

Enter & View Report

Springfield, 01 November 2023



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Visit Details	
Service Visited	Springfield, 69 Freelands Road, Bromley BR1 3HZ
Registered Manager	Keshorsingh Beegun
Date & Time of Visit	1 st November 2023, 11:00 – 14:30
Status of Visit	Announced
Authorised Representatives	Mia Sooch
Lead Representative	Julia Eke

1. Visit Background

1.1. What is Enter & View?

Part of the local Healthwatch programme is to undertake and report on ‘Enter & View’ (E&V) visits.

Mandated by the Health and Social Care Act 2012, the visits enable trained Authorised Representatives (ARs) to visit health and care services such as care homes, hospitals, GP practices, dental surgeries and pharmacies.

E&V visits can happen if people tell us there is a problem with a service but can also be made when services have a good reputation.

During the visits we observe service delivery and talk with service users, their families, and carers. We also engage with management and staff. The aim is to gain an impartial view of how the service is operated and being experienced.

Following the visits, our official ‘Enter & View Report’, shared with the service provider, local commissioners and regulators, outlines what has worked well, and makes recommendations on what could work better. All reports are available to view on our website.

1.1.2 Safeguarding

E&V visits are not intended specifically to identify safeguarding issues. If safeguarding concerns arise during a visit they are reported in accordance with safeguarding policies. If at any time an AR observes anything they feel uncomfortable about they will inform their lead who will inform the service manager, ending the visit.

If any member of staff wishes to raise a safeguarding issue about their employer, they will be directed to the Care Quality Commission (CQC) where they are protected by legislation if they raise a concern.

1.2 Disclaimer

Please note that this report relates to findings observed during this specific visit. It is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed on the day.

1.3 Acknowledgements

Healthwatch Bromley would like to thank the service provider, service users and staff for their contribution and hospitality in enabling this E&V project to take place. We would also like to thank our AR who assisted us in conducting the visit and putting together this report.

2. Information About the Service

2.1 Springfield

Springfield is a modern development of ten properties for adults with physical disabilities who want to live as independently as possible. It has a capacity of 11 beds, and supports individuals aged 40+. Situated near Bromley Town Centre, Springfield benefits from being close to local retail establishments and other essential facilities.

Springfield, which is managed by [Leonard Cheshire](#), provides a variety of care packages tailored to meet the specific requirements of its residents, with a particular focus on head/brain Injury, hearing Impairment, speech Impairment, visual Impairment, cerebral palsy, motor neurone disease, multiple sclerosis, muscular, dystrophy, spina bifida & hydrocephalus, and stroke.

2.2 Ratings

The CQC is the independent regulator of health and adult social care in England. It ensures that health and social care services provide people with safe, effective, compassionate, high-quality care and encourages services to improve.

A CQC inspection was carried out in February 2022 and the overall rating was 'Good'. The service was reviewed in July 2023 and there was no evidence that Springfield needed to be reassessed.

During their visit, the [CQC](#) found the following good practice:

- Visitors screened for acute respiratory illness before entering the premises
- Visitors encouraged to observe official infection control guidelines
- COVID-19 testing program in place in line with current guidance
- Good level of staffing
- Tidy and well-maintained space
- Good access to range of healthcare, such as GP visits.

2.3 Residents

At the time of our visit, 11 people were living at Springfield. A married couple currently occupies one of the bungalows. We were told that most tenants can speak, only one is non-verbal.

Tenants are referred to Springfield through local authorities, private and service contacts. A contract officers team deals with vacancies, following their "Guidance on Customer Placements and Support" prior to admission. Typically, the home receives two to three referrals per month, but due to lack of vacancies people are often referred to other services. The majority of the tenants have been living at Springfield since 2009.

2.4 Staff

Springfield staff comprises a registered manager, team leader and 14 support workers (ten full-time, two part-time and three contract staff). Shifts are divided into early and late. Two staff are assigned to sleep in daily.

3. Summary of Findings

The E&V visit was carried out on Thursday 1st November 2023; two E&V ARs were present. It was announced and planned in partnership with Springfield. In preparation, we shared with the manager a poster announcing the E&V, to share with tenants, staff and family members, and questionnaires explaining the purpose of the visit in more detail.

Entry and General Accessibility

Notes

Springfield is comprised of 10 properties: six flats and four bungalows.

To access the building, visitors walk across a long entranceway, making the building a good distance from the main street and traffic noise. During our visit, we observed a well-kept outdoor space with ample parking designated for staff and visitors and a dedicated parking spot for an emergency ambulance.

The reception area appeared clean and spacious, with a welcoming atmosphere. There is a signing-in book for visitors. Hand sanitiser is provided outside and inside the building to promote good hygiene practice. Visitors' temperatures are screened.

The manager's office is at the entrance and there is a noticeboard for tenants with information about upcoming events and activities.

Every resident has an individual post-box, located at the entrance. Those who live in a bungalow can receive their post and food delivered conveniently to their door.

What has worked well?

- Located in a quiet, residential area
- Close to public transport
- Large outdoor space
- Wheelchair friendly
- Hand sanitiser available at the entrance
- Visitors must check in and out
- Screening for high temperature

- Individual-post-boxes
- Some residents have a private entrance
- Every prospective tenant has a one-two-week trial period to assess their level of comfort in their living environment.

What could be improved?

- We found no areas for improvement.

General Environment

Notes

Flats and bungalows appeared to be quite spacious with a good layout. Some are open plan with a dedicated kitchen area, washer and dryer, living room and bedroom area, whilst others additionally have a separate kitchen. Also, the bathrooms are a generous size. Of the six flats, two are equipped with an extra storage unit. One of the residents showed us how they transformed it into a walk-in wardrobe, expressing satisfaction with the outcome.

During the interviews with tenants, it was frequently noted that they were pleased with their ample personal space. We had the opportunity to explore a flat and two bungalows. The living units are meticulously maintained, with each space personally decorated. During our tour, we met a person with visual impairment. The tenant provided us with a guided tour and demonstrated the ease of navigation throughout their flat. We saw that their living environment had been decorated with red accents, including the carpet, reflecting their personal taste.

What has worked well?

- Large size flats with en-suites and kitchenette
- In the communal areas corridors have contrasting colours between doors, floors, and walls
- Residents are allowed to bring their own furniture - and their own pet, by arrangement
- All properties are fully accessible for wheelchair users and can be adapted to suit tenants' needs
- Each property includes a living room, kitchen area, bedroom and en-suite bathroom, television, and Wi-Fi
- There is a shared courtyard garden

- Clean and personalised flats
- Personal burglar alarm system.

What could be improved?

- Lack of communal space for group activities and gatherings.

Safety, COVID-19 and visiting**Notes**

During the visit, accessibility within the home appeared satisfactory. All residents who require a wheelchair are placed on the ground floor. There is a lift in the main building for access to the first floor.

We found clear fire exit signs with no visible obstructions. All fire safety protocols were visible, including emergency contact numbers and evacuation procedures. We were told that the fire alarm is checked daily and recorded through the “my tag system”, an app that works by scanning a tag placed on equipment to log all daily tasks. The same system is used to log checks on washing machines and other appliances that could be a potential safety hazard.

We were told by the manager that the facility is slowly replacing washer/dryer machines with washing machines, to reduce the risk of fire and save on energy bills.

Security measures are in place. Each unit is fitted with a burglar alarm system and personal locks. The manager told us that they have access to codes in case of an emergency.

Family members were satisfied with the COVID-19 precautions and arrangements. Staff reported sufficient infection prevention measures and said they always use personal protective equipment (PPE).

At the time of our visit there were no visiting restrictions.

What has worked well?

- Two night-staff available
- Every flat has their own alarm system with a code

- Every bed comes with a hoist
- Hand sanitiser provided throughout the home
- Fire safety equipment available
- Fire alarm zone plan displayed
- Staff and tenants all aware of emergency and fire safety procedures
- All staff offered COVID-19 vaccinations
- Safety features on windows.

What could be improved?

- We found no areas for improvement.

Feedback and Complaints

Notes

The manager organises regular meetings with tenants to discuss any concerns and provide feedback. We were told that this meeting is often held in one of the tenants' flats.

During the interviews with residents, a prominent theme was their awareness of their living situation. They expressed gratitude for the opportunity to stay in a place that offers ample room and substantial support, acknowledging the challenges people with disabilities face in securing comparable accommodation at a reasonable price.

What has worked well?

- Regular meetings with tenants to discuss concerns
- Good communication between management, staff and tenants

What could be improved?

- We found no potential areas for improvement.

4. Families' and Tenants' Feedback

Residents' Feedback

We carried out four telephone interviews with family members to hear their feedback. Most family members that we interviewed were parents who live outside London and visit Springfield tenants occasionally.

We focused our interviews on seven main areas: level of satisfaction, how they think staff are helping tenants to practice their independence, access to healthcare, socialisation, safety, diet and money management.

The overall impression is that all relatives are generally happy about the service at Springfield. They all agreed that their family members are well cared for by the staff. Some took their time to tell us more about their relative's history and compare their living situation with previous care homes. Springfield was described as "the best thing that ever happened to them" by one relative.

How staff/management help promote independence

When asked about how staff assist tenants in achieving independence, several family members highlighted day-to-day activities such as cooking, cleaning, and going out. They also mentioned that rather than having staff complete tasks for them, they preferred involving tenants in these activities wherever possible.

"My son has been there for two years. The staff help with cooking and buying groceries, but sometimes he goes out and buys food at a café."

Another also mentioned that their son was encouraged to complete his college degree.

"... the staff are good at helping him to follow his interests. He could pursue his degree and study from home."

Money management

We asked questions related to money and who else they think has access to it to see whether there is some risk of financial abuse. All family members reassured us that tenants can access their money as they have the capacity and that the staff only help them go to the shop. They also mentioned that some of them opt for online shopping for convenience.

"My daughter has no issues with daily tasks such as budgeting, doing food shopping, etc. The staff are fantastic at supporting them with going around and buying what they need. My daughter manages her finances, and she can buy her gifts and other products."

Activities and socialising

We wanted to know whether family members are kept informed of activities organised by Springfield and if they have support from the staff for outings. Our findings on this topic were varied. While most family members told us tenants could host others for gatherings or celebrations, others mentioned Springfield's lack of a proper communal space.

On a positive note, we received favourable feedback on support from staff for outings. We also received good feedback regarding staff members helping a couple plan a weekend away in London.

"I was surprised when the staff were able to support them with organising a weekend getaway in London, where they assisted them with a hotel stay and going to see a show. They did not have to pay for tickets because they were accompanying them as carers, which is good."

"Socially, I know that they hold meetings with other residents. There were some constraints during COVID-19, but the situation has changed."

"They don't have any issues with people visiting him. Also, I see him weekly and during Christmas time."

"He experiences loneliness, but unfortunately, they can't do anything about it."

"There are no communal areasbut they do have meetings and gatherings for special events like Christmas."

"He sees people from time to time. The last Christmas, they spent with other residents. Also, he has a good relationship with the staff."

Access to healthcare

Family members didn't mention any barriers to accessing healthcare, apart from private transport costs, since taxi expenses are the tenants' responsibility. Staff can accompany them.

"They don't have any issues accessing doctors, hospitals or hairdressers."

"Since my brother cannot use public transport, he needs to pay for a cab; that is his only issue."

"He has no problem accessing healthcare; he has recently seen the dentist and GP. Also, he has dialysis twice a week and has no issues."

Overall Experience

"I am delighted with the service. My daughter has been living there for 12 years, and, so far, they had two excellent managers; the current one has been working there for eight years, and there have been no issues. Also, there is good staff retention despite being a challenging job, and this shows a good relationship between staff and residents."

"My daughter lives there with her husband, and they are happy with the place. I am satisfied with the arrangement made for them. The concept is to support residents with independent living, and Springfield is good at this."

"My brother has lived in one of Springfield's bungalows for more than 20 years. When he moved there, he was more independent; he could walk, go into town, and cook his meals with the help of the staff. However, since the fall, he needs more help going out and cooking, but he is encouraged to be more

independent. The fact that he has his bungalow and private door helps create a sense of independence."

"The manager is exceptionally kind."

"He used to live in a different house, but now he is much happier; he's doing well."

Challenges

We received only two negative comments. They are not directly related to Springfield, but family members thought they impacted on the tenant's quality of life. One is the maintenance of a wheelchair without which the tenant could not move around. The other is the lack of sufficiently strong carers to push heavy tenants effectively. The interviewee recognised this is as a national issue independent of Springfield.

"We had only one issue in the past, with the maintenance of the electric wheelchair, where I think there were some delays due to a change of provider contract, which has been resolved now. "

"Unfortunately, due to his weight, the carers cannot always push his wheelchair. I think having more male carers will fix this problem. But we do encourage him to eat healthily and to lose weight."

What has worked well?

- Family members' satisfaction with the service, especially how staff support couples and promote quality time.

What could be improved?

- A communal space for gatherings and celebrations
- More indoor and cost effective activities
- Involving tenants that experience loneliness or see family members/friends less frequently
- More suitable carers to support people who use wheelchairs.

Tenants' Feedback

We received feedback from eight tenants. People that we spoke to said they mainly get help with cooking and cleaning, and they always have a choice with everything, especially regarding what they would like to eat.

They also mentioned having control of their money and only requiring assistance when going to the shops. Tenants with visual impairment told us that family members help with online shopping.

During our survey of residents regarding their access to local health services, most responded that they did not encounter any issues and were happy with support from their GP practice. However, one resident said that they weren't always happy with their GP and didn't always agree with them.

Out of eight responses, two tenants said that they do not have a group of friends to socialise with, while another said that they were unsure. However, all tenants noted that there are some organised activities.

They all like to live independently and were very pleased with their living arrangements. They shared positive feedback about staff, with whom they have very good relationships. Staff treat them with the utmost dignity and respect, making them feel valued and cared for. One of the tenants mentioned that a staff member gifted them an Alexa, a virtual assistant technology device. The tenant expressed their pleasure with this thoughtful gesture.

"I do my own drawings." (when asked about activities)

"I make my own choices."

"Most of the time you are listened to."

"I feel happy about the services."

"The staff are lovely and respectful."

"I feel so lucky to be here. I would not make any changes."

"I love living here in Springfield, the staff look after me well, I will be lost without this place."

What has worked well?

- Good relationship between staff and tenants
- Good promotion of independence.

What could be improved?

- We found no areas for improvement.

5. Staff & Management Feedback

Staff Feedback

We received feedback from 10 staff members. Most staff at Springfield have been working there for a relatively long time and have very good relationships with residents. All staff are trained to help tenants live independently; they often help with medication, maintaining personal hygiene, cooking, cleaning, and making tea. They are responsible for assisting tenants with medical appointments and buying food.

Staff training has included:

- Decision making
- Person-centred working
- Safeguarding and Whistleblowing
- Health and Safety
- Manual Handling

Training typically lasts two weeks, followed by two weeks of shadowing.

There are five staff on duty in the morning and three in the evening. Shifts are 08:00 - 16:00, 14:00 - 21:00 and 14:00 -23:00. They have two staff that do the 23:00 shift and they sleep-in.

On the first floor, there is a dedicated staff room with a kitchenette and beds for those on sleeping-in duty.

During our interactions with the staff, they expressed satisfaction with the level of training provided. They also mentioned that they feel well-equipped to handle their responsibilities and are confident in their skills.

Staff are satisfied with their breaks and are pleased with how the handover is managed. Staff have a daily checklist which they upload on the app "My Tag".

Promoting independence

During our interviews, we inquired about the measures taken by management to promote social interaction and prevent isolation among their tenants. They support tenants by visiting the community and hosting event nights. We were told that management organise various events and activities, such as BBQs, Christmas dinners, Easter hunts, pub gatherings, group activities, karaoke nights, art classes, going to the cinema and zoo trips.

Staff also empower tenants to make their own decisions by seeking their input on preferred meals, care routines, and their preference for privacy during shower time.

"We make a meal plan each week, according to service users' likes, and then take them shopping."

Access to healthcare

According to feedback from staff, tenants have reported no difficulties accessing community health services. Delete, it's covered below.

Challenges

We were told that some tenants prefer not to participate when an activity requires money.

What has worked well?

- Good relationships between staff and tenants
- Good staff retention
- All staff confident that tenants are treated with dignity and respect
- All staff offered COVID-19 vaccinations
- All staff happy and satisfied with their work
- We observed friendly staff having genuine interactions with tenants and knocking on their door before entering a flat or bungalow
- The manager told us that staff don't wear a uniform or an ID badge, to make the service a "homely feeling environment". However, when staff are recruited, they are introduced to the residents as well as their family and friends.

What could be improved?

- One staff member suggested provision of a summer house
- Cost implications for certain activities
- Mattresses for the staff room could be improved
- A staff member said that their wages could be improved.

Management

IT systems and patient records

Springfield uses the My Tag System to monitor routine checks.

Diet

We told by the manager that each tenant lives independently and has their own kitchen. They are in charge of their own personal diet, and the staff team actively promotes healthy eating habits.

Management and staff can contact a nutritionist, and if they have concerns about someone's health, they will raise them. Some tenants have their own set of scales, and others, especially those in wheelchairs, get checked regularly by the GP or other health services.

Safety and security

The home requires all visitors and staff to sign in and out.

Fire drills are conducted every quarter, during daylight hours.

Staff and residents possess the knowledge and ability to raise a safeguarding-related concern.

Tenants know how to raise an issue with staff, and family members can get in touch with management if they are concerned about their relative's safety.

Activities and socialising

We were told by the manager that activities include theme nights, cooking different cuisines, like Italian and Chinese, and celebrating Diwali and Christmas. If residents want to meet, they have to gather in one of the flats as there are no communal areas.

Staffing

All personnel undergo an orientation and training course that includes e-learning. In addition, Springfield also provides amenities for refresher courses and apprenticeship classes to support professional development.

Staff members do not adhere to a standardised uniform or identification system, opting for casual attire to create a welcoming atmosphere.

Money management

Management provides financial assistance to tenants through a weekly allowance of £37 for food and groceries. If residents run out of their allocated funds, they can request further financial support but are required to repay the borrowed amounts.

All tenants have their own bank card and the majority can manage their own financial matters. There are a few tenants whereby their finance is managed by

the Client Financial Affairs Team* (CFAT) of their borough and if they need any extra money i.e., for Christmas expenses, they need to make a request and the CFAT will deposit the money directly into their account.

Challenges

We were told by the manager that tenants have no issue assessing healthcare. However, it can be a challenge to find an accessible hairdresser that can accommodate people in a wheelchair. The manager told us that they have been working on this issue with the London Borough of Bromley and that tenants can now book an appointment at the neighbouring nursing home to do have their hair done.

What has worked well?

- Good communication-between staff, tenants, and family members

What could be improved?

- We found no potential areas for improvement

* A CFAT manage property and financial affairs for individuals who need support because either:

- a. They lack capacity to do so; or
- b. They have a physical disability that prevents them from being able to do so.

6. Recommendations

Healthwatch Bromley would like to thank Springfield for their support in arranging our E&V visit. Based on the analysis of all feedback obtained, we would like to make the following recommendations.

6.1 Activities

6.1.1. There is no communal area where tenants can do group activities or socialise - and one staff member suggested adding a summer house.

We are aware that due to the design of the building and supported living units, there is no designated communal space for gatherings. We recommend that the manager considers adding a summer house that tenants can access throughout the year.

6.1.2. More indoor activities. We were also told that some tenants prefer not to participate when an activity requires money.

We are aware that there is no communal space for indoor activities unless tenants wish to host gatherings or parties. We advise the management team to review the activities programme and how they can better incorporate indoor, and more cost effective, activities throughout the year for all tenants. Perhaps hiring an external building on a regular basis would be beneficial, or collaborating with a local organisation that runs weekly workshops.

6.1.3. Involving tenants who experience loneliness or see family members/friends less frequently.

We recommend Springfield review the needs of individual tenants, who may experience loneliness or have fewer regular visits with family/friends and see how they can be better supported from a mental health and wellbeing perspective.

6.2 Staffing

6.2.1. More suitable carers to support people in wheelchairs.

We advise the manager team to review their staff team and consider potential recruitment of stronger people who can better support wheelchair users.

6.2.2. Staff room mattresses could be improved.

We advise the manager to review the bedding on offer to late night staff and look into replacements, when possible, to support staff health and wellbeing.

6.2.3. A staff member commented on their wages and said they get little pay for the job that they do.

We advise the manager to review staff packages, and career growth, and discuss this further with their governing board to see how best to support staff retention and ensure they do not lose valuable team members. We also recommend considering other rewards, such as incentives or recognitions.

7. Glossary of Terms

AR	Authorised Representative
CFAT	Client Financial Affairs Team
CQC	Care Quality Commission
E&V	Enter and View
ID	Identification Badge
LBB	London Borough of Bromley
NHS	National Health Service
PPE	Personal Protective Equipment

8. Distribution and Comment

This report is available to the public and shared with our statutory and community partners. Accessible formats are available.

If you have any comments on this report or wish to share your views and experiences of health and care services, please contact us.

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Website: www.healthwatchbromley.co.uk



Healthwatch was established in 2013 in accordance with the Health and Social Care Act 2012.

Within this legislation [Arrangements to be made by relevant bodies in respect of local Healthwatch Organisations Directions 2013] Healthwatch has a right to a reply within 20 working days to Reports and Recommendations submitted by Local Healthwatch to a service provider.

Report & Recommendation Response Form

Report sent to	Charlotte Bradford
Date sent	02/01/2024
Report title	Enter & View Report (Springfield)

Response

(If there is a nil response please provide an explanation for this within the statutory 20 days)

Date of response provided	
Please outline your general response to the report including <u>what you are currently doing to address</u> some of the issues identified.	At Springfield, we greatly appreciate the outcome of this report which will allow us to reflect and work around those recommendations and how to better enhance the lives of the people we support and our staff team as well so that we provide a high quality service delivery to those concerned.

Please outline what **actions** and/or improvements you will undertake **as a result of the report's findings and recommendations**. If not applicable, please state this and provide a brief explanation of the reasons.

Recommendation 1	<p>The purpose for people living as Springfield is to support individuals upon their admission to learn new skills and become as independent as possible so that they can move and live independently in the society. The design and structure of the two complexes were meant for this purpose.</p> <p>The Summer House was an idea from Management, and it was brought in a meeting to the tenants, and they were opposed to it. They did not want it because they were of the opinion that it might be used for other tenants from different homes to come and use it as an activity centre within their own private space.</p> <p>Following the pandemic, we have thought about it, and we will discuss this again with our residents and bring it to our higher management level.</p>
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<p>Recommendation 2</p>	<p>As per recommendation 1, the tenants at Springfield have got capacity and they can decide if they want to get involved in an activity and we will support them.</p> <p>However, not all the tenants at Springfield like to meet together, they are all different and choose what they individually want to do on a day-to-day basis.</p> <p>Some of the tenants are supported to join activities outdoors, like music and art but not all.</p> <p>Some go to college, and some get involved themselves in their own preferred activities.</p> <p>We have been doing theme nights etc and those who wish will join together in one tenant's flat or bungalow. Some of them do join on an individual basis for a chat, coffee etc in their premises whenever they wish.</p>
<p>Recommendation 3</p>	<p>The issue of our tenant expressing loneliness has never been raised by them at any time or brought to Management attention.</p> <p>Those who have got family/friends have regular visits from these people and they are welcome at any time. If need be, we will support them in achieving same or if they want to befriend someone, we will support this.</p> <p>We will discuss this at our next resident meeting and as we have got many befriending services in Bromley, we will look into this.</p>
<p>Recommendation 4</p>	<p>We have a couple of bariatric tenants who are wheelchair users, and it is difficult to support them in the wider community. Recruiting stronger people as recommended might be "unfair", however we will look into having these wheelchairs fitted with a power pack through the Wheelchair Service to make it easier to push.</p>
<p>Recommendation 5</p>	<p>High Quality mattresses and beds have been recently purchased for staff who do sleep-in.</p>
<p>Recommendation 6</p>	<p>Regarding the wages, since last year all staff had an increase of 3% to their wages and also all staff receive an hourly enhancement from 8.00pm on weekdays and an hourly enhancement from 8.00 am during the weekend and double pay on Xmas and New Year Day.</p>

We have been informed that there will be a salary review soon. We also have an apprenticeship scheme run by our Learning and Development Department and staff are encouraged to join for a career growth and the organisation will sponsor same.

Signed	K. Beegun
Name	Keshorsingh Beegun
Position	Service Manager