

# Enter & View Report

Foxbridge House, 16<sup>th</sup> November 2022



A report by Healthwatch Bromley

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<b>Visit Details</b>	
<b>Service Visited</b>	Foxbridge House, Sevenoaks Road, Orpington, BR6 7FB
<b>Manager</b>	Stella Barnes
<b>Date &amp; Time of Visit</b>	16 <sup>th</sup> November 2022, 11.00am – 14.30pm
<b>Status of Visit</b>	Announced
<b>Authorised Representatives</b>	Samantha Crossingham and Tina Fatcher –Smith
<b>Lead Representative</b>	Julia Eke

# 1. Visit Background

## 1.1.1 What is Enter & View?

Part of the local Healthwatch programme is to undertake ‘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 hospitals, care homes, 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 works 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 on 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 this date.

### **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 visit to take place. We would also like to thank our ARs, who assisted us in conducting the visit and putting together this report.

Three E&V ARs attended this visit. They collected feedback from residents, relatives, management, and staff. This report summarises their findings, highlights good practice and makes suggestions on how the services might be improved.

## **2. About this visit**

### **2.1 Foxbridge House**

On 16<sup>th</sup> November 2022 Healthwatch Bromley ARs visited Foxbridge House, a purpose-built care and nursing home in Orpington, Kent.

Foxbridge House is provided and run by Care UK. In its prospectus, the home offers high standards of nursing, residential, respite and specialist dementia care for up to 84 residents.

## **2.2 CQC Rating**

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

Foxbridge House was last inspected by the CQC in December 2020 and reviewed in November 2022. The inspection, following CQC's receipt of some concerns about care and welfare and safeguarding allegations, gave a rating of 'Good'. The inspection reviewed key questions of safe, responsive, and well-led only. The overall rating remained Good after the CQC reviewed the home in both February and November 2022, indicating no need to re-inspect or reassess the rating.

## **2.3 Online Feedback**

The carehome.co.uk [review page](#) contains positive feedback with the average rating of 9.4 out of 10 based on reviews in the last two years. Overall, Foxbridge House has 109 reviews with an average 'Overall Experience' of 4.4 out of 5.

## **2.4 Focus of the Visit**

E&V visits enable us to form an impartial view of how the home is operated and how it is experienced by residents, and to produce and publish a report.

# 3. Summary of Findings

On the day of the visit, we gathered responses through face-to-face interviews. Prior to the visit, we also sent paper questionnaires to Foxbridge House for distribution.

During the E&V visit, the registered manager, Stella Barnes, gave us a tour of the facilities, which are well maintained by staff. We were able to view residents' bedrooms, communal living areas, kitchen, dining area, the salon, and activity rooms.

We were not able to visit the first floor, due to renovation works in progress.

At the time of the visit, the home had 51 residents. After our tour, we were able to interview the registered manager, four staff members, (including the Hospitality Manager and a receptionist), two residents and two family members.

The ARs made the following notes and observations:

- Overall, we considered the facility to be well-appointed; relatives talked positively of their interactions with staff members.
- The home is clean and fresh, with no unpleasant odours. It has a contemporary and warm feel.

## Entry and General Accessibility

### Notes

- The home is in an accessible location with a pleasant outlook onto gardens.
- The home provides easy access for visitors via public or private transport.
- Parking is available in front of the house.
- The reception area is well-planned, bright, and spacious.
- Some areas of the home have been recently refurbished, and there is ongoing refurbishment work on the first floor.

### What has worked well?

- There is a dedicated ambulance parking space in case of emergency.
- The reception area felt welcoming and secure, and the staff were helpful.
- There is a dedicated café area on the ground floor.
- During lunch time the home restricts refurbishment activity to allow residents to eat peacefully.
- All visitors are required to sign in and record their body temperature before entry.

### What could be improved?

- Parking can take a bit longer during busy visiting hours.

## COVID-19 and Visiting

### Notes

- There are hand sanitiser stations at the entrance and throughout the home. Information about COVID-19 is well displayed.
- Unless symptomatic, visitors are no longer required to take a Lateral Flow Test (LFT) before entering, nor show their COVID-19 vaccination pass.
- The home has sufficient Personal Protective Equipment (PPE) and regularly conducts COVID-19 tests to prevent outbreaks.

- Residents can meet their relatives either in the foyer, their rooms, or in communal areas on the different floors.

**What has worked well?**

- There is an infrared camera that takes body temperature at the entrance.
- There have been increased touch point cleaning and infection prevention and control (IPC) procedures.
- During lockdown, staff supported residents with phones and tablets to keep in touch with their families.
- Relatives received daily updates about the home and residents during the height of the pandemic and staff had daily team briefings.

**What could be improved?**

- We found no potential areas for improvement.

## General Environment

**Notes**

- The residents' rooms are bright, well decorated, and equipped with en-suite facilities.
- On the day of the visit, the dining room and hairdressing salon were being refurbished.
- There are two gardens: one on the ground floor and one on the first floor.

**What has worked well?**

- The home features spacious rooms and halls accessible to wheelchairs.
- There is wi-fi throughout the home and each room has a television.
- Residents are allowed to bring their own furniture.
- The home has dementia friendly décor and signage displayed.
- We noticed a memory photo box outside each bedroom.
- The self-service cafe located in the foyer is a great place for staff, residents, and family to socialise and relax while enjoying tea and coffee.

**What could be improved?**

- We found no potential areas for improvement.

## Activities and Personal Involvement

Foxbridge House provides a range of activities for residents and encourages participation. The Activity Guide brochure is displayed throughout the house, and the relatives and residents we spoke with all seemed to have a copy. Residents who spoke with us said that they enjoy the variety of activities available to them. Activities are divided into morning and afternoon sessions.

Activities include:

- Let's talk news
- Seated exercises
- Balloon exercise
- Pampering, e.g., hand massages
- Cards
- Movie Morning
- Quiz
- Namaste
- Comedy Afternoon
- Baking
- Church Service
- Activity trolley.

### Notes

- The home has one activity room, located on the 1st floor.
- A Lifestyle Coordinator works with individual residents in the lounges and sitting areas across the different floors.
- A weekly activities programme is posted on the noticeboards, this changes on Monday mornings.
- Activities take place outside during the summer months.
- Residents have access to a call bell, and each floor has an electronic panel for staff to check on residents.
- We were informed that residents are checked every hour.

### What has worked well?

- The home provides one-to-one activities such as having a manicure and playing games.
- Residents have a weekly meeting and can share feedback.
- The head office organises relatives' surveys and monthly meetings to gather feedback.



### **What could be improved?**

- No potential area for improvements was identified.

## **Diet and Cultural Practices**

### **Notes**

- The care home takes into consideration all dietary requirements. For example, vegan and diabetic diets are provided, as is puréed food, with support needs outlined in a resident's care plan.
- Residents have regular meetings with the kitchen team to discuss menu choices and provide feedback.
- Menus change weekly, in a three-weekly pattern, and there are light alternatives (omelettes, sandwiches etc.) available alongside the full menu.
- The care home has two chefs, and six kitchen assistants.
- Foxbridge House chefs and the catering team entered the Care UK's Platinum Jubilee Pudding competition and won first place.

### **What has worked well?**

- The registered manager said that all residents' diet choices are respected and accommodated as far as possible.
- The dining table is dementia friendly with two-coloured tablecloths and blue plates.
- Only recognisable brands like Heinz are used to help residents.
- The residents contribute to menu planning.

### **What could be improved?**

- Communication between families and management on variable mealtimes: one resident's family member was confused about how meals are scheduled for residents who spend most of their time sleeping.

## 4.Residents' and Families' Feedback

During the visit our ARs engaged with two family members. Both were pleased with the care provided by Foxbridge House. They praised the staff for being caring and 'going above and beyond'.

One family member commented that it would be beneficial to have a direct phone number to reach their mother as their mobile signal is poor. However, they did note that they can always get through to her when calling the reception.

Short notice communication was one of the few criticisms raised. A family member told us that they were only given three hours' notice for a meeting between the home and social services in which they wanted to participate.

### Families' Selected Comments

*"During the first lockdown, when visitors were not allowed, we had regular zoom meetings."*

*"Because my mother's mobile signal is poor, it would be wonderful to have a direct phone number to reach her, but you can always call reception and ask them to be put in contact with them."*

*"I am happy with the meals they offer."*

*"They have a nice choice of activities; my mom and I always get a copy of the programme. She enjoys seated and balloon exercises."*

*"There was a time where the home had a meeting with social services. The meeting was scheduled for 14:00, but I was informed at 12:00 on that same day. So, I could not go despite me wanting to be present."*

*"...she sleeps a lot. I am not sure what food arrangements are when she misses breakfast."*

*"I'm allowed to visit at any time. Generally, the home is all I'd hoped for."*

Our ARs spoke to two residents in the presence of their family members. Their feedback was short as they were unable to answer our questions in great depth.

Overall, residents' feedback was very positive, and no recommendations were identified following the E&V visit.

### Residents' Selected Comments

*"The service here is very good and I enjoy doing activities when I can".*

## 5. Staff Feedback

### Health and Safety

#### Notes

- The manager is satisfied with the support residents receive from other local health and care services.
- We have been told that pharmacists, GPs, domiciliary dentists, and opticians pay regular visits to the home.
- All staff wear ID.
- All staff have been offered COVID-19 vaccinations.
- All staff are aware of evacuation plans and there is weekly testing.

#### What has worked well?

- Posters about how to raise a safeguarding alert are visible throughout the home. Staff said that they receive adequate breaks when on duty and are satisfied with the way handover between shifts is organised.

#### What could be improved?

- Staff did not raise any potential areas for improvement.

### Diet and Cultural Practices

#### What has worked well?

- The manager said that they hold regular meetings with residents to discuss meal plans.
- Residents can choose where to eat their meals and each has a thorough care plan.
- There are sufficient staff to support residents with their meals.

- A chiropodist visits every six to eight weeks.
- A hairdresser visits three times per week.

#### **What could be improved?**

- Staff did not raise any potential areas for improvement.

## **Activities**

#### **What has worked well?**

- There are plenty of activities for different levels of mobility.
- Residents have the opportunity to connect with young children.
- The home offers an activity called Wisdom Booth; an initiative that allows the younger generation to receive advice from residents.
- During December and January residents record bedtime stories for young children.
- There is a minibus for outdoor activities.
- There is chapel once a week.
- During our visit we observed some residents taking singing lessons.
- Most of the residents are able and willing to leave their bedrooms to take part in activities.

#### **What could be improved?**

- Staff did not raise any potential areas for improvement.

## **Staffing**

#### **Notes**

At the time of the visit the home had

- 22 bank staff
- 8 full time registered nurses
- 31 full time carers
- 9 part-time carers
- 2 full-time domestics
- 2 full-time maintenance staff
- 7 full time and 2 part-time catering staff
- 2 full-time receptionists
- 1 part-time receptionist
- 3 full-time lifestyles (activity) coordinators
- 1 full-time manager.

### **What has worked well?**

- There is 1:1 supervision for staff.
- There are appraisals at middle and end of the year.
- The home offers an employee assistance programme (EAP).
- Agency staff are solely deployed to cover sickness.
- All residents, visitors and staff know how to raise a complaint.
- The induction process was described as supportive and effective.

### **What could be improved?**

- We found no potential areas for improvement.

## **Training**

### **Notes**

- An induction for new staff lasts 12 weeks.
- Line managers are required to meet with new staff every two weeks until their induction has been completed and signed off by the home manager.
- Care UK has a training strategy which includes the offer of career development training.
- Apprenticeships are available, and vocational training to level 3, as well as team leader, deputy manager and medical leadership training.

### **What has worked well?**

- Staff confirmed that they are aware of how to make a safeguarding alert; there are clear procedures for raising a safeguarding issue.
- The manager said that there are regular training opportunities for staff.
- All staff are monitored and supported in their work.

### **What could be improved?**

- One of the staff members suggested that the home provide palliative care training.

## **Feedback and Complaints**

### **Notes**

- In the reception, there are leaflets available for residents and visitors explaining the feedback and complaints procedure at the home.

### **What could be improved?**

- We found no potential areas for improvement.

## Selected Comments

*"The new deputy manager worked through training and started at Care UK as a business admin, a care assistant was just promoted to lifestyle coordinator, and several carers are training to be team leaders." - Stella Barnes, Registered manager*

*"Seven years [I've] enjoyed working here."*

*"Very good, treated well and recommended family to stay here."*

*"I really like working here. The company, as a whole, has a good understanding of dementia."*

## 6. Recommendations

Healthwatch Bromley would like to thank Foxbridge House 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 General Environment

6.1.1 During times of high visiting, parking a car can become difficult.

*We recognise that this is difficult to manage - however we recommend the home consider a new solution to cut down on the time visitors and staff spend parking.*

### 6.2 Activities and Personal Involvement

6.2.1 Short notice regarding communication.

*The family we spoke with were pleased with the overall service and their relationship with management - however there are a few minor communication concerns that can be readily resolved.*

6.2.2 One family member commented that it would be beneficial to have a direct phone number to reach their mother as their mobile signal is poor.

*We recommend the home to look at the different forms of contact currently available to family and residents and see if there might be areas for improvement.*

### 6.3 Diet and Cultural Practices

6.3.1 A relative voiced concern about their mother not getting enough food due to her excessive sleeping.

*We recommend the home add to residents' care plans a note explaining mealtimes and arrangements, to alleviate any concerns.*

### 6.4 Staff Training

6.4.1 One of the staff members suggested that the home should provide palliative care training.

*We recommend the home to offer a palliative training course to staff.*

## 7. Glossary of Terms

AR	Authorised Representative
E&V	Enter & View
EAP	Employee Assistance Programme
CQC	Care Quality Commission
IPC	Infection Prevention & Control
LFT	Lateral Flow Test
PPE	Personal Protective Equipment

## 8. Distribution and Comment

This report is available to the public and is 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, please contact us.

Healthwatch Bromley

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Email: [info@healthwatchbromley.co.uk](mailto:info@healthwatchbromley.co.uk)

Website: [www.healthwatchbromley.co.uk](http://www.healthwatchbromley.co.uk)





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

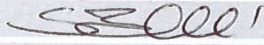
Within this legislation [Arrangements to be made by relevant bodies in respect of local Healthwatch Organisations Directions 2013] Healthwatch has a right to a reply within 20 working days to Reports and Recommendations submitted by Local Healthwatch to a service provider.

## Report & Recommendation Response Form

Report sent to	Stella Barnes
Date sent	
Report title	

**Response**

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

Date of response provided	12.4.2023
Response:	We are very happy with the report and thank the team for their support and advice on the day.
1.	
2.	
3.	
4.	
Signed	
Name	Stella Barnes
Position	Home Manager