



## **Enter and View Report: Foxbridge House**

### **About Healthwatch**

Healthwatch is made up of 152 local Healthwatch organisations that were established throughout England in April 2013, under the provisions of the Health and Social Care Act 2012. The dual role of local Healthwatch is to champion the rights of users of health and social care services and to hold the system to account for how well it engages with the public.

Healthwatch gives people a powerful voice locally and nationally. At a local level, Healthwatch Bromley works to help local people get the best out of their local health and social care services. Whether it's improving them today or helping to shape them for tomorrow. Healthwatch Bromley is all about local voices being able to influence the delivery and design of local services. Not just people who use them, but anyone who might need to in future.

### **About Healthwatch Bromley**

Healthwatch Bromley is the independent health and social care watchdog and the voice of local people in ensuring that health and social care services are safe, effective and designed to meet the needs of residents, social care users and carers.

Healthwatch Bromley gives children, young people and adults a stronger voice to influence and challenge how health and social care services are purchased, provided and reviewed within the borough.

Healthwatch Bromley provides a signposting service for people who are unsure where to go for help. Healthwatch can report concerns about the quality of health care and social care to Healthwatch England, or directly to the Care Quality Commission.



## **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.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC where they are protected by legislation if they raise a concern.

## **Acknowledgements**

Healthwatch Bromley would like to thank Foxbridge House, including their residents, family members, friends of residents and staff, for their valuable contribution and for participating in this survey.



## Disclaimer

Please note that 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 patients, only an account of what was observed and contributed at the time. Details of the visit:

Name and address of premises visited	Foxbridge House, Sevenoaks Road, Orpington, Kent BR6 7FB
Name of Service provider	Care UK
Nature of service	Residential Care
Registered Manager	Carol McCormack
Date and time of visit	21 <sup>st</sup> October 2016 2-4pm
Authorised Representatives	Peter Todd, Anne Taylor, Sian Stickings

## Methodology

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

A member of the Healthwatch team had visited the home prior to the review taking place to discuss the purpose of the visit with the Home Manager. Carol McCormack the Home manager was happy for us to visit and a member of their team gave our representative a tour of the home before the Enter & View visit took place. A poster, setting out the details of the visit was sent to the home together with a friends and family questionnaire. The Home Manager confirmed that the poster would be displayed and that they would encourage staff and family members to complete the questionnaires.

**On the day of the visit.**

Upon arrival, a member of the Foxbridge House management team was approached and the authorised representatives (ARs), were formally introduced. There were three Appointed Representatives from Healthwatch engaged in the review of Foxbridge House. The (AR's) confirmed that they would only be speaking to residents in the communal areas of the building.

The (AR's) visited the main reception, bistro, the cinema, activity room and lounge areas.



During the visit an activity was taking place and there were 23 residents engaged in the Singing & Dancing session. The AR's spoke with eighteen residents during our two hour visit including four residents who did not want to engage in the activity. Residents were asked if they were willing to participate before the survey was conducted jointly between the AR and the participant. All participants were reassured of anonymity. The questionnaire generally related personal choice and to what extent residents feel in control over every day matters that are important to them (template of the questionnaire is attached in the appendix at the back of his report). As mentioned above the ARs spoke with 18 residents about their experience of living at Foxbridge House.

General observations were also made by the AR's, whereby checks of facilities, including toilets, communal areas and dining areas, in addition to resident information displayed on the notice boards. General observations of staff interacting with patients were also made.

## **Purpose of the visit**

- To collect feedback from residents to assess to what extent they are satisfied with the service they receive
- Identify examples of good working practice
- Identify gaps in service provisioning
- Observe care home in operation
- Capture the experiences of residents and any ideas for change they may have

## **Summary of Survey**

### **1. Satisfaction with staff and overall feelings of living at Foxbridge House**

The majority of residents (16/18) stated that they like living at Foxbridge House. However, two residents said that they would rather be living in their own home but they understood that this was not an option for them, as they needed additional care support.

All eighteen residents felt that they get enough support from staff and comments included:

“It is very good here, otherwise would move”

“It is better than being alone all the time and my family don't have to worry about me”



“I feel independent and can do as I please”

“There is a good social life here and I have made new friends”

“I was feeling very unwell recently and received excellent support during this difficult period for me”.

One resident stated that they don't ask for much, as they are able to support themselves and do not need any help.

## **2. Personal Choice**

Residents were happy with the choice of food and there were no complaints about the quality or portion size. Special dietary requirements are catered for by the kitchen staff.

Staff were observed offering a choice to residents regarding their participation, or not, in the afternoon activity. There was also a good choice of refreshments offered to residents during the visit.

Three residents specifically mentioned the garden as being a nice place for them to go to in the summer months. One resident mentioned that she likes to sit outside with her daughter.

Within the home there are quiet lounge areas and residents were observed reading and interacting with other residents. There was also a family (daughter & her two sons) having a conversation with a resident in a room overlooking the garden.

There is a cinema room within the building and four residents specifically mentioned that they use the room on a regular basis. The hair salon was used by a number of ladies.

## **3. Access to community networks and facilities**

There are opportunities for residents to go out on trips. Nine residents mentioned that they either go out on an arranged trips or with their families. None of the residents had any negative comments regarding the opportunities to go out.

The Foxbridge House team engage with local external networks and on occasions they are invited into the home to engage with residents either providing information or entertainment.



## **Additional feedback**

### **Influence change**

Three residents who spoke with the Healthwatch AR's said that they did not have the opportunity to influence change.

### **Staff**

Residents spoke highly of the staff who were friendly, helpful and caring. One resident said "The staff are very cheery and I am always greeted with a smile". Good interaction was observed between staff and residents.

Seventeen staff questionnaires were received by Healthwatch. Four of the staff had been working at Foxbridge House for less than two years, while 76% had over two-years experience.

Foxbridge House has a good staff training programme. Comments from staff included "Training programme is excellent, we are also able to update mandatory training on-line" and a second quote "There is a wide range of training available, over and above the statutory training".

Fifteen members of staff said that they feel supported as a team. Two staff felt that they did not have sufficient time to know the residents well as they were too busy.

## **General observations**

### **The Premises**

The overall impression of Foxbridge House was that the home is welcoming, bright clean, tidy and is odour free. In addition the security system is robust (coded security door) and this enhances the residents' safety. The furnishings were of a good standard and the noticeboards both valuable and useful information. The temperature in the building was good.



### **The Garden**

The garden area was well maintained and did not contain any obvious hazards. Used a lot in the summer months this area was closed off during our visit due to the cold conditions.



### **Activities**

There is a wide range of activities available Karaoke, singing, music, bingo, arts, crafts, and a regular quiz.

### **Staffing levels**

The staff/resident ratios were good and the staff were observed to be attentive during our visit.

### **Items for consideration**

1. Remind residents of how they can influence change and the procedure for them to follow.

### **Feedback from Foxbridge House**

*Please use this box to add any comments, reflections or inaccuracies stated in the report.*

Communication from the Home Manager Carol McCormack.

Many thanks for the report. I hereby confirm the contents and happy for your to publish.