on the specific date set out above at the specific times. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.



What is Enter and View?

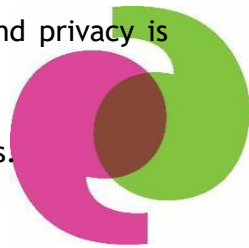
Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch 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 we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC where they are protected by legislation if they raise a concern.

Purpose of the visit

- To engage with residents of the care home and understand how dignity and privacy is being respected in a care home environment
- Identify examples of good working practice.
- Observe residents and relatives engaging with the staff and their surroundings.
- Capture the experience of residents and relatives.



Strategic drivers

- Healthwatch Bradford & District's statutory duties include the need to highlight good practice and encourage those providers requiring improvement to do so.
- Amplifying the voice of care home residents.
- CQC dignity and wellbeing strategy

Methodology

This was an announced Enter and View visit

Prior to visiting Becksidge Lodge, the registered manager of the care home was informed in writing - by means of a recorded delivery letter - of the proposed visit date and time. To give focus, we used questionnaires for residents, staff and relatives. Using the questionnaires, we asked residents, staff and a relative, to give feedback on their experiences at Becksidge Lodge, as well as making suggestions for service improvements if they thought they were needed. Residents were informed about our visit by means of a poster and a Healthwatch Bradford & District information booklet, which were sent prior to the visit.

Upon our arrival at Becksidge Lodge, we approached the manager before we spoke to anyone in the care home, explaining the rationale for our visit and enquired whether any residents should not be approached due to their inability to give informed consent.

Authorised representatives conducted interviews with the manager and two members of staff at the care home. Topics such as person-centred care, dignity, privacy, promotion of independence, recreational activities, pastoral needs, and being involved in key decision making were explored.

Authorised representatives spoke with five residents at the care home to ask them about their experiences of the home and enquired how residents were involved in decision making at Becksidge Lodge, whether their privacy and independence was being promoted, and how those residents felt their pastoral needs were being met. We also spoke with a family member who was visiting a resident.

A large proportion of the visit was observational, this involved the authorised representatives viewing the property externally and internally, with permission given by a resident - supported by a staff member - for the authorised representatives to view their living quarters. We also observed the sensory bathroom, the public/communal areas, such as kitchen/dining room, lounge and laundry.

At the end of our visit we spoke with the registered manager and an opportunity was given to add context to what was observed at the time. We also explained the process of writing the report, which includes: Forwarding it to the service provider, thereby giving them the opportunity to respond, that it will be shared with statutory bodies, and its eventual publication on the Healthwatch Bradford & District website.

Please note: This report specifically relates to the findings we observed on our visit, it is not representative of the experiences of all residents and staff, it is an account of what we observed, and what was contributed by those we spoke with on the above date.

Summary of findings

At the time of our visit, there was evidence that the home was operating to a very good standard of care regarding Dignity, Privacy and Respect:

- Residents appeared well presented and contented - we saw no evidence of dignity not being respected.
- We witnessed evidence of a residents' privacy being respected.
- We saw evidence of staff interacting with residents positively and regularly, including assisting residents in their daily activities.
- Residents told us that they are happy living at Becksidge Lodge.
- Residents told us that they were involved in decision making regarding their own care.
- We saw evidence that the care home delivers a service promoting person centred care.
- We saw evidence of a variety of social activities that residents can choose to take part in.

Results of Visit

Environment

Externally, on approaching the care home, we observed the gardens, patio and surrounding areas were neat, tidy and very well maintained. There are large patios, with a gazebo, sofa and chairs, an outer shed, garden table and chairs and numerous potted plants.

Entering Becksidge Lodge we saw that the reception area was clean, tidy, brightly decorated and welcoming, with a calm atmosphere. As you enter the reception area, there is a craft stall displaying cards; we were informed this was created by two residents at Becksidge Lodge and involved other people who are supported in Horizon Homes. This activity has resulted in those involved forming a social enterprise. Our observations showed that a high standard of hygiene is being maintained. The home was very clean and free from any unpleasant smells.

We were shown around the care home and saw there are ten resident rooms, that are all ensuite and currently occupied, with a personalised mosaic on each door. Each resident has a LED TV in their room and have chosen the interior design, we saw evidence of this when speaking with two residents who, when we spoke with them, told us they had chosen how they wanted their room to look.

Becksidge Lodge has two kitchens, one kitchen has a dining area, with a dining table and chairs for communal dining, the second kitchen area is set out as a dining/lounge area with lounge chairs and a large bean bag where residents are able to prepare light meals and drinks. Both areas were clean and hazard free. There is an 'industrial laundry room' which is used by staff to do residents washing. We were also informed by the manager - and shown - the home had installed a new washing machine which enabled residents, with capacity, to do their own washing if they preferred.



There is a lounge where residents can meet communally, this has a large LED TV on the wall, three white leather sofas, lounge chairs, a sideboard and chest of drawers, on which, there are framed photos of the residents.

We saw a sensory room, which had keyboards, guitars, mosaics, mirrors, flashing coloured lights, a water lamp and colour changing tiles. We were also shown the medication room.

The corridors were free of obstructions and there were lots of framed pictures of residents, canvassed art and art deco designs mounted on the walls along the corridors. The impression authorised representatives had of the building is that it is fit for purpose and exudes a calm, welcoming, happy ambience.

Promotion of Privacy, Dignity and Respect

From the conversations our authorised representatives had with residents and staff, it was evident that staff do actively seek to empower residents when making decisions about their privacy. If a resident requests privacy, we were informed, and shown, there is an agreed notification system in place that both residents and staff are aware of.

We were told by the manager, that each resident has an assigned Key Worker, with back up if they are unavailable. We were informed by residents and staff that each room is ensuite ensuring privacy. The Manager told us that privacy was also promoted by making sure that staff handovers involving necessary discussions regarding events in the home on that day were done in an enclosed room. We were told by residents that - before entering a residents' room - staff would always knock and they (staff) were always respectful if a resident wanted to be left alone for a while.

If a resident needed help with toilet/shower/bath needs (depending on the level of an individual's personal needs), staff would assist up to a point, but would allow a person the privacy they required, thereby promoting dignity - there was a cord to call for assistance if needed. We were informed that if a resident wanted time on their own, it was their decision and that is respected.

When we saw the medication room, staff relayed to us that some residents are taking medication, this led us in to discussing care plans, at which point we were informed that, for the purpose of confidentiality and privacy, all care plans were kept in the managers' office.

We witnessed a resident request that they be allowed to speak with our authorised representatives without staff being present, the staff member duly obliged and respected their privacy by standing outside of the lounge area, observing proceedings through a glass window in the door, whilst talking to one of our authorised representatives. A family member told us that staff go above and beyond for their relative who resides at Beckside Lodge.

Promotion of Independence

Two kitchens are available where able residents can make their own food and hot drinks if they want to. There is a washing machine where residents, if they wish to, and are able, can do their own washing. Staff told us, this enabled residents - with capacity - to be more independent.

Residents told us they had been encouraged and inspired to start a business enterprise making mosaic cards, we saw evidence of this with the craft stall that we observed in the reception area when we arrived.

The Manager told us the home was also using technology to promote independence, through installing technology attached to Alexa which works through voice command for less physically able residents.

Interaction between Residents and Staff

We saw evidence of staff taking time to converse with residents and meet their requests, by interacting with residents in a friendly and positive way. We saw a staff member, gently assisting a resident who needed support along the corridor. One of our authorised representatives noted there was excellent interaction, and a good rapport between staff and residents. We observed people smiling and laughing together. Staff seemed to know what the residents enjoyed doing and had a good understanding of the residents they cared for. We witnessed this through good communication between a resident and a staff member, with the staff member interpreting what a resident was telling us, so the message being conveyed from the resident, was clear for our authorised representatives.

Residents

All three authorised representatives spoke with five residents' and one family member. With a residents' permission, and with the Manager present, we were able to speak with that resident in their own room. The residents we spoke with told us that they were happy and loved living at Becksid Lodge, saying the staff were caring and made them feel special. Some residents identified specific staff that they liked and told us who their favourites were.

The residents we saw were engaging, talkative and responsive, with lively conversations taking place around the dining table. We saw residents joking amongst themselves. When the manager entered the dining room, some residents called out excitedly asking to chat.

We observed the residents being happy, content and confident. We were informed by a resident that they went to their family home every weekend and this made them feel happy, but they always looked forward to going back to Becksid Lodge.

Food

Our authorised representatives were told there is no daily set menu at the home because each resident is given opportunity to choose what they would like to eat at mealtimes. The home caters to an individuals' request, encouraging residents to make their own choices, thereby focusing on being person centred. We were shown evidence of this in individual booklets for residents that showed pictures of meals from which they can choose, with a record of each residents preferred food.

We observed pepperoni pizza, curry and soup being made in the kitchen/dining room where there was a family feel to the proceedings. Residents appeared to be content with the food being prepared, some in attendance chose to eat communally at the dining table. One resident said they wanted to eat in private, they were accommodated by a staff member helping them, in a supportive, respectful way, to their preferred location. When asked collectively by an authorised representative whether they were looking forward to dinner, the residents responded in a positive manner with one person telling us they always do.

Recreational Activities/Social Inclusion/Pastoral needs

Authorised representatives spoke with resident's and staff about activities that were available in the home. We were shown that each resident has an individual, personalised activity book that details their personal activity preferences. This evidenced that activities were person centred and reflected a residents' likes, needs and wants.

Activities that are available for those in residence include: Beauty therapy, archery, mosaic making and group music sessions. There are communal activities for residents such as trips out (we were told of a recent trip made to the Emmerdale Experience) and karaoke sessions that champion social inclusion.

There is also the sensory room which is aimed at providing pastoral needs for those who require it. We were informed that key workers do mind mapping drawings with residents which are also geared to meeting the pastoral needs of an individual, these are created by the resident talking to the key worker, whilst that staff member draws a mind map to reflect what is being said. We were shown evidence of this by way of a drawing that had been completed by a key worker and resident. We were told this is part of a behaviour support plan that helps alleviate anxiety.

Our authorised representatives reported that, from their observations, it was clear that residents are encouraged by the staff and manager to follow their individual interests.

Involvement in Key Decisions

Beckside Lodge is part of *Horizon Health Care Homes* who own seven homes. We were told that meetings with the organisations' owners and care home managers take place on a monthly basis in which any issues that have occurred in their homes are raised and points about changes in CQC and health legislation (if any) are discussed. There are weekly management and staff meetings, where any information relevant to the staff that will impact on the residents and service are passed on by the manager.

There are quarterly meetings with the residents and staff where residents are given a forum to share their experiences, we were told the residents input does influence decisions that are made, and the meetings are focused on being person centred. Family members are involved through being included in the Person-Centred Planning (PCP) process and by responding to annual questionnaires that are provided by the care home.

The residents have continued access to their key workers and the management team if they want to discuss anything they feel needs to be addressed, ultimately, the residents are encouraged to be involved in making key decisions that impact on their lives, this was confirmed by the residents we spoke with.

We were informed by residents, staff and the Manager that residents are involved in the recruitment of staff through being members of the interview panel for (potential) new care workers, and that recruitment is based on a persons' values and not just about ticking boxes.

There is a belief in the home that such inclusion in key decision making has an empowering impact on the residents. People at every level - from managers, staff, to residents and family members - at different stages, are encouraged to be involved in making key decisions that affect the home and the residents' lives. A resident told us they were not happy at their previous home, but it was nice at Beckside Lodge because they felt they had a choice, could make decisions about what they wanted - or did not - want to do, and felt they were listened to.

Concerns/Complaint Procedure

The home confirmed that they have a complaints procedure, and that all residents are given an 'easy read' version of the procedure which shows the residents what to do if they have a complaint and how to do it, we were shown evidence of this. Our authorised representatives were informed that everyone was made aware of the homes' complaints procedure.

If a complaint occurred, so they could be helped if necessary, a residents' capacity would be assessed at that time. The home is adamant in ensuring that all complaints are taken seriously and dealt with in an appropriate and affective manner.

Staff

The staff were casually, but smartly dressed, there were no uniforms or name badges. It was explained to us that this approach was designed to present a less formal, homelier, friendlier, personal approach to residents. The staff were friendly and welcoming to us, and to the residents that we saw them interacting with. Staff told us that on the night shift, the Manager or Deputy Manager will sometimes do unannounced visits, they will also cover a shift if they are short staffed.

A staff member informed us they had worked in care for several years and the manager was very pro-active in supporting staff with their continued professional development. Staff are encouraged to do their NVQ's, which are completed in a staff members own time. However, as part of the qualification, staff are observed at work, where they are supported and encouraged by the manager.

When our authorised representatives spoke to staff, they noted that they were very relaxed and welcoming, that they were open to all the questions we asked, whilst introducing us to the residents.

Visitor and Relatives

One relative was present when we visited and they spoke highly of the staff, the management team and the home, they were very happy with their relative living at Becksid Lodge. They also told us they had received help from the home in completing a Personal Independent Payment form for their relative, which they said was difficult, and were thankful for the help and support given. For this relative, they feel the staff go above and beyond for those they care for.

Recommendations

This report highlights and Healthwatch acknowledges, the good practice and person-centred care that we observed at Becksid Lodge and reflects the appreciation that residents and a family member feel about the home and the care and support it provides to residents. During this Enter & View visit, Healthwatch Bradford & District identified no issues at Becksid Lodge, with residents, staff, premises or procedures.

- The service should be pro-active in sharing its good practice with other providers



Service Provider response

We continue to be proactive, attending provider forums and other events, where we share best practice with the local authority and CCG, maintain membership with the Outstanding Society and co-productive events with the CQC.

Just to clarify, that we already do share best practice in provider forums and events with CCG and local authority, and I (the manager) have also spent one to one time with managers from other organisations sharing best practice.