

Enter and View Report

Florence Nursing Home

47 Park Avenue, Bromley, Kent BR1 4EG



Healthwatch Bromley

30th January 2019

Service visited:	Florence Nursing Home
Address:	47 Park Avenue, Bromley, Kent BR1 4EG
Care Home Manager:	Mrs Subhashini Jangiti
Date and time of visit:	Wednesday 30 th January 2019, 14:00 - 16:00
Status of visit:	Announced
Healthwatch Bromley Enter and View Authorised Representatives:	Peter Todd and Sue Fielder
Lead Authorised Representatives:	Peter Todd
Healthwatch Bromley contact details:	Healthwatch Bromley, Community House, South Street, Bromley, BR1 1RH Tel: 020 3886 0752 Email: info@healthwatchbromley.co.uk

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 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 Florence Nursing Home on the request of the local authority.

Acknowledgements

Enter and View Authorised Representatives: Peter Todd and Sue Fielder.

Thanks to Subha Jangiti, the Registered Home Manager, Lovern Housing Limited, the provider, and the care home staff and visitors.

Background

Florence Nursing Home is a 28 bedded, privately run home, situated in the London Borough of Bromley. At the time of our visit, there were 26 residents at the home. The home is spread over four floors and offers a homely, friendly and supportive environment. People living in the home are living with dementia and additional physical conditions, requiring skilled nursing care.

Residents may bring their own furniture if they require but most use the furniture supplied within the home. There is a lot of flexibility and choice around meals and special dietary requirements are catered for by the catering team. The menu is rotated on a weekly basis to ensure that there is a variety of meals with seasonal produce being used where possible. All meals are cooked on the premises. The home has a communal lounge and dining area. The home is wheelchair friendly and there is easy access to a garden.

Observations

There is one main entrance to the nursing home, which is used by visitors, family, friends and other guests. Entry to the building can only be gained by a staff member allowing entry or by using an access code. The Healthwatch team were greeted on arrival by a member of staff, who request that the Visitors book was signed. Visitors are given a visitor badge to wear after signing the Visitors book before being given access to the home. We were then met by the Registered Manager Subha Jangiti who gave a tour of the building.

The main reception area was warm, clean, bright and inviting. The communal dining area and lounge are easily accessible for residents. There is a lift in the building that services all floors. Although there is limited dedicated parking on site, there is plenty of free on-road parking available outside the home. There are transport links to both Bromley town centre and Grove Park.

As our visit took place in January the garden lacked colour but was an adequate size for residents to have a short walk. The area around the garden is wheelchair friendly. The staff/resident ratio in the lounge during our visit was good. All of the team (including the Home Manager), were observed engaging with the residents.

Current Care Home Staffing

The authorised Enter and View representatives spoke with Subha Jangiti about the service delivery of Florence Nursing Home. At the time of the Healthwatch visit, the staff Care team list include:-

- 8 trained staff (including the Registered Manager).
- 12 Day Staff - Health Care Assistants
- 4 Night Staff - Health Care Assistants
- 8 Agency Staff Health Care Assistants

Resident acceptance

There are currently 26 people in residence at Florence Nursing Home. The home is open for viewing from anyone and no appointment is necessary. Each potential new resident is assessed 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. Florence Nursing Home does accept residents with a higher care or nursing needs and people who have dementia. At the time of our visit there was one room available.

Accommodation

2 of the 28 rooms available have en-suite facilities. The main resident bathroom/washroom was well maintained, clean and welcoming. The home has a TV lounge and a dining room for residents. The lower ground floor is the perfect secure environment for residents who have dementia.

Facilities & Services include:- • Palliative Care • Respite Care • Own GP if required • Own Furniture if required • Pets by arrangement • Smoking not permitted • Close to Local shops • Near Public Transport • Lift • Wheelchair access • Gardens for residents • Phone Point in own room/Mobile • Television point in own room • Resident Internet Access.

Residents Care

Florence Nursing Home is a care home that supports people with Dementia (including Alzheimer's Disease), and those who are unable to carry-out the activities of daily living (washing, dressing etc.). All residents other than those that are 'bedridden', can get up and go to bed at their chosen times. They are assisted in dressing and undressing where required. There is a laundry service at the home.

A doctor carries out regular rounds (weekly) 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 eight trained Health Care staff and has an additional twelve Health Care assistance to provide support for the residents during the day and four at night. Agency staff provide cover when necessary.

The physical wellbeing of the residents including their appearance in term of clothing, hair and fingernails was 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 area. The staff on duty were on first name terms with the residents and there was some friendly banter between the staff and residents. The residents Healthwatch spoke to seemed happy with their care but a large number were in their rooms could not engage with us. Those residents who had dementia displayed a good body language when interacting with the staff. One resident told us that the food was excellent and that she looked forward to meal times. During the Healthwatch visit a member of staff was observed speaking to residents about their choice of food for the next meal. Although the member of staff was patient it was clear that the resident did not really understand the choice offered to her. It might have been more helpful if a photos of meals had also been shown to the resident to support her meal choice.

The overall impression from a Healthwatch perspective was of a caring environment for residents.

We were advised that any complaints received from the residents are investigated by the manager. All complaints are recorded in the residents care plan held in a secure cabinet in the manager's office.

Premises

Florence Nursing Home is situated close to Sundridge Park and is a convenient location for local shops and transport. The home was clean and there were no unpleasant odours within the communal areas. There is a variety of furnishings and residents had a choice of seating areas.

Although there is no dedicated parking for visitors, there is plenty of on road parking outside the home. The first impression for visitors is that the home is welcoming and homely.

Activities

Florence Nursing Home has an activities coordinator but she was not available at the time of our visit. When this occurs, staff will cover, during the visit a game of Bingo was being played, while some those not taking part were having 1-2-1 engagement with other staff members.

Although we were not given a weekly activity programme, we were advised by the staff that activities took place every day in the morning and afternoon. The residents who engaged with the Healthwatch team confirmed that they were happy with activities programme, no negative comments were received.

Residents told us that they were able to influence the range of activities available. One resident made specific reference to the musical activities, which she really enjoyed. There was music playing in the lounge during our visit **which was quite loud**. Residents appeared not to be paying attention to it but a member of staff turned the music down while we were in the lounge (there were no complaints from the residents).

A majority of the staff felt that the activities provided were good but they could be improved.

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. We met with the chef who

advised us that the menus are changed on a weekly rota basis but seasonal dishes are added or removed as appropriate. The chef confirmed that he was aware of the dietary requirements of all of the residents and those who required nutritious liquid foods, were catered for. The chef said that he enjoyed his work and was delighted to hear that a resident told us how wonderful the food was at Florence Nursing Home.

One resident commented on the choice of meals available saying "I like the variety of food as well as the quality".

Staff also provide support with eating and drinking (where required), which was observed during the Healthwatch visit.

Security

You have to be buzzed in through the front door and there is a log in/out register once you are inside. The wife of a resident told us that her husband was safe at the home from both a security and health point of view.

To exit the building you need to get a member of staff to punch in a code, which is great for security. However, if there was a fire or emergency the Home Manager told us that that security on the doors are released automatically so that in the event of a fire everyone could exit the building.

Care Home Manager

Subha was very open and honest about the home and explained the improvements that are being implemented around the home. Subha was proud of her team and the last CQC inspection which rates the home as "GOOD" in all categories, this report was published in February 2018.

Subha told us that her team were well motivated and this has been reflected in the staff feedback questionnaires, which were positive.

Care Home Staff Feedback

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

- The staff feel that the management team is approachable and that they worked together deliver a person-centred approach to their residents.
- "I value the support that I have received from management".

- “The services provided at Florence Nursing Home are friendly, caring and accommodating”.
- “I like working here because everyone is in one accord and cooperate to work with love this helps the company to move forwards with the care provision”.

Staff at Florence Nursing Home commented on the comprehensive training programme in place and detailed some of their recent training. Some of the staff suggest that additional training on the needs of Service Users would be helpful.

All of the staff that we spoke with and observed knew the residents well and had a good rapport with them.

All of the staff that provided feedback said they would recommend Florence Nursing Home 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. Subha has an open door policy and visitors are welcome to speak with her during a visit.

Family and Friends

During our visit, there was only one visitor at the home.

- “My husband is very settled here and the staff look after him well”. I visit my husband regularly and the family come over as well. Because of my husband’s condition he does not really engage with the other residents.

Other Information

Healthwatch understands that the home has applied for registration to the “Red Bag Scheme”, to improve the patient experience when transferring to and from hospital. To-date the Manager is still waiting for her “Red Bag” pack to arrive.

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:

- While the activities provided were acceptable for the residents, the programme would be enhanced if stimulating and thought promoting activities were provided. An example of this could be taking residents back to their childhood and asking them what confectionery they ate/remembered. Pictures of these can be downloaded from the internet and used as prompts.

Response from FNH: We are working with the families to make a profile for the residents associated with their childhood memories and also their achievements.

- When playing music in the lounge, consider the volume and observe who is actually listen to it.

Response from FNH: - Florence is a dementia home we have residents who may have a capacity to listening or may not be, we will encourage them to participate in the activity.

- One resident mentioned noise at night disrupting her sleep as being annoying. Unfortunately, she could not be more specific as to the type of noise.

Response from FNH: At Florence, every resident has a different kind of needs. Night staff are aware of this and we have measures in place. This will not effect, other residents.

- It would be beneficial if the home manager could chase the “Red Bag” registration/application. This service has been benefitting may care homes in Bromley and would add value to the service provided.

Response from FNH: We are in the process of this.

Conclusion

The staff we spoke to were very accommodating and forthcoming, we felt all our questions were answered honestly. 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 Florence Nursing Home. 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 and supports its residents.

The report will be published on the Healthwatch Bromley 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 Florence Nursing Home 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 timeframe. This does not represent the views of all the relatives and staff members at Florence Nursing Home. The observations made in this report only relate to the visit carried out on the 30th January 2019.