

Details of visit

Service address: 19 Edward Road, Bromley, BR1 3NG
Service Provider: Sundridge Court Care Home
Date and Time: 18/11/2014

Authorised Representatives: Toni Rushton, Anne Taylor, Manijeh Wishart, Peter Moore

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Acknowledgements

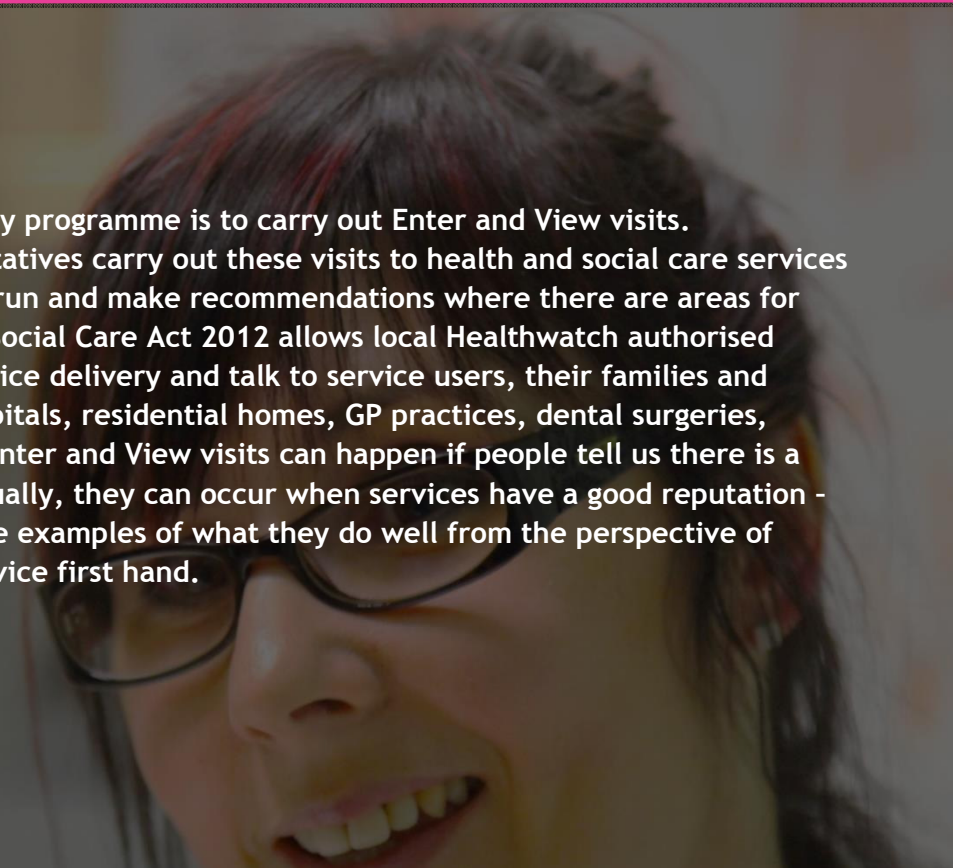
Healthwatch Bromley would like to thank the service provider, service users, visitors and staff for their contribution to the Enter and View programme.

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 Healthwatch Bromley programme is to carry out Enter and View visits. Healthwatch Bromley 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 2012 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 Bromley 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 Bromley's 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 and bring the visit to an end.

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 is carrying out a series of visits to premises throughout the London Borough of Bromley to ascertain the quality of life and choices offered to Bromley residents accessing Social Care funded accommodation.

Through these visits we:

- Identify examples of good working practice.
- Observe residents and relatives engaging with the staff and their surroundings.
- Capture the experience of residents and relatives and any ideas they may have for change



Methodology

This was an announced Enter and View visit. Four trained Healthwatch Bromley Authorised Enter and View Representatives (ARs) participated in this piece of work, gathering information through observation, talking to staff members and informal conversations with residents.

We had a discussion with the manager before we spoke to anyone in the care home and took his 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 spoke to the manager and care staff at the home regarding the quality of care they deliver; activities for residents; respecting and acknowledging the residents' and families wishes; and staff training.

ARs also spoke to in excess of 10 residents about their experiences of the home. A family member was also spoken to as they were with a resident at the time. The AR's explained to everyone they spoke to why they were there and took minimal notes.

A large proportion of the visit was also observational, involving the ARs walking around the public/communal areas and observing the surroundings to gain an understanding of

how the home operates and how the residents and service receivers engaged with staff members and the facilities. There was an observation checklist prepared for this purpose.

Summary of findings

At the time of our visit, the evidence was that the home is operating to a very good standard of care recognising the importance of Dignity and Respect

- Residents looked tidy and clean, we saw no evidence of dignity not being respected.
- We saw evidence of staff interacting with residents in a caring and thoughtful manner.
- Residents had a nominated carer to look after their personal care and deal with concerns.
- Residents told us that they were generally happy and liked living there.
- The manager told us that staff received regular training. We saw evidence this as staff were receiving dementia training whilst we were there.
- We saw evidence of social activities whilst we were there which included drawing and colouring and crosswords. Residents told us there are a range of activities on a daily basis including morning exercises, crafts and board games (just to name a few) in the afternoons.
- One resident's visiting family member commented that she felt happier now her mother was at the care home as she knows she is safer than when she was at home.



Results of Visit

Premises

Sundridge Court Care Home provides both residential and nursing care. The home can accommodate 27 residents and currently has 26 residing there. On arrival there is a porch where there is a signing in book with an inner door with a keypad lock and doorbell.

The first impression of the home is that it seems welcoming and homely. Our observations suggest that a high standard of hygiene is being maintained and free from any unpleasant smells. It is in good decorative order.

The overall space is suitable for wheelchairs and walking frames and there is a lift.

The bedrooms are spacious and well kept. The lounge has a piano and a television and plenty of comfortable seating.

There is a conservatory that was being used for staff training but normally provides a quieter space for residents.

Staff

There is a good ratio of staff at all times with 6 carers in the morning, 5 in the afternoon/evening and 2 overnight and a nurse throughout the day and night. The home also has a chef, cleaners, laundry staff and kitchen assistant.

The staff have a good rapport with residents and are respectful to them. It was observed that staff attend to the residents direct needs as well as individual requests in a timely fashion.

Male residents are able to have male carers if they prefer.

When speaking to residents they said that staff are always helpful and kind. Staff looked smart and enthusiastic.

Residents

All the residents observed were well dressed and appeared happy. Those spoken to said that they liked living there and felt they were well looked after. There is obvious admiration of staff and residents laugh and joke with them.

Residents are encouraged to be independent where possible. Most go down to the lounge and interact with other residents. There are a few who prefer to stay in their rooms. Several residents described the social element that being in the lounge provides and the reduced feelings of loneliness and isolation.

The manager informed us that residents have family coming to visit them regularly and the residents we spoke to confirmed this.

There are resident meetings where the residents are encouraged to participate.

Visitors and Relatives

Only one relative was present during our visit and was happy to speak to the AR's. The relative commented they were happy with the home and felt that their mother was in a much safer place now she was living at the home.

The home has relative meetings every 6 months.

Dining Room and Food

The dining room is set out like a restaurant and looks very inviting. Residents are given a choice of 2 meals and dietary requirements are catered for.

Residents are able to sit where they wish.

We were informed by the manager and residents that if residents are out, unwell or do not wish to go to the dining room, alternative arrangements are made and food can be taken to their room.

Residents commented that food was of a high standard and they enjoyed the meals.

Drinks and are served throughout the day and residents can request a drink anytime.

Activities

There is an events coordinator who runs events to involve the residents as much as possible.

There are scheduled events that are booked in advanced as well as daily activities. Both the scheduled events and daily events are advertised throughout the home.

Exercise sessions take place every morning and residents commented that they enjoy these and find them beneficial.

Other activities include drawing, colouring, crosswords, crafts, card making and board games and quizzes on a daily basis.

Conclusion

The AR's found the home to be of a high standard, the staff are professional and helpful and residents are happy.