



Details of visit

Service address:

Foxbridge House Care Home, Sevenoaks Road,
Orpington, Kent, BR6 7FB

Service Provider:

Care UK

Date and Time:

Friday 5th December 2014

Authorised

Leslie Marks, Paul Brown and Gerda

Representatives:

Loosemoore-Reppen

Contact details:

01689 414 770

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

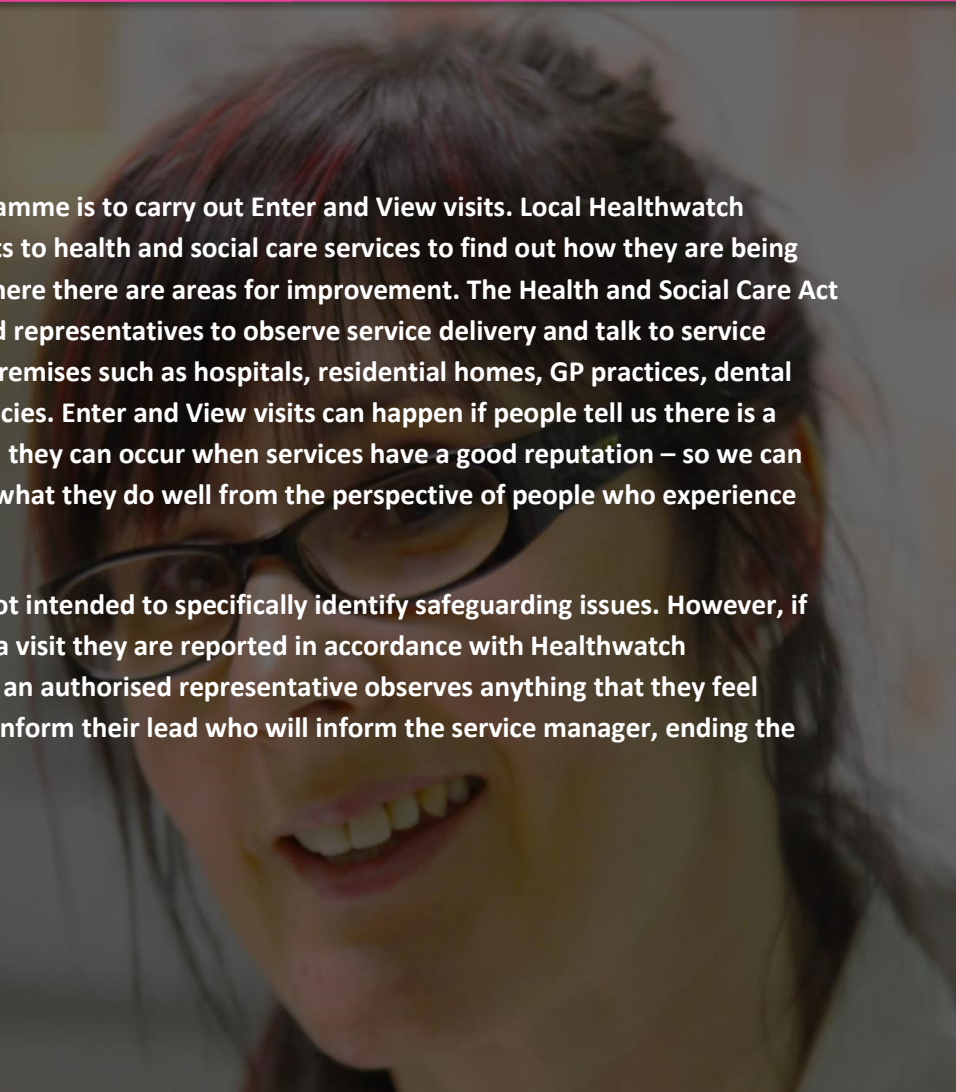
Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.



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.





Purpose of the visit

Healthwatch Bromley visited Foxbridge House Care Home on Friday 5th December 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 Foxbridge House 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, the daily lives of the residents and the activities available.

Healthwatch Bromley ARs observed around 25 – 30 residents during their visit 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 Foxbridge House Care Home.

Summary of findings

At the time of our visit, it was noted that Foxbridge House Care Home was operating to a good professional standard. All ARs described the visit as a positive experience, with the area manager and home manager both being present and being particularly helpful and welcoming. It is worth noting that at the time of the visit, the home manager had only been in place for two weeks, as they had just transferred from another home.

- Rushina from the CCG was present, as was the Area Manager, and the Visiting Medical Officer conducted her rounds during the visit.
- Foxbridge House had a personal touch, emphasised by the memory boxes/books outside resident's bedrooms. There also seemed to be a degree of flexibility with rooms, for example when someone needed more oversight than normally provided on the residential floor, they were allowed to stay in their room rather than be relocated to the nursing parts of the home.
- Staff were observed to be very well organised, prompt and attentive to resident's needs (e.g. supporting them appropriately when they moved around the home). Nonetheless, it was noted that although staff knocked on resident's doors, they didn't wait for a response before entering. The volunteers seemed friendly and enthusiastic. Both staff and volunteers were required to wear different colour tops to help residents distinguish between the various roles. One resident commented that they are "super people" but there "aren't enough carers".
- It was noted that staff are all trained in an E learning training programme and all receive mandatory face-to-face training prior to beginning work. The home also has a Training Planner in place to cover a range of care standards, clinical issues and health and safety procedures.

Results of Visit

Activities

Activities seemed particularly popular with between 20 - 30 residents present during the activities. Events on offer included singing, knitting and various other games, with staff actively encouraging participation. One lady commented that she had come downstairs specifically to listen to the music, and some residents were observed being engaged on a one-to-one basis. There were lots of places to sit, with residents generally tending to be arranged in clusters for socialising purposes. Internet was available via the staff computer, with one resident observed skyping during the visit. Although staff did describe issues with logging on and off. ARs were informed that further equipment was coming soon to increase availability. Following a discussion with the manager, it was mentioned that "the uptake of activities is good, however, there are a number of residents on all units who will not participate in activities, some preferring 1:1 and some who prefer their own company." The TV and radio are on all the time but not intrusive. There are also plenty of quiet rooms in which relatives can meet visitors.

Food

Special diets are catered for, with a detailed list in the kitchen and there is always a choice of meal at lunchtime. One AR spoke to two relatives helping a resident to eat and they were both very satisfied, and knew who to go to if they wanted to raise a matter or concern. Staff meals were available if there were left overs once the residents had eaten. AR's observed food to be of "hotel standard", although one resident did comment that the food was sometimes cold. It was noted that there were several types of drink on offer, including wine and beer.

Additional findings

- Feedback from the manager prior to the visit stated that Resident and Relative Meetings are held quarterly; there are annual satisfaction surveys; and the home offers one-to-one consultations with relatives and residents. The manager commented that the previous CQC report had clearly been a disappointment to all involved, and they answered some very pressing questions without any hesitation.
- The home offers a respite facility with the capacity for one resident for a maximum of three weeks.
- There is the option of residents having private phones in their rooms.
- ARs observed that there was a good whistleblowing plan in place at the care home.

Recommendations

It was observed that local churches are represented at the home but not noticeably any other faiths. Healthwatch Bromley would be interested to know how resident's faiths are incorporated into their everyday lives and the environment of the home.