

Enter and View Report

Bromley Park Care Home

75 Bromley Road, Beckenham, BR3 5 BP



Healthwatch Bromley

24th October 2018

Service visited:	Bromley Park Care Home
Address:	75 Bromley Road, Beckenham BR3 5BP
Care Home Manager:	Khadija Kachra
Date and time of visit:	Wednesday 24 th October 2018, 14:00 – 16:00
Status of visit:	Announced
Healthwatch Bromley Enter and View Authorised Representatives:	Peter Todd and Barry Simner
Lead Authorised Representatives:	Peter Todd
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Healthwatch Bromley (HWB) has the power to Enter and View services in the London Borough of Bromley. Enter and View visits are conducted by teams of trained Enter and View Authorised Representatives.

Purpose of the visit

The Health and Social Care Act allows Healthwatch Bromley Enter and View Authorised Representatives to observe service delivery and speak to patients, residents, staff, relatives, friends and carers. The visit can happen if people tell us there are concerns, but equally, the visits can take place when services have a good reputation. We can therefore learn from shared examples of what they are doing well from the perspective of the people who experience the service first hand.

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 the Healthwatch Bromley Safeguarding Policy. If at any time an Authorised Representative observes a potential safeguarding concern, they will inform their lead. The lead Authorised Representative will then end the visit. In addition, if any member of staff in the organisation being entered and viewed, wishes to raise a safeguarding issue about their employer, they will be directed to the Care Quality Commission (CQC) and Bromley Council's Safeguarding Team.

On this occasion, two Enter and View Authorised Representatives (One Healthwatch Bromley volunteer and a Healthwatch Bromley staff member) attended the visit. The Authorised Representatives spoke to staff and visitors. Recommendations have been made on how to improve the service and good practice has been highlighted. Healthwatch Bromley had liaised with the CQC, Clinical Commissioning Group (CCG) and the Local Authorities (LA) to create an Enter and View Programme. A number of health and social care providers have been selected to be visited. Healthwatch Bromley visited Bromley Park Care Home as it had previously been rated as 'Requires Improvement' by the CQC.

Acknowledgements

Enter and View Authorised Representatives: Barry Simner and Peter Todd.

Thanks to Khadija Kachra, the Care Home Manager, the care home staff and visitors.

Background

Bromley Park care centre is a 38 bedded, converted Georgian House, which was extensively refurbished in 2014 to provide a high quality, homely environment for people needing nursing care. Situated in the London Borough of Bromley, the home is run by Nellsar Care Homes. The home is spread over four floors and offers a homely, friendly and supportive environment. People living in the home are often living with dementia and additional physical conditions, needing skilled nursing care. Residents may bring their own furniture. There is a lot of flexibility and choice about meals and special dietary requirements are catered for by the catering team. Residents can usually bring their pet with them to the home. Activities are arranged daily, so there is the opportunity to pursue hobbies, socialise and have a good quality of living.

The home has a communal lounge and dining area. All meals are cooked on the premise and the chef caters for specific dietary requirements. The home is wheelchair friendly and there is easy access to the garden.

Observations

There are two entrance areas to the nursing home, the main front door and a side door, which can be used by visitors, family, friends and other guests. At the time of our visit the main door was locked but there were clear instruction directing visitors to the side entrance. The Healthwatch team were greeted on arrival by a member of staff and directed through a secure door to enter the building. The main reception area was warm, clean, and inviting, with a good

security system in place. Visitors are required to signed the visitors book before being given access to the home. The Healthwatch team were shown the refurbishments that had taken place and those that are ongoing. The communal dining areas and lounges are easily accessible for residents and there is an area where residents can get hot or cold drinks. The passageways were clutter free and there is ample space for residents with walking aids to get around the home. There is adequate parking facilities on site, at the front of the home. There are transport links to both Bromley and Beckenham town centre.

The garden is well maintained and access to the garden is through one of the lounges, which is wheelchair friendly. The staff/resident ratio was high. All of the team (including the Home Manager), were observed supporting and engaging with the residents.

Current Care Home Staffing

The authorised Enter and View representatives spoke with Khadija Kachra (Care Home Manager) about the service delivery of Bromley Park. At the time of the Healthwatch visit staff levels included:-

- 5 staff who are part of the management team
- 3 Registered Nurses
- 10 Senior Care staff
- 21 Health Care Assistants (including one bank)
- 6 Housekeepers
- 5 catering staff (including two chefs)
- 3 Activity Coordinators
- 1 person responsible for maintenance

Resident acceptance

There are currently 33 people in residence at Bromley Park Care Home. The home is open for viewing from anyone and no appointment is necessary. Each potential new resident is seen prior to acceptance, to ensure that the needs of the resident can be met. At this meeting, discussions will involve the needs of the resident. Once the necessary administration is completed, a new resident can be accepted; at the time of the visit there were rooms available. New residents are required to bring 2 weeks' worth of their current medication with them.

Accommodation

12 of the 38 rooms available have en-suite facilities. All bedrooms are linked by a nurse call system and staff are trained to support those living with dementia and their families. Refurbishments include a host of new rooms, a new, bright and airy lobby, a visitors' kitchenette, a new TV Lounge, a relative's room and an onsite hair salon. The lower ground floor is the perfect secure environment for residents who have dementia. The secure garden has been specifically designed to ensure they benefit from fragrant plants in a peaceful and therapeutic environment. The conservatory is also an ideal place for residents to sit and enjoy regular musical entertainment or other activities.

Facilities & Services include: Palliative Care • Day Care • Respite Care • Physiotherapy • Own GP if required • Own furniture if required • Pets by arrangement • Smoking not permitted • Near Public Transport • Minibus or other transport • Lift • Wheelchair access • Gardens for residents • Bar/Cafe on premises • Residents Internet Access

Residents Care

All residents other than those that are 'bedridden', are permitted to get up and go to bed at their chosen times. They are assisted in dressing and undressing where required. The laundry operates 7 days a week, clothing can be named by the laundry staff at no extra charge.

Bromley Park is a nursing home that supports people with Dementia (including Alzheimer's Disease), Parkinson's Disease, people who have had a Stroke and those who are unable to carry-out the activities of daily living (washing, dressing etc.).

A doctor carries out regular rounds within the home to check on patient wellbeing. If a resident prefers they may retain their existing GP, providing that the practice covers patients within the catchment area. The home employs three Registered Nurses and over 20 Health Care assistance to provide support for the residents.

The physical wellbeing of the residents including their appearance in term of clothing, hair and fingernails was observed to be very good. No residents appeared to be isolated and the ratio of staff to residents was good. There was at least one member of staff for every three residents in the communal lounge areas.

Any complaints received from the residents are investigated by the manager. All complaints are recorded in the residents care plan. Should the complaint not be resolved, then the manager will contact Head Office. The residents Healthwatch spoke to seemed happy with their care but a large number had memory issues, so could not engage with us. However, the body language between staff and residents was positive.

Premises

Bromley Park is situated between Shortlands and Beckenham and is a convenient location for local shops and transport. There is a bus stop outside the building. The home has benefitted from recent refurbishments and improvements and the internal space, which now benefits from easy access with the communal areas.

The home was uncluttered and passageways were clear for residents to move around with walking aids (if required). In addition, the home was clean and there were no unpleasant odours within the communal areas. There is a variety of furnishings and Healthwatch were told by staff that some residents have particular chairs that they like to sit in.

The lifts are adequate and there is plenty of space for visitors to park. The first impression for visitors is that the home is very welcoming and homely.

Activities

Bromley Park has a new activities coordinator, who Healthwatch spoke to during our visit. Sonia has lots of ideas to increase the variety of activities taking place and has the enthusiasm to deliver a varied programme. She told Healthwatch that she knows the residents well and will be looking to provide activities that reflect the wishes of the residents. In addition, she will use some of the successful activities that have gone down well in the past. There are two other members of staff, who assist Sonia with activities. It should be noted that in addition to the activity programme we observed a lot of 1-2-1 interaction between the staff and residents.

Residents are also encouraged by staff to exercise and do things for themselves. One resident was encouraged to walk to the coffee bar to get her drink rather than have it brought to her.

During our visit Bromley Park, two external musicians were entertaining the residents. Staff were providing encouragement to the residents so that they could get the best out of the activity. Although, we were not given a weekly activity programme, we were told that there is at least one

activity in the morning and one in the afternoon. . However, the home have assured us that a weekly planner is displayed on a board outside the resident's lounge.

Dietary Needs

The resident's dietary needs are discussed as part of the initial assessment; likes, dislikes and allergies are considered, for example, if a resident has diabetes. The chef advised us that he listens to resident's comments on the food and likes to get the feedback. Menus are planned to meet the needs of the majority of residents but special dietary requirements are met. Staff also provide support with eating and drinking (where required), which was observed during the Healthwatch visit.

Nutritional profiles are in place for all residents to ascertain any areas of risk and to highlight personal preferences. This information is communicated to the chef.

Security

The front door has a key coded pad to enter the building and there is a log in/out register. The side entrance also has a key code entry system. Residents and family/friends told us that they felt the home was safe and secure environment for the residents.

Care Home Manager

Khadija Kachra told Healthwatch of the changes and improvements that have been made over the last 12 months, all of which are very positive. She said that they were due another CQC inspection soon and with the improvements that had been introduced, she was hopeful that Bromley Park would now receive a good accreditation following the next visit.

Khadija told us that her team were well motivated and this has been reflected in the staff feedback questionnaires, which were positive. Khadija offers support and constructive feedback to staff and resolves any issues promptly. The staff feel that the management team is approachable.

Care Home Staff Feedback

8 members of staff completed our staff questionnaire and some of the comments made have been included below:

- "I love my job and enjoy the variety that each day brings"
- "Nellsar are a family run business and really value their employees"

- “Yes, I like the place and get good support from administration and all of the care team”.
- “I love my work here and it is very busy” ... although it is not my main role I love spending time with the residents”.
- “This is a very rewarding place to work and I feel valued”
- “I get on well with the residents and I like finding solutions to their unsolvable issues”
- “It is very rewarding here and I get the support that I need”

Staff who had been at Bromley Park for more than two years commented that the new Home Manager has made a difference and improved the quality of living for the residents. They also felt that as employees they had the support that they needed. Staff commented on the comprehensive training programme in place at Bromley Park.

All of the staff that we spoke with and observed knew the residents well and had a good rapport with them. On two occasions during the afternoon, we saw staff defusing a couple of potential difficult situations. The first instance was a resident who clearly had a problem with another resident and they were exchanging words. The carer calmly spoke to one of the ladies and distracted her, thus defusing the potential confrontation. The second occasion involved a resident who had taken another residents drink , the lady in question should not have flavoured drinks for medical reasons and she was persuaded to hand over the drink to staff, so that she would be given a glass of water instead.

When we asked staff what could be improved, the feedback included:

- “The home would benefit from more family involvement as there are residents who do not see their families”
- “I think that different zones in the garden would encourage more residents to go out”
- “It would be nice if we could get residents out more over the winter period. Trips to places where they could keep warm but see different scenery.”
- “Sometimes, but not always, communication is not as good as it could be.”

In addition to the comments made, all of the staff said that would recommend Bromley Park as a suitable residence for people with dementia or those requiring nursing services.

The Home Manager said that staff meetings were held regularly and there are handover notes/meetings for staff at each shift change. Khadija has an open door policy and visitors are welcome to pop into the home at any time. However, they encourage residents to enjoy protected meal times and discreet visits may be available upon request.

Staff appraisals are held annually. Staff receive regular supervisions throughout the year and these supervisions include observational supervision.

Family and Friends

Healthwatch Bromley spoke with visitors during our visit. Their feedback included:

- “I feel that my friend is safe here but I don’t come very often as I live in Croydon. My friend is outspoken and will tell staff if he is not happy. Today he was very cheery and his appearance was better than before he came here. A member of staff engaged with him during my visit and there was a good rapport between them.”
- “The staff here are very caring and they listen to my relative. My only negative comments are that there are not enough activities. It would be nice if there were more in terms of mental stimulation and physical exercise.”
- “This is an excellent service and the new Home Manager has made a real difference. My relative takes part in the activities but can only watch now as she has a broken hip. Before she came to Bromley Park my relative had a Urine Tract Infection, but under the care at this home she is now back to normal.”

Recommendations

It should be noted that Enter and View Authorised Representatives met with residents. However, many of the residents had difficulties communicating with the Enter and View Authorised Representatives, due to their long-term health conditions. Most of the residents encountered at the time of our visit appeared to be very frail and elderly, and affected by dementia. As lay members without relevant experience of relating with dementia patients, it was not appropriate for us to approach dementia patients and begin conversations about service provision and their experience of being a resident.

On the basis of our observation, we would like to recommend the following:

- It would be beneficial if family involvement within the home was increased, perhaps through encouraging volunteering or engagement/involvement during special events.

Response from BP: - We host at least quarterly relative meetings and have events at the home where families are invited to. We have families whom volunteer at times in ways such as driving the minibus and mowing the lawns. Families are encouraged to also set up their own groups as a support for one

another – these are all documented in the minutes to meetings.

- The activities coordinator is new in post and has a number of ideas to enhance the daily living of the residents. This should be monitored by the Home Manager. Also, following a family member comment, more mental stimulation and physical exercise could be included in the activities programme.

Response from BP: We do have varied physical exercises, we host a variety from Tai Chi to encouraging our residents to walk around the garden. We have quizzes very week and chit chat club to encourage the residents to form relationships with one another also. Crosswords are undertaken with residents, along with reminiscence therapies for this mental stimulation also. Residents are encouraged to decide on planning for the future activities.

- Generally, communication within the home appeared to be good, but regular reviews of internal communication systems are required to ensure that high standards are maintained.

Response from BP: We do a morning meeting around 11am with all teams to encourage and involve staff in planning for the home. This is regarding admissions, changes to health needs, dietary requirements etc. We also gather feedback through relatives about the above. Open Door Policy is always in place. We do staff meetings regularly, teams such as domestic, kitchens, carers etc. We do meetings based on circumstance also, such as to discuss a new resident.

Conclusion

The staff we spoke to were very accommodating and forthcoming, we felt all our questions were answered candidly and with confidence. The Care Home Manager seemed comfortable disclosing information and has provided a response to our recommendations.

Overall, positive feedback was received from the visitor and staff members regarding Bromley Park. Staff commented that management was supportive of staff, there is ample training available and there is a friendly atmosphere within the home. Good practice has been observed in the home. Our impression on the day was of a well-run service which supports its residents holistically.

The report will be published on the HWB website – www.healthwatchbromley.co.uk and will be disseminated to the provider, commissioners and the public.

The Healthwatch Bromley Enter and View Team would like to thank the visitor, staff and residents at BP for their courtesy, patience and openness during our visit.

Disclaimer

This report is a representative sample of the views of the visitor and staff members that Healthwatch Bromley spoke to within the time frame. This does not represent the views of all the relatives and staff members at BP. The observations made in this report only relate to the visit carried out on the 24th October 2018.