

# CARE HOME REPORT

## Elmwood



February 2018

1. Introduction .....	2
2. What is Enter and View?.....	2
3. Strategic Drivers.....	3
4. Methodology .....	3
5. Disclaimer .....	4
6. Pre-visit Information.....	4
7. The Visit .....	5
On the day of the visit. ....	5
The Premises .....	5
The Garden .....	6
Activities .....	6
The Food .....	8
Staff .....	8
Other comments .....	9
8. Summary of Survey.....	9
9. Summary of Recommendations.....	10
10. Acknowledgements .....	10
11. Feedback from Elmwood.....	11
Appendix A.....	12
Appendix B.....	13
Appendix C.....	14
12. Getting your feedback .....	15



## Enter and View Report:

**Elmwood  
42 Southborough Road  
Bickley, Kent BR1 2EN**

### 1. Introduction

#### What is Healthwatch Bromley?

We are the independent champion for people who use health and social care services. We exist to ensure that people are at the heart of care. We listen to what people like about services, and what could be improved and we share their views with those with the power to make change happen. We also help people find the information they need about services in their area.

We have the power to ensure that people's voices are heard by the government and those running services. As well as seeking the public's views ourselves, we also encourage services to involve people in decisions that affect them. Our sole purpose is to help make care better for people.

In summary - Healthwatch Bromley is here to:

- Help people find out about local care
- Listen to what people think of services
- Help improve the quality of services by informing those running services and the government know what people want from care.

### 2. 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.

Enter and Views are not intended to identify specific 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.

### 3. Strategic Drivers

Healthwatch Bromley gathers information and views of service users and those who are affected by a service such as family members. In order to have quality/high level services for residents we will seek to establish best practices and areas for improvements to enhance service provision. These are formally reported back to the service provider. The needs of customers receiving a service is an important part of the Healthwatch Bromley engagement programme.

On the 29<sup>th</sup> January 2018 Healthwatch Bromley visited Elmwood to speak with residents, family members and staff about their experience of the residential care home. During our visit we spoke with ten residents, received three completed family questionnaires and six staff questionnaires. The majority of residents who engaged with Healthwatch (9/10) were satisfied with the service that they had received, but there were some points raised that require consideration and these have been mentioned within this report.

### 4. Methodology

**This was an announced Enter and View visit.**

A member of the Healthwatch team contacted Elmwood prior to the review taking place to discuss the purpose of the visit with the Home Manager, Nkwachi Ukaegbu. She was happy for us to visit and said that she would let the staff, residents and visitors know that we were coming.

A poster, setting out the details of the visit was sent to the home.

## 5. Disclaimer

This report relates to findings observed on the specific date set out below. Our report is not a representative portrayal of the experiences of all residents, only an account of what was observed and contributed at the time.

Details of the visit:

Name/address of premises visited	Elmwood, 42 Southborough Road, Bickley BR1 2EN
Name of Service provider	Mission Care
Nature of service	Residential Care Home with Nursing
Registered Manager	Nkwachi Ukaegbu
Date and time of visit	29 <sup>th</sup> January 2018
Authorised Representatives	Beryl Bloomfield, Barbara Wall and Peter Todd

## 6. Pre-visit Information

Elmwood is a purpose-built home, located in a quiet part of Bickley, Kent. They offer a comfortable and loving home, with a high standard of person-centred care to sixty seven older people with physical or elderly frail nursing needs. Nurses and carers provide full nursing and clinical care twenty four hours a day. They are dedicated to caring for residents with dignity, respect and compassion and to serving residents' social, physical, clinical and emotional needs. The home has 67 rooms all on-suite.

The facilities at Elmwood are provided by Mission Care which has three charitable objectives:

- To relieve poverty
- To relieve sickness
- To advance the Christian Faith

These objectives are the foundation to our work and central to what we do.

We evaluate our work by auditing, word of mouth from residents and relatives, stakeholders, staff and surveys. Our staff have the medical skill to support the residents and if there are areas we are not sure about, we refer for a second opinion. There are no specifically trained staff for physiotherapy or other specialist medical fields.

We also provide our residents with the services listed below:-

- Dentist: Domiciliary Dental Practice
- Pharmacy: Petts Wood Pharmacy
- Optician: Vision Call, and some residents use any one they prefer

- Podiatry: Chislehurst Foot Clinic
- Hairdressing: Lily Pins

## 7. The Visit

### On the day of the visit.

Upon arrival, the Authorised Representatives were met by the Home Manager who explained the different types of care support offered by Elmwood. The building layout was explained to the (AR's) and we were directed to the communal areas.

During the visit we spoke with ten residents and took notes of their responses through our resident questionnaire forms. In addition six staff questionnaires were received providing valuable feedback. We also received three completed family or friends questionnaires.


### The Premises

The overall impression of Elmwood was that the home is welcoming, bright clean, and tidy. However the carpet in the lounge area is need of a deep clean/replacement and there was an unpleasant odour in the entrance only (smell of urine). The security system is good (coded security door at the front of the building) and in addition there are two doors that need to be accessed before leaving/entering the building. The furnishings were in general of a good standard and the temperature in the building was good.

The signage within the building was clear, however the assisted bath on the ground floor was not in use and is currently used as a storage room. This requires a new signage on the door.

Healthwatch received the following comments on the premises:-

 A resident told us “My room is very comfy with good storage space, I like having an en-suite in my room”.

 A family member told us “My mother likes the home and in particular the cinema room where she watches a film or documentary on most days”.

 A resident told us “I feel safe in my room”.

 Resident comment “I like the wide corridors and easy access to get around the building”.

### Recommendations

1. The carpet in the lounge area is in need of a deep clean/replacement.
2. The home should resolve the odour issue within the main entrance area.
3. New signage require on the ground floor assisted bathroom door.

### The Garden

The garden area was well maintained and residents told the Authorised Representatives that they liked to use the garden. The garden is also a safe place for wheelchair users and residents who have mobility issues.

In addition there are four raised flower beds which residents can look after if they wish to use this facility. One resident is a particularly keen gardener and the maintenance team will seek his advice/approval if he is around while they are working. There was also sufficient seating for the residents in the garden.

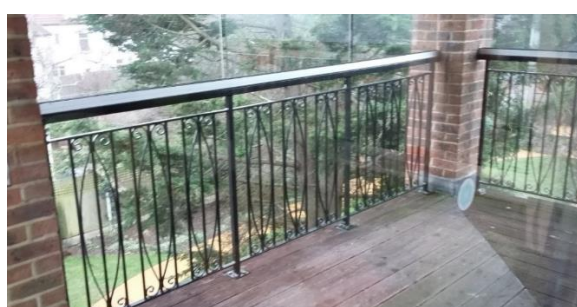
For resident on the first and second floors there is a safe balcony area that can be used and this overlooks the garden. Residents from these floors are taken into the garden if they need support.



The garden



Raised flower beds in the garden




View from the second floor balcony

### Activities



The home has a weekly activities calendar which is displayed on the noticeboards within the lounge areas. The manager told us that they were for staff use only and that residents had their own copy. We would recommend that the home produces large print versions which would be easier for residents to read and if possible include some images which would help to bring the activity to life.

During the visit the activity programme stated that on Wednesday the activity was hairdressing in the morning and the same in the afternoon. There are other activities taking place, refer to comments below.





	MORNING	AFTERNOON
Monday 29 <sup>th</sup> Jan	<b>Group Exercises</b> We will have fun with different sort of exercises that will suit you. Are you ready this morning? Join us on 1 <sup>st</sup> floor!	<b>Live Music</b> Margaret Archibald and group will entertain us this afternoon. Let us welcome them!
Tuesday 30 <sup>th</sup> Jan	<b>Drawing</b> Let us use our imaginations and create things with pencils!!!	<b>LISTENING TO CLASSICAL MUSIC</b> Listening to your favourite music can instantly put you in good mood and lift up your spirits. We will visit you in your room for some good old classical music!
Wednesday 31 <sup>st</sup> Jan	<b>HAIRDRESSER VISIT</b> Those who will not visit Linda this morning will be treated with a nice pampering (nails etc) by George.	<b>HAIRDRESSER VISIT</b> Those who will not visit Linda this afternoon will be treated with a nice pampering (nails etc) by George.
Thursday 1 <sup>st</sup> Feb	<b>Quiz</b> Ready for some quizzes??? We will test your general knowledge this morning.	<b>QUIZ AND REALITY</b> We will be looking after your nails and hair this afternoon.
Friday 2 <sup>nd</sup> Feb	<b>HOW SMART ARE YOU?</b> Prove you are smarter than your friends. Join us on the 1 <sup>st</sup> floor this morning for some fun general knowledge quizzes.	<b>LISTENING TO CLASSICAL MUSIC</b> Listening to your favourite music can instantly put you in good mood and lift up your spirits. We will visit you in your room for some good old classical music!
Saturday 3 <sup>rd</sup> Feb	<b>LISTENING TO CLASSICAL MUSIC</b> Listening to your favourite music can instantly put you in good mood and lift up your spirits. We will play your favourite music in the cinema room this morning.	<b>LISTENING TO CLASSICAL MUSIC</b> Listening to your favourite music can instantly put you in good mood and lift up your spirits. We will visit you in your room for some good old classical music!
Sunday 4 <sup>th</sup> Feb	<b>Group Exercises</b> We will have fun with different sort of exercises that will suit you. Are you ready this morning? Join us on 1 <sup>st</sup>	<b>Drawing SESSION</b> Join George for an afternoon Drawing Session on the first and second floor starting 2:00pm.


Residents, told us that there were more activities taking place including 1-2-1 activities. Evidence of craft work that had taken place during previous activities was displayed. It would be helpful to residents if these additional activities were published.


The activities on the afternoon of our visit included a professional musician who played to a large audience in the lounge on the ground floor and entertainment in the cinema room (15 people in attendance) on the second floor. The residents were observed by the AR's enjoying the activities.

Healthwatch received the following comments on the activities programme:-

- 

**A daughter told us “My dad does not have much mental capacity but he enjoys the music activities as he was an amateur actor when he was younger”.**
- 

**A resident said “I like doing crosswords with other residents and 1-2-1 activities, scrabble is a game which I enjoy”.**
- 

**Another resident told us “I like the activities and go to as many as possible, at least once a day”.**
- 

**Resident comment “It is lovely here and the pastoral care team are excellent”. “For me, to be able to continue my faith is important”.**



#### Recommendations

4. Healthwatch recommends that Elmwood produce the weekly activities programme in large print to make it easy for residents to read and if possible include pictures to bring the document to life.
5. A review of the items recorded on the activity sheet as the home is delivering more than is published within the programme.

## The Food

Residents told us that they were happy with the food choice and the quality of the meals provided. There were no complaints about portion size or the temperature of the food served. The food is also rotated on a weekly basis to provide variety and there is a light option choice of omelette, sandwiches, salad or Jacket potato.

Healthwatch would recommend that the menu is produced in larger print with pictures, possibly a daily menu rather than weekly.

#### Recommendations

6. Healthwatch would recommend that the menu is produced in large print with pictures.

## Staff


The staff told us that they felt supported by the management team and that they had all received appropriate training. A member of staff told us that **“Elmwood is staffed with many competent and efficient carers and nurses, we all work well as a team”**. A second staff quotation **“I have been here for a very long time and it’s the best home I’ve ever worked in”**. Another member of staff said **“I have been here for 6 years and I wouldn’t work here if I didn’t like it”**.

Staff were observed to be happy and engaging towards the residents during their work. It was noted by the Authorised Representatives that on each floor staff who were completing paperwork would do this in the lounge areas which made them accessible to the residents (if required).

All of the residents had a good appearance in terms of their clothing, hair and fingernails.

One gentleman was sick during the visit and this was brought to the attention of a member of staff by his wife. The staff promptly addressed this situation cleaning the area and taking the resident to his room to get changed.

Healthwatch received the following comments about the staff at Elmwood:-

 A resident told us “I was going to a family wedding and my carer came in on her day off to help me to get ready, she’s lovely”.

 Another resident told us “The staff are okay but I like some more than others”.

 A resident told us “Care support is great, the staff look after me well”.

### Other comments

A family member asked us to raise the issue of introducing a relative support group to enable them to support their relatives and the home. This was put to the manager just prior to Christmas. Healthwatch were advised by the manager that she has forwarded this on to her Head Office for consideration. However, Mission Care have had groups like this before and they have not worked out. The home are considering this proposal and a formal response will be sent by the home shortly.

#### Recommendations

7. Mission Care to respond direct to the client regarding the relatives support group.

## 8. Summary of Survey

### 1. The quality of care at Elmwood

The residents and family members stated that they were happy with the care levels provided by the staff at Elmwood. Residents also told us that they felt safe at Elmwood.

### 2. Resident needs, are they met?

Residents were happy that their needs were being met and they made many positive comments to us during this visit.

### 3. Are the staff resident focused?

During the visit the (AR's) observed staff engaging positively with residents. They all seemed happy at the home and were positive about the management support that they were receiving.

#### **4. Activities programme**

The activities programme was praised by residents.

## **9. Summary of Recommendations**

- 1. The carpet in the lounge area is in need of a deep clean/replacement.**
- 2. The home should resolve the odour issue within the main entrance area.**
- 3. New signage require on the ground floor assisted bathroom door.**
- 4. Healthwatch recommends that Elmwood produce the weekly activities programme in large print to make it easy for residents to read and if possible include pictures to bring the document to life.**
- 5. A review of the items recorded on the activity sheet as the home is delivering more than is published within the programme.**
- 6. Healthwatch would recommend that the menu is produced in large print with pictures.**
- 7. Mission Care to respond direct to the client regarding the relatives support group.**

## **10. Acknowledgements**

Healthwatch Bromley would like to thank Elmwood, including their residents and staff, for their valuable contribution and for participating in this survey. In addition the support of the Healthwatch (AR's) who conducted the review.

## 11. Feedback from Elmwood



Community House  
South Street  
Bromley  
BR1 1RH

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	Nkwachi Ukaegbu
Date sent	February 2018
Details of report	This report covers Enter & View visits made by Healthwatch Bromley to Elmwood. It incorporates resident, staff and management feedback on the service provided to residents by this care facility.
Date of response provided	13 <sup>th</sup> March 2018
Response (If there is a nil response please provide an explanation for this within the statutory 20 days)	<p>The entrance has been deep cleaned even though it made little or no difference to the carpet. There is usually no smell when entering the home unless staff are in the process of changing the resident because 90% of the residents are incontinent.</p> <p>Our facilities team are aware that the signage on the assisted bathroom door needs changing.</p> <p>The activities programme now includes picture and is printed in A3 paper for the lounges.</p> <p>I have discussed with the kitchen manager regarding pictorial menu.</p>
Response from	
Name	Nkwachi Ukaegbu
Position	Home Manager

<i>For office use only</i>	
<i>Date response received</i>	
Within 20 days	

**Enter and View Visit to Elmwood,  
29<sup>th</sup> January 2018**

**Resident Questionnaire**

1. Do you think that living here is an enjoyable experience?
2. Do you feel Elmwood is a comfortable and secure living environment?
3. Does Elmwood have a welcoming environment?
4. Do you socialise with other residents here?
5. Are there regular opportunities to go out?
6. Do you have a regular visitor?
7. Do you have the opportunity to influence changes to your daily living or activities.
8. What are the staff like?
9. Do you have support with your personal care? Is it sufficient?
10. How do you make appointments for your health and care? Do you receive home visits?  
What do you think of the service?

- GP .....
- Nurse .....
- Pharmacy .....
- OT .....
- Dentist .....
- Hairdresser .....

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**Observations**

Physical wellbeing

Note the appearance of the resident in terms of clothing, hair, fingernails etc.

Good / Acceptable / Poor

### Enter and View Visit to Care Home Facility, Elmwood Healthwatch visit Monday 29th January 2018

#### Staff Questionnaire

*Thank you for taking the time to complete this survey, which will feed into our report giving a review of care facilities in Bromley. All responses will be anonymised.*

1. Please describe your role at Elmwood.
2. How long have you been working at Elmwood? Are you permanent, agency or bank staff?
3. Do you like your work? Please say why.
4. What training have you had while working at Elmwood?
5. Do you feel you supported in your work?
6. How well do you know the residents?
7. What do you think of the social activities provided for residents?
8. What are your thoughts on how the service is run?
9. What else could be done to make things better for the residents?
10. Do you get on well with your colleagues?
11. Do you have any further comments or observations?
12. Would you recommend Elmwood to your own friends and family? Please say why.



## Enter and View Visit to Elmwood Healthwatch visit Monday 29th January 2018

### Family Questionnaire

*Thank you for taking the time to complete this survey, which will feed into our report giving a review of care facilities in Bromley. All responses will be anonymised.*

#### About Elmwood

1. How do you feel generally about *Elmwood* services and the care your relatives receive?
2. Does your relative have friends at *Elmwood*? Yes / No / Unsure  
Please comment:
3. Do you think your relative is safe at *Elmwood*? Yes / No / Unsure  
Please give your reasons below:
4. Do you feel that you are kept informed regarding concerns about your relative e.g. falls, ill-health and future care plans? Yes / No / Sometimes  
Please comment:
5. Do you know what the arrangements are for your relative in an emergency?  
Yes / No / Unsure Please comment:
6. Does your relative take part in any social activities at *Elmwood* or elsewhere?  
Yes / No / Unsure Please comment:
7. Does your relative have a say in how *Elmwood* is run?  
Yes / No / Unsure Please comment:
8. Are you encouraged by the staff team to get involved in activities at *Elmwood*?  
Yes / No / Sometimes Please comment:
9. How often do you visit your relative at Elmwood?

#### Other services

10. Are you satisfied with the level of support your relative receives from other local health and care services e.g. GPs, dentists and pharmacies? Yes / No / Unsure  
Please comment:

#### Your relative's health

11. Does your relative have dementia? Yes / No / Unsure
12. Does your relative have any other long-term conditions? Yes / No / Unsure  
If yes, please list them here:
13. Since moving to *Elmwood*, has your relative been admitted to hospital?  
Yes / No / Unsure

If yes, please can we telephone you to ask more about your relative's experience of coming home from hospital? Your phone number:

14. Any other comments:

## 12. Getting your feedback

At Healthwatch we are constantly encouraging feedback on health and social care services provided in Bromley. So if you have a story or experience that you would like to share with us, you can make contact in five different ways. Please see the list below to find out how you can give us feedback.

Thank you.

<p>Tell us your experiences of your care at Elmwood</p>	
	<p><b>By telephone</b> 020 8315 1916</p>
	<p><b>By post</b> Healthwatch Bromley, Community House, South Street, Bromley, Kent, BR1 1RH</p>
	<p><b>Through the internet</b> <a href="http://www.healthwatchbromley.co.uk">www.healthwatchbromley.co.uk</a></p>
	<p><b>By email</b> <a href="mailto:admin@healthwatchbromley.co.uk">admin@healthwatchbromley.co.uk</a></p>
	<p><b>Face to Face</b></p>

**This report was produced by:**

Healthwatch Bromley

Community House

South Street

Bromley, BR1 1RH

Telephone: 020 8315 1916

February 2018



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