

**Details of visit****Service address:****Service Provider:****Date and Time:****Authorised****Representatives:****Contact details:****Archers Point Residential Home****21 Bickley Road, Bromley BR1 2ND****London Borough of Bromley Council****Monday 3<sup>rd</sup> November 2014****Isaac Lee, Sue Fielder and Paul Brown****020 8315 1906**

## Acknowledgements

Healthwatch Bromley would like to thank the service provider, service users, visitors and staff for their contribution to the Enter and View programme.

## Disclaimer

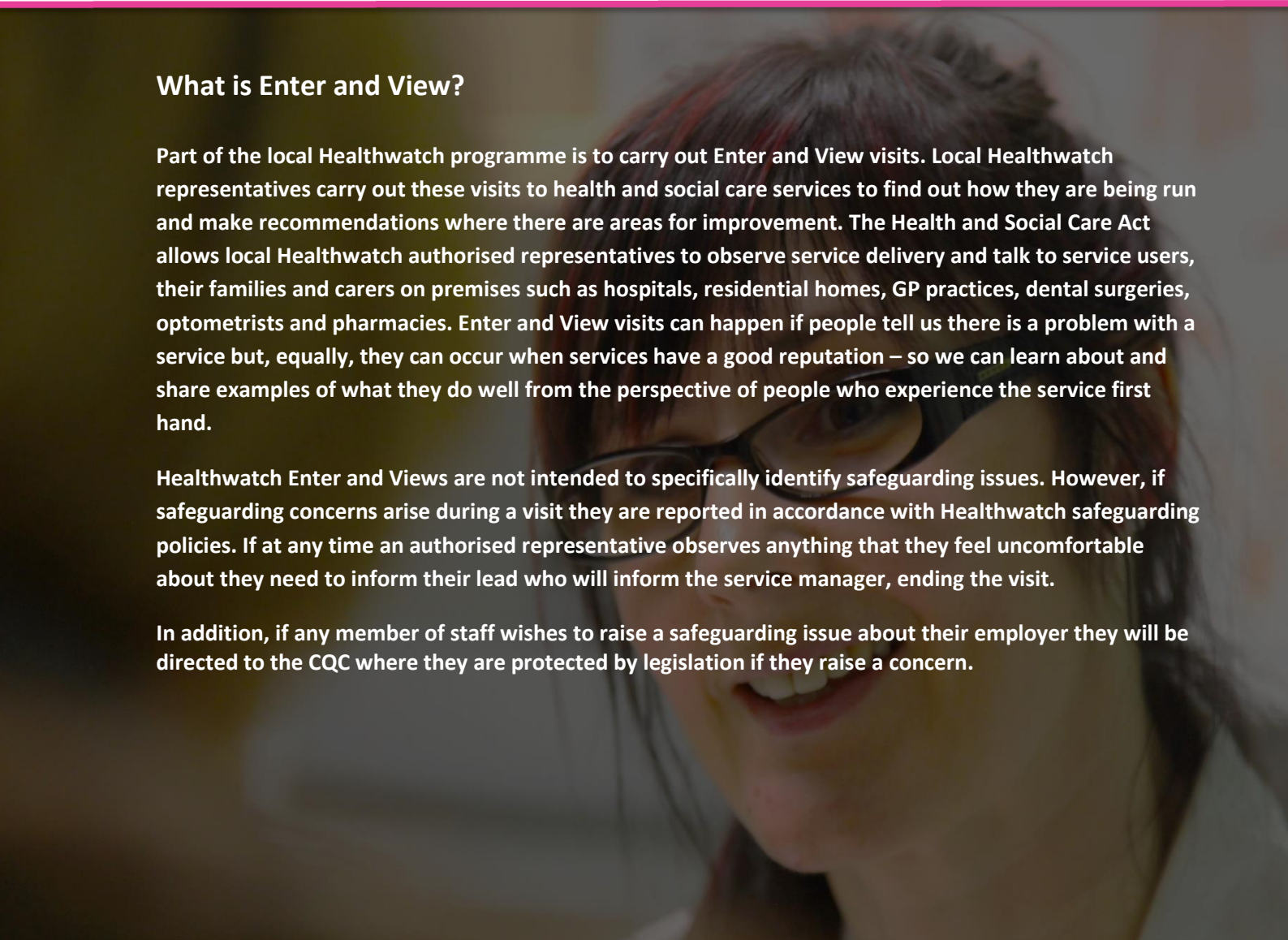
Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

## 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.

Healthwatch Enter and Views are not intended to specifically identify 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.





## Purpose of the visit

Healthwatch Bromley visited Archers Point Residential Home on 3<sup>rd</sup> November 2014. The aim of the visit was to engage with residents of the home to understand their experience and give service users the chance to voice their opinions regarding the care they receive.

## Strategic drivers

As a result of Healthwatch Bromley's community engagement, there have been several comments submitted to the signposting log regarding care for the elderly in the borough. Healthwatch Bromley's visit to Archers Point Residential Home was in response to this.

## Methodology

The home was informed of our visit a month in advance and initial questions were answered by the manager via email correspondence. Three trained Healthwatch Bromley Authorised Enter & View Representatives (ARs) participated in this piece of work, observing the home informally, interacting in a casual manner with residents. They wore ID at all times and used an observational tool kit and checklist to chart their findings. The lead Enter & View Representatives ensured that no resident's rooms were entered and that resident's privacy was respected at all times.

The ARs had a discussion with the manager before speaking to anyone in the care home, to gain advice on whether any residents should not be approached due to their inability to give informed consent, or due to safety or medical reasons.

ARs later spoke to the caring staff regarding the quality of care they deliver; staff training and the activities available for residents.

Healthwatch Bromley ARs spoke to in excess of 15 residents about their experiences of the home. Healthwatch Bromley would like to stress that their observations represent a snapshot in time and are not necessarily representative of general conditions or operations of Archers Point Residential Home.



## Summary of findings

At the time of our visit, it was noted that Archers Point Residential Home was operating to a satisfactory standard, with staff appearing to be friendly and compassionate and having good relationships with the residents. There was a positive overarching theme and no obvious cause for concern was noted. It was noted that:

- Ease of access for visitors was restricted due to the need for higher levels of security, as several residents had early onset of dementia.
- There were unpleasant odours in some parts but as a whole the home was well ventilated with lots of open windows.
- The TV and radio were continuously playing but there seemed to be limited choice.
- Good technological support was available, with skype and internet access at the home and the possibility of private phones.
- With regards to the activities on offer, dominoes were on offer the day of the visit. Staff regularly inquired as to whether residents would like to participate, although little provision or alternative was offered to those who did not wish to play. ARs were unsure as to whether residents had a say in the choice of activity on offer.
- No mealtimes were observed during the visit but ARs were informed that food was available outside of mealtimes if requested.
- Some residents have their own furniture in their room.
- There were concerns surrounding late night admission, especially when residents are discharged from hospital, often returning without discharge letters or medication.
- It was commented that there is increased pressure on staff when resident's health declines and they can no longer be adequately cared for at Archers Point. There seems to be some difficulty transferring from residential to nursing needs, most commonly during the early stages of dementia.
- With regards to training, the manager informed ARs that senior staff have CPR training, and training days include safeguarding and pressure sore training.

## Additional findings

- It was commented that previous downfalls in the CQC report were due to a staffing crisis, with the manager stating that they now had new agency staff. During this visit staff were observed by ARs as being friendly, gentle and caring. It was noted that staff went down to resident's levels when conversing and that their tone was kept low when other people were nearby.
- HWB would like to note that this report is the second instance of care homes in the borough having difficulty with hospital discharge.

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## Recommendations

Healthwatch Bromley would recommend:

- The range of activities on offer be expanded, perhaps with the help of external support or volunteers to ensure all tastes and hobbies are catered to.
- There needs to be improvement in combating unpleasant smells as it was quite severe in some parts of the home.
- That all staff receive CPR training rather than just senior members of staff.