



Details of visit

Service address:	Beaumont Park, Shortmead Street, Biggleswade, SG18 0AT
Service Provider:	Healthcare Homes Group
Date and Time:	28th January 2015 10:00 – 12:00
Authorised Representatives:	Diana Blackmun, Dave Simpson, Margaret Roberts
Contact details:	Healthwatch Central Bedfordshire Capability House, Wrest Park, Silsoe, Bedfordshire, MK45 4HR Tel: 0300 303 8554

Acknowledgements

Healthwatch Central Bedfordshire (HWCB) would like to thank the service provider, service users, visitors and staff for their contribution to the Enter and View visit.

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.



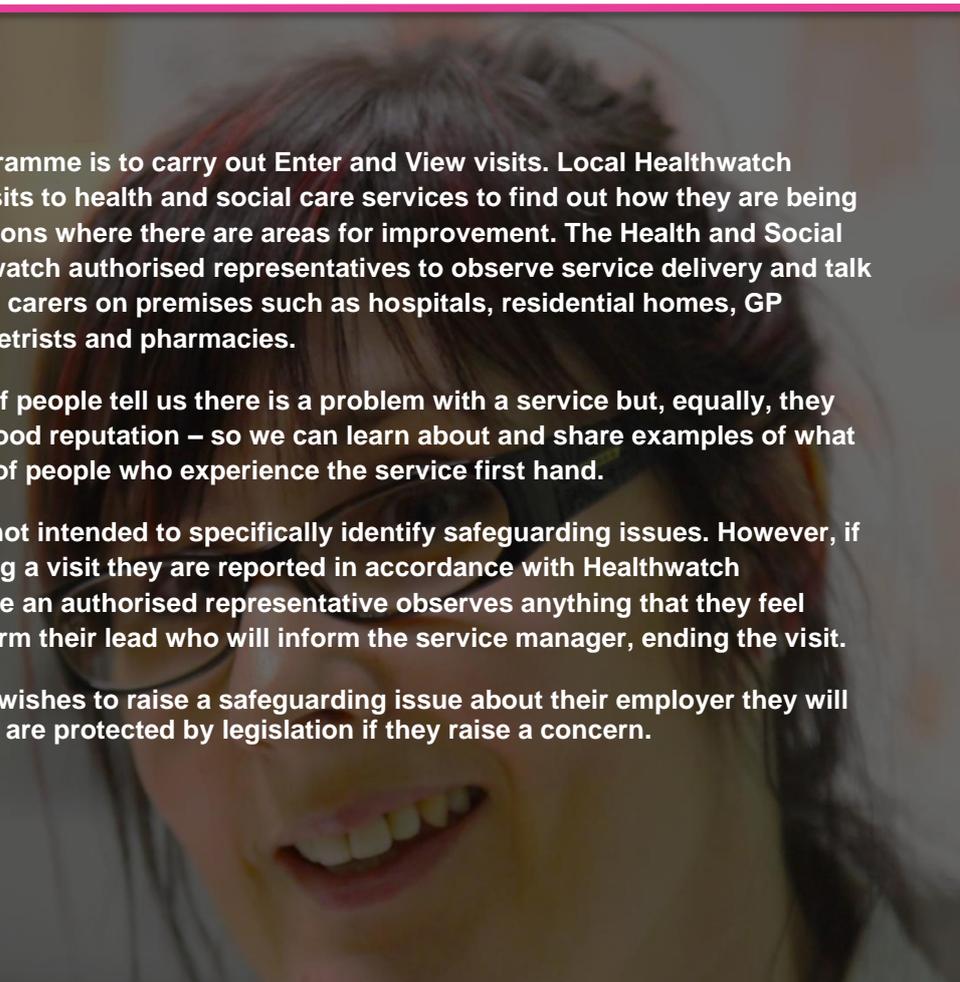
What is Enter and View?

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 managed 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 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 will 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

- To engage with service users of care homes and understand how dignity is being respected in a care home environment;
- Identify examples of good working practice;
- Observe residents and relatives engaging with the staff and their surroundings;
- Consult with residents, relatives and staff about their experiences of the environment within the home and how care is delivered.



Strategic drivers

- Care Quality Commission dignity and wellbeing strategy
- Care homes are a Local Healthwatch priority

Methodology

This was an announced Enter and View visit.

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Representatives were pleased to see the Healthwatch Central Bedfordshire poster notifying residents and relatives of our visit clearly displayed within the building.

On arrival, representatives were met by the manager, who gave us a verbal introduction regarding the home, its history, the number of beds and residents, staff etc.

Authorised representatives also approached three residents at the care home to informally ask them about their experience of the home. Several family members and members of staff were also spoken to. The authorised representatives explained to everyone spoken to why they were there and took notes.

After speaking with the residents and staff, Healthwatch Central Bedfordshire leaflets were given to the manager to be displayed in the home to enable residents, family members, friends and staff to contact us at any time.



Summary of findings

At the time of the visit, the evidence is that the home was operating to a very good standard of care with regard to cleanliness, dignity and respect.

- On entry, the representatives were asked to sign in and were pleased to see the HWCB posters clearly displayed.
- Residents looked tidy, clean and well cared for, representatives saw no evidence of dignity not being respected.
- Representatives saw evidence of staff interacting with residents positively and regularly, including just checking on them if they appeared to be soporific.
- Residents spoken to were generally happy with the meals, the menu was balanced and nutritious, and mealtimes were suitable for the residents. Residents could also choose where to take their meals.
- Clear evidence of social activities was evident and the residents spoken to were given the option of taking part in organised activities along with their relatives.

The manager advised representatives that the current capacity of the home is as follows:

- 46 beds, with three currently unoccupied.
- There are no rehabilitation beds.
- A total of 54 members of staff are employed, including nurses, carers, activities coordinators, cooks, gardeners, office staff and cleaners.
- Two nurses and seven carers are on duty in the morning, two nurses and five carers on duty in the afternoon, and one nurse and three carers at night.
- The types of residents catered for includes dementia, end of life and long term nursing residents.
- Prior to admission, each resident is assessed by the manager or nurse, either in hospital or at their own home, to ensure that their care needs can be met.

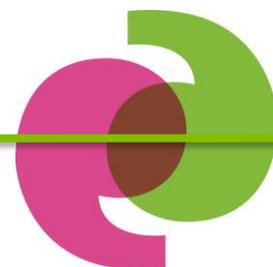
Results of Visit

Environment

On entry, representatives found the environment to be clean, warm, light and airy. The atmosphere was 'neutral' in that there were no apparent smells, good or bad. The home was recently decorated, subsequent to the opening of the new extension in October 2014.

The premises are much larger than on first impression, as a result of extensions which have been added to the original 19th century building. The home operates on three levels, the ground and first floor being accommodation, kitchen and office, and the basement housing the laundry and secure medication storage room.

There are two large communal lounge rooms, one of which serves as a quiet room, which were being well used at the time of the visit. There is a large landscaped garden, accessible to residents including those in wheelchairs, with seating, bird feeders and tables and flower beds which residents are able to help cultivate. A gazebo is erected on the patio area during the warmer months.



The dining area was also being used at the time of the visit, and representatives observed mid-morning refreshments being served.

There are nurses' stations on both the ground and first floors, and there are call points in all rooms with call screens located at various points in the corridors.

Promotion of Privacy, Dignity and Respect

All residents seen at the time of the visit appeared to be well dressed and cared for. Representatives were advised that each resident has a key worker who also works with the family.

There is a laundry situated in the basement of the home; each resident has their own laundry box which is changed daily and relatives are encouraged to ensure that all their clothes are labelled. All bed linen is changed regularly or as necessary.

Each residents care plan is available at the nurse's station for residents or their family to view on request.

Rehabilitation beds are not available at the home, however an NHS physiotherapist can be accessed when and if necessary. Representatives were advised that the home facilitates the following visiting services:

- Hairdresser – every week.
- Barber – every six weeks
- Chiropodist – two to three monthly.
- Mobile Dentist – as required.
- Optician – six-monthly.

Promotion of Independence

Residents are encouraged to bring their personal possessions, photographs, pictures, ornaments and small pieces of furniture, including televisions, to create familiar surroundings.

All residents are offered the opportunity to be involved in social activities organised at the home, organised trips out and relatives are also included in the planning.

Representatives observed residents in wheelchairs being moved around the home without undue difficulty; there is plenty of space to facilitate this.

Interaction between Residents and Staff

HWCB representatives approached residents in the communal areas to speak to them about the care they received at the home. The residents spoken to stated they were comfortable in the home and quite happy. Residents were impressed with the activities available and the care received. Representatives met with the two Activities Co-ordinators employed by the home. HWCB representatives noted that the Co-ordinators were extremely proactive and dedicated ladies and also observed them engaging with several residents.

Residents

The most important aspects of the home, according to some residents, were feeling warm, safe and secure; the friendliness of the staff and other residents; the caring nature of the staff, the cleanliness of the home and engagement with the staff.

Representatives were advised that residents are all registered with one of the two local GP Practices.

Food

The daily menu is managed on a four week cycle and appears to be comprehensive, with specialist diets, religious, medical (diabetic etc.) catered for.

Representatives witnessed residents and relatives being offered refreshments during the visit. The residents appeared content with the care they received at mealtimes and were able to choose where to take their meals; in the lounge dining area or in their rooms. The residents and family members that representatives spoke to all thought the standard and variety of food served was very good.

Recreational activities/Social Inclusion/Pastoral needs

Two Activities Co-ordinators organise events to involve residents and their relatives as much as possible. The communal lounge is used for the majority of activities. There was no evidence of residents being forced to take part in activities; it is optional for all residents.

Representatives were advised by both staff and residents that activities included trips outside of the home, including regular trips to the Methodist Church coffee mornings, bowling trips, boat trips and many others. The home has access to a minibus owned by the group.

Visits to the home by local schools and their choirs are encouraged and spiritual needs are met by visiting chaplains and a Roman Catholic priest. Residents are able to visit local churches.

The home has an extensive garden area, which is wheelchair accessible by ramps, has bird feeders, a Koi Carp pond and operates a gardening club for interested residents.

Involvement in Key Decisions

Representatives were advised that meetings with residents and their relatives are held every two months. The purpose is to give both residents and their relatives the opportunity to raise any issues and/or concerns.

Concerns/Complaints Procedure

The manager, residents, relatives and members of staff all confirmed there is a complaints procedure, although no resident or relative spoken to mentioned having used it. The Manager stated that residents or relatives generally speak to him direct with any concerns or issues. This was confirmed by the relatives spoken to by HWCB representatives.

Staff

All the staff seen and spoken to during the visit were friendly and helpful to the representatives and to the residents they were observed interacting with. All the staff, observed speaking to residents, clearly knew them well, using their first names. The staff appeared to be well trained and representatives were confident the residents were well cared for.

Representatives were advised that residents' medication is distributed by two medication trained staff at all times although this was not witnessed. Each resident's photograph is on the front of their individual medication chart, and also on the front page of their care plans which are held in the nurse's stations. Representatives were also advised that DNRs (Do Not Resuscitate) notices (if appropriate) are kept within each residents care plan, which was later visually confirmed.

All new staff undergoes three days of induction training, with regular ongoing training throughout their time with the home. Agency staff are rarely used.

High praise was given by relatives and residents regarding the Activities Co-ordinators, and HWCB representatives were equally impressed by their levels of enthusiasm when interviewed.

Visitors and Relatives

Representatives observed family members visiting residents in the home and spoke to several of them, all of whom spoke highly of the care afforded to their relatives.

The Healthwatch Central Bedfordshire notice was displayed in the care home advising relatives of the visit, however Healthwatch Central Bedfordshire was not contacted directly by any relative prior to or since the visit to the home.

Additional Findings

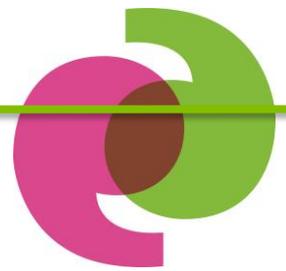
The management of the home is attentive to all suggestions for improvement. Beaumont operates a policy of interviewing potential new staff face to face to ascertain their English language competency and will not engage those who do not meet a satisfactory standard.

Cleaners were observed working in the home and representatives were assured of the good practice of storage and security of the cleaning materials.

Recommendations

This report highlights the good practice that was observed and reflects the resident's and relative's satisfaction with the care and support provided.

- Some members of staff spoken to did indicate that staffing levels could be increased for the benefit of residents and HWCB recommends that this is considered.
- Healthwatch Central Bedfordshire recommends that this report is shared with the residents of Beaumont and their family members and to advise that if they should wish to contribute any additional comments about the report, they should contact Healthwatch Central Bedfordshire direct on 0300 303 8554.



Service Provider response

Thank you for your report which we consider being fair and reflects the good care the staff team give to the residents. With regards to the accuracy of the report there is one slight error. The hairdresser visits every week and not every 6 as stated in the report. The Barber visits every 6 weeks.

Noted: Amended in the main body of the report.

I thought the visit was productive and your team was very professional in their approach.

Kind Regards
Phil Barton

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