

Enter & View Residential Care Report

Bridlington Lodge

126 Cardigan Road, Bridlington, East Yorkshire YO15 3LR

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HWERY Representatives: Michelle Harvey & Martin Davies

Disclaimer: This report relates only to the service viewed on the date of the visit and is representative of the views of the service users who contributed to the report on that date.

Main Purpose of Visit

This visit was part of a Healthwatch East Riding programme to carry out a required number of Enter & View visits per year to collect the views of people whilst they are directly using services. This will then contribute to its remit of helping ensure that the views and feedback from patients and carers are an integral part of local commissioning across health and social care.

It is important to note that Enter & View is not an inspection; it is a genuine opportunity to build positive relationships with local Health & Social Care providers, provide opportunity to demonstrate that providers support service user engagement and give service users the opportunity to give their views in order to improve service delivery.

Summary of Key Findings

Bridlington Lodge is a privately owned care home registered for a maximum of twenty service users. There are twenty rooms, all of which are en-suite and highly personalised to the individual tastes and needs of residents. Maintaining the independence of residents appears to be a clear priority of the home and the home operates a responsive, but proactive approach to providing activities for residents. Residents report that they feel safe and well cared for are very happy living at the home; they were observed to have effective and trusting relationships with both the staff and management of the home. Relatives also reported that they were happy with the standards of care provided.

Recommendations/Observations

Healthwatch recognise that residents are happy with the activities offered, however:

- The home should introduce some alternative activities not suggested by residents; ensuring as wider variety of activities are on offer as possible and residents are sometimes exposed to new/alternative experiences



Full Report

Background

Local Healthwatch has a number of specific statutory activities that it is required to deliver, defined in five Healthwatch Quality Statements, specifically

- Strategic Context & Relationships
- Community Voice & Influence
- Making a Difference Locally
- Informing People
- Relationship with Healthwatch England

Within the context of Enter & View:

Under its remit of 'Community Voice & Influence', Healthwatch has a responsibility to support local people to share their experience and opinions of local services.

Under its remit of 'Making a Difference Locally', Healthwatch has a responsibility to capture the experience of local people in our research and reports, use the opinions and experiences of the public to produce recommendations for change and ensure our recommendations for change are heard and responded to by relevant decision makers.

Under its remit of 'Informing People', Healthwatch has a responsibility to ensure that we provide the public with accurate, reliable, relevant and useful information about local services, when they need it, in a format that meets their needs.

Main Findings

How safe is the setting for service users?

There is clear signage indicating how to gain entry to the setting which is also controlled by an intercom system. On entry we were asked to sign in and there was a notice board displaying all relevant certificates and safety information etc. which was up to date and clearly visible. We were welcomed by the registered manager and a senior carer who were happy to answer all of our questions.

The home was immaculately clean, bright and welcoming throughout and there were no underlying odours in any part of the home. There was CCTV throughout the home which helped staff monitor resident's movements and ability to respond swiftly when assistance was needed; a call system was also in place in each room. Hand gel is available as an infection control measure and all members of staff were observed as having a small bottle of gel attached to their uniform as an additional measure.

Entry to the kitchen and laundry was controlled by key coded locks and the home had a food hygiene rating of 5 (the highest score possible). There was also a fully enclosed, secure garden area for residents use.

One resident who initially moved into the home for two weeks with her husband (who had since passed away) told us 'My husband asked me to move into the home with him - he told me, I want to stay here because I feel safe...I also feel safe, I love it here'.

How effective do service users consider the service to be?

The residents have access to the health services they need, despite the manager describing some of the difficulties that the home faces in finding suitable, reliable services within the local area, residents report that are happy with the care and level of service that they receive. The manager told us that it can be difficult to find dentists in the area and the perception is that local G.P. services consider care home visits a lower priority; good

support is given to the home by District Nurses, but they seem to be short staffed. Hospital discharge at un-social hours is frustrating for the home, as it is for many care homes; however the home does all that it can to minimise the disruption and discomfort of residents when this occurs.

The home has a good relationship with Occupational Therapy and the independence and mobility of residents was a clear priority of the home, the manager explained that this does not mean that falls never happen, but a monthly falls audit is carried out and necessary adaptations put into place.

Maintaining the independence of residents is a clear priority within the home, during the visit one resident returned from a shopping trip and showed us some of the clothes that she had bought. She went on to explain that she had bought a jumper for work as she continued to volunteer locally twice a week. When describing the home she said 'This is awesome. Since being here Teresa and Agnes have given me my independence back and got me out of a black hole'.

A varied menu is available and residents can choose when and where they would like to eat. When asked about the meals on offer, one resident stated 'I always enjoy the food...I didn't leave a thing today.' Via a relative questionnaire, one relative stated 'Belinda's dinners are lovely'. The manager told us of one resident with Dementia who arrived at the home reluctant and quite unwilling to eat; staff encouraged the resident to spend time in the communal dining room and following initial help and support, the resident has re-learned behaviours and now eats well and is has become much more sociable. The home also seeks advice and support from dieticians as and when required.

How caring do service users find the service?

Each resident has an Individual Care Plan and both relatives and residents are involved in its production, each resident also has a named key worker.

There is no activities co-ordinator in place or a set plan of specific activities for each day; however each member of staff is responsible for interacting with residents as much as possible and responding to individual residents request as they occur in a proactive manner. On the day of the visit staff were observed playing board games, spending time chatting and also looking through magazines and discussing current articles with residents who were in the communal lounge. The manager explained how there had been an activities coordinator in place; however activities then became quite rigid and not immediately responsive to resident's needs or requests. All of the residents that were spoken to on the day said that they were happy with the activities on offer and no-one mentioned that they were ever bored. One resident who said that they preferred to spend time in their own room told us of how she was knitting a jumper for her great grandson and also described how she likes to do puzzles and crosswords and also has access to on-line games. She also described how she sometimes like to do downstairs and mix with other residents and has spent time singing with others residents and teaching them how to knit. Another resident chose to come and talk to us and told us of how she likes to sing and dance and encouraged us to join in. The home also facilitates visits to Bridlington Spa, the local church, the beach and local town. Pets at Home have also visited and the managers dog (Max) spends his days at work, much to the delight of residents who are also considering if they should also get another pet. Via a staff questionnaire, one member of staff told us 'I feel there is a wide range of activities to choose from. The staff are encouraged to spend as much time as possible with the clients and it makes a friendly, happy environment to work in'.

A hair dresser visits the home every Tuesday and some residents also choose to have their nails done; the home was currently in the process of converting a lesser used room into a beauty room/salon.

Residents feel that they are well cared for, one resident said 'Everything's just seen to, you have no worries'.

How responsive to their needs do service users find the service?

The home supports end of life plans, however they find that relatives are reluctant to discuss this.

The home has made a conscious decision not to offer day care as experience has proven that this can have an adverse effect upon existing residents within the home, instead choosing to prioritise placing their efforts on offering the highest standards of individualised care possible to permanent residents.

The home holds residents meetings and relatives are welcome to attend; there is also a complaints procedure in place.

Each individual bedroom was clearly marked as a bedroom and clearly showed the room number and the resident's name. The manager described how the home was currently undergoing a re-decoration programme led by the individual requests of residents, we saw evidence of this when we were invited by some residents to speak to them individually in their rooms. Each resident described how they had been able to choose their own colour schemes and personalise the room with their own belongings; one resident had his room decorated in the colours of his favourite football team and had personalised memorabilia on the walls, another had his room decorated with posters of his favourite motorbikes and riders alongside photographs of his own bikes and scale models of cars and bikes. One lady told us how she had chosen the colour scheme for her room and showed us the personalised quotes that had been chosen and made into transfers on her wall, one in-particular had been placed next to her bed and reminded her of her deceased husband, she said 'I love it in hear. No matter where I look I know he's here.'

Observations showed that staff communicated extremely effectively with residents and there were no complaints made about any aspect of the care received from any of the residents spoken to on the day. A visitor of one of the residents stated 'I have been visiting my friend for about 18 months and have never found anything to complain about. It feels like visiting her at home'; another relative stated 'When visiting my mother she always seems happy and content. So if my mother is happy then so are we'.

The wife of a resident who had very recently suffered from a stroke told us 'The home has really stepped up on this occasion'. She described how her husband has complex needs and that these were now being met at Bridlington Lodge; she explained that it had taken time and effort to get his medication levels correct, but now that this had been achieved her husband was happy and seemed content, but acknowledged that this has taken time and work from everyone involved.

How well-led do service users consider the service to be?

Residents and relatives are happy with the leadership of the home, one resident said 'Teresa is a gem and staff are absolutely great and I can't fault the care', via a relative questionnaire a relative stated 'Overall a very good home for Mother to be in'.

The manager showed us some residents and staff files, which were well maintained and very detailed.

Staff questionnaires issued prior to the visit indicated that staff felt they were adequately trained to carry out their roles effectively but were also willing to undertake any additional training as necessary; agencies such as Learning Curve and Skills Network were used to provide training.

Staff seemed genuinely happy working at the home and felt well supported, one member of staff stated 'The management are supportive and this is the nicest home I have worked in, I am not afraid to come up with ideas. I am doing my NVQ 5. The home offers person-centred care'. This member of staff was also aware of how to raise an issue internally and of safeguarding procedures.

Management and senior carers reported that they have a large amount of paperwork to complete to meet with legislative requirements and that this inhibits the time that they could spend with residents; however this does not appear to affect the high standards of care that residents receive, but is a reflection on the high levels of person-centred care that the home is trying to provide at every opportunity.

Response from Setting:

Thank you for your support, the two people that came were very pleasant.

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| Signed on behalf of HWERY | <i>Matthew Fawcett</i> | Date: 12/12/17 |
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