

# Enter and View Report

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## Archers Point Residential Home

21 Bickley Road, Bromley, Kent BR1 2ND



Healthwatch Bromley

15<sup>th</sup> August 2019

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## Visit Information

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Service visited:	Archers Point Residential Home
Address:	21 Bickley Road, Bromley, Kent BR1 2ND
Care Home Manager:	Nimmi Grover
Date and time of visit:	Thursday 15 <sup>th</sup> August 2019, 14:00 – 16:00
Status of visit:	Announced
Healthwatch Bromley Enter and View Authorised Representatives:	Barbara Wall, Fatima Abdi and Peter Todd
Lead Authorised Representative:	Peter Todd
Healthwatch Bromley contact details:	Healthwatch Bromley, Community House, South Street, Bromley, BR1 1RH  Tel: 020 3886 0752  Email: <a href="mailto:info@healthwatchbromley.co.uk">info@healthwatchbromley.co.uk</a>

Healthwatch Bromley (HWB) has the power to Enter and View services in the London Borough of Bromley. Enter and View visits are conducted by teams of trained Enter and View Authorised Representatives.

## Purpose of the visit

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The Health and Social Care Act allows Healthwatch Bromley Enter and View Authorised Representatives to observe service delivery and speak to patients, residents, staff, relatives, friends and carers. The visit can happen if people tell us there are concerns, but equally, the visits can take place when services have a good reputation. We can therefore learn from shared examples of what they are doing well from the perspective of the people who experience the service first hand.

Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with the Healthwatch Bromley Safeguarding Policy. If at any time an Authorised Representative observes a potential safeguarding concern, they will inform their lead. The lead Authorised Representative will then end the visit. In addition, if any member of staff in the organisation at the time of the visit wishes to raise a safeguarding issue about their employer, they will be directed to the Care Quality

Commission (CQC) and Bromley Council's Safeguarding Team.

On this occasion, two Enter and View Authorised Representatives attended the visit. The Authorised Representatives spoke to staff and visitors. Recommendations have been made on how to improve the service and good practice has been highlighted. Healthwatch Bromley had liaised with the CQC, Clinical Commissioning Group (CCG) and the Local Authorities (LA) to create an Enter and View Programme. A number of health and social care providers have been selected to be visited. Healthwatch Bromley visited Archers Point on the request of the local authority.

## Acknowledgements

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**Enter and View Authorised Representatives:** Barbara Wall, Fatima Abdi and Peter Todd.

Healthwatch Bromley would like to express their thanks to Nimmi Grover the Care Home Manager for coordinating the visit and the staff for their hospitality during the visit. In addition, Healthwatch Bromley would like to thank the residents and visitors who took part in our questionnaires and provided valuable feedback.

## Background

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Archers Point is a care home situated in Bickley near Bromley town centre. Residents can relax in extensive, mature gardens and have an active social life with fellow residents and visitors. The service offers a good range of activities keeping residents engaged at the home and these are organised and run by an activities coordinator.

Skilled, experienced staff provide a welcoming, caring, respectful, relaxing environment for residents. The home provides nutritious food, which is prepared on site for residents. Shopping trips, days out to the coast and a good range of popular activities are available for residents to enjoy. Visitors are welcome at all times.



**Type of Service:** Care Home only (Residential Care) – Privately Owned , Registered for a maximum of 33 Service Users

**Registered Care Categories\*:** Dementia • Over 65






**Rooms:** 27 en-suite with toilet and hand wash basin

**Rooms:** 3 rooms do not have private facilities.

The home provides:

- Respite Care
- Physiotherapy
- Own GP if required
- Minibus or other transport
- Lift
- Wheelchair access
- Gardens for residents
- Bar/Cafe on premises
- Residents Kitchenette
- Phone Point in own room/Mobile
- Television point in own room

Archers Point provide care for people with a wide range of medical needs, such as the elderly frail and people suffering from dementia. At the last inspection by the Care Quality Commission (23<sup>rd</sup> July 2019), the service was rated as good in all five main categories. The categories include-

-  Safety of service
-  Effectiveness of service
-  A caring service
-  A responsive service
-  A well-led service

Key code

-  Good
-  Requires Improvement
-  Inadequate
-  Outstanding

### Completed Healthwatch Questionnaires

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During this Healthwatch visit, we received 16 completed feedback forms and these included-

- 3 Family & Friends questionnaire
- 7 Resident questionnaires
- 6 Staff questionnaires

### Observations

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The main entrance to the residential home is on a main road, there is off road parking for visitors, family, friends and other guests. The home is close to local bus stops serving Bromley town

centre and Chislehurst.

The first impressions were that the home was very welcoming and we were asked to sign the visitor book. We were offered refreshments and there was a feeling of calmness within the home. The care home manager was extremely pleasant and easy going and we were given an insight into the history and background of the home, together with a guided tour of the facilities. There were no unpleasant odours detected during the visit. The premises have a lift and there is easy access available for wheelchair users. The facilities available to residents- garden, dining/sitting area and toilets are also easily accessible for residents and those with walking frame with generous space to move around communal areas.

The décor was a little tired in places and some areas within the centre of the building a little dark.

The resident notice board was up to date. In addition, there was a notice board for visitors and an activities board, which was easy to read (see photograph on page 7)

All fire and emergency exits were clearly marked.

During the visit, Healthwatch observed the staff/resident ratio to be good. All of the team (including the Home Manager), were observed supporting and engaging with the residents.

### **Current Care Home Staffing**

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The home manager Nimmi provided Healthwatch with a staff list. At the time of the Healthwatch visit, there were 18 permanent members of staff, plus agency staff as needed.

- Management team (Home Manager & Care Manager)
- Senior care assistants
- Care assistants (during the day)
- Care assistants (during the night) It should be noted that the home manager sleeps on site and is available if required.
- Cooks
- Kitchen assistants
- Housekeeper (laundry)
- Activities Co-ordinator
- Maintenance
- Gardener

### **Resident acceptance**

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There are currently 29 people in residence at Archers Point and an additional new resident

moving in tomorrow. The home is open for viewing from anyone and no appointment is necessary. Each potential new resident is assessed prior to acceptance, to ensure that the needs of the resident can be met. At the assessment meeting, discussions will involve the needs of the resident to build a care plan. Once the necessary administration is completed, a new resident can be accepted, on the basis that their needs can be met.

## **Accommodation**

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The accommodation availability varies in size and have adequate space and en-suite facilities are available in five room. All bedrooms are linked to a call system that staff are trained to support those living with dementia and those who require assistance with the activities of daily living (washing, dressing, cooking etc.). The home has a lounge, dining room and other spaces available for residents to engage with others or have some quiet space.

## **Residents Care**

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All of the residents were neat, well presented and well kempt. The residents we spoke to were able to communicate with us and provide us with adequate information despite most residents were tired after lunch. There was one a particular resident who was jolly and constantly laughing, the residents who were sitting near her were laughing and smiling with her.

The seven residents who gave us feedback were all happy with the care that they were receiving. Four residents specifically mentioned a positive relationship that they had with their carer. None of the residents appeared to be isolated and those who were alone in a quiet area received contact from the carers during the visit.

During the visit, hot and cold drinks were offered to the residents, with a couple of residents opting to take both drinks on offer. It is important to note that when the staff approached a resident they did so in a caring, compassionate and friendly manner.

Resident quotes on staff.

*“The staff are lovely and will give me help if I need it”*

*“When I returned home from hospital I needed a bit of extra support and the staff provided this for me, until I got back on my feet”.*

*“I never know what to wear and my carer helps me pick something for the day so I will be well-dressed”.*

*“I get some support with my care which is much needed and delivered in a caring way”.*

*“I couldn’t manage at home on my own and it was a difficult decision to move into a care home, but I*

have been here for three years now and I like it". "The care given by the staff is very good".

## Premises

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The building meets the needs of the residents in terms of cleanliness, temperature and access. The only issue is one of décor and lighting, in the hallway, which would benefit from being updated. There are rooms for residents on the ground floor and some on the first floor, which are accessed via the lift.

The security system in place is effective and makes the home a safe environment for the residents to live in. The dining area is bright and airy and has doors providing direct access to the garden.

## Activities

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Archers Point has an in house activities coordinator. During our visit to the home, an activity was taking place in the lounge area. Residents were encouraged to play with a beach ball, exercising their shoulder and arm muscles and stimulating an interest. The home has an activities wall chart displaying what is happening and when; so that residents can choose which activities, they wish to take part in.



The current activity programme is varied and of a good standard. Please note that this is not a comprehensive list and other activities do take part at Archers Point.



Some of the residents mentioned that they would like to go out but it was difficult with their mobility and health issues. It was suggested that the home could stream live webcam images onto a projector and effectively take residents to places far-and- wide. Examples given included, a beach front (showing a moving tide), a mountain range with moving images (cable car/chair lift etc.), a busy railway junction and live images of places abroad where residents may have lived or visited. Healthwatch received the following feedback from residents on the activities at Archers Point.

*“I am not interested in playing games but I do like stimulating conversation, crosswords and a good quiz”.*

*“I really enjoy it when we have a quiz. I am good at them”.*

*“I like to go outside when the weather is good and be helped around the garden”.*

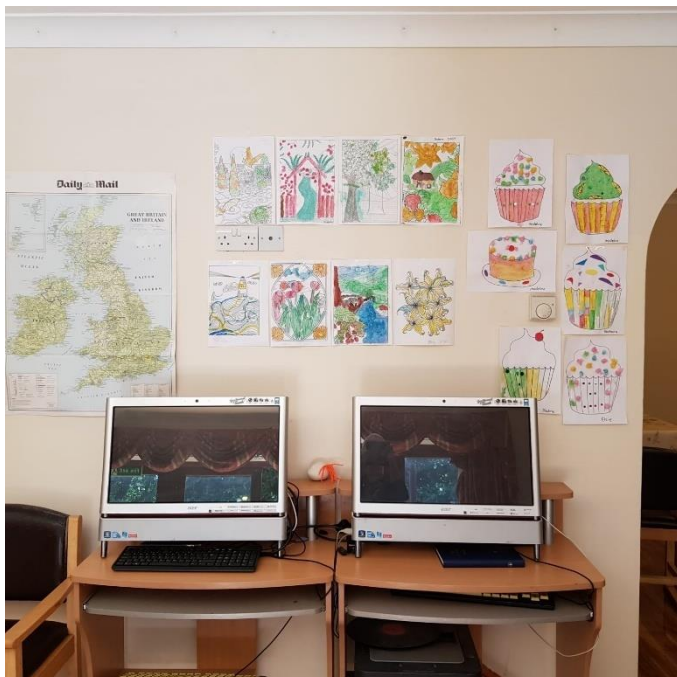
*“When we have special occasions I enjoy the parties and extra food”.*

*“Activities are good and interesting”.*

*“I was unable to bring my dog with me but I like animals and would like to have a dog come into the home”. “Animal related activities or things about animals would make my days more interesting”.*

*“Although my mobility is not good I would like to go out more”.*

*“I miss going on holiday and I love the seaside”.*



Picture of some of the art and craftwork completed by the residents and displayed in the dining area.

Computers have been used for residents to Skype relatives, so that they can speak to them and see them and their grandchildren or great grandchildren.

## **Dietary Needs**

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The resident’s dietary needs are catered for and this includes; likes dislikes, allergies and diabetic needs. The two cooks are aware of these and can provide appropriate meals. The residents are shown a picture of the meal prior to ordering to make it easier for them to make the

right choice. An example of the meal picture card is shown on the next page of this report. The menu card is also shown in large print for those who have poor eyesight.

*"I like the food here, it is very tasty".*

*"We get food here regularly; I have put on some weight since I have been a resident".*

*"I would like more variety with the menu".*



The home manager and her deputy also check what food is being eaten and what is being left as an internal quality control. They are also open to suggestions to introduce new tastes to improve the residents.

## **Security and safety**

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The front door to the building is secure and the receptionist has a desk within the main entrance area where she can buzz people in and out of the building. All visitors are requested to sign the visitor's book before gaining entry into the building.

The building has all of the statutory fire exit signs in place.

## Home Manager

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Nimmi gave us a tour of the building and facilities before we engaged with the staff and residents. In addition, she provided us with a current staff list and answered our questions about the home occupancy. Nimmi told us that she is hands on and is often seen by the staff in the communal areas engaging and supporting staff and residents.

The management team are open to suggestions for improvements and they have regular meetings with families on their relative's current health and emotional state.

Nimmi said that they had experienced issues with the Red Bag scheme and have now suspended using the service. The main problem was that they would send residents to hospital with all of their medication but when they returned to Archer's Point, they did not have replacements. The staff then had to obtain emergency prescriptions for the resident.

## The Garden at Archers Point





The garden at Archers Point is well maintained and has good wheelchair access. There is plenty of shade and ample seating in the garden. In addition, the garden has other features that make it more interesting for the residents. During the visit, a family and their relative took advantage of the good weather and were sitting in the garden.

### Care Home Staff Feedback

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6 members of staff completed our staff questionnaire and some of the comments made have been included below:

- *“I enjoy working with people and I would like to think that someone would treat my parents with the respect that I try to do with our residents”.*
- *“The care plans are helpful in enabling me to get to know the residents and their like/dislikes”.*
- *“There is good team working at this home”.*
- *“We have an activity co-ordinator who is very good and all of the residents like her”.*  
*“She also provides 1-2-1 support for people with dementia”.*
- *“The home is well run but we sometimes have hiccups when we are short of staff due to illness”.*
- *“I would like to see more groups coming into the home to interact with the residents”.*

The staff at Archers Point confirmed that they would be happy to recommend the home to an elderly person. Staff were happy with the level of training that they had received. All of the staff who answered our questionnaire felt supported by the management team. Staff felt that their line manager was approachable if they have any immediate concerns.

### Family and Friends

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During our visit, we received three completed feedback forms and their comments included:

- “I know that mum likes all of the carers here and she is happy”. “I believe that she is one of the longest servicing residents at the home.”
- “My friend is content and although she cannot communicate very well she does smile a lot”.
- “I get a phone call if there is a problem with my mother, so I have peace of mind that she is well and in good hands”.
- “My mum takes part in some of the activities but her favourite time is when they have a pampering session”.
- “I appreciate that my mum looks very well presented when I visit”. “Before she moved into Archers Point she was not taking much care about her appearance”.

The consensus from families and friends was that the residents were well cared for and that the staff had time to engage with them.

## Recommendations

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It is to be noted that Enter and View Authorised Representatives met with residents. However, many of the residents had difficulties communicating with the Enter and View Authorised Representatives, due to their long-term health conditions. Most of the residents encountered at the time of our visit appeared to be very frail and elderly, and some affected by dementia.

From our observations and feedback, we would like to recommend the following:

- The décor was a little tired in places and some areas. The hallway was a little dark and requires brighter lighting, this would benefit from being updated.

### Response from Archers Point:

**We have changed the bulbs to a higher wattage to brighten up the area. We have painted the area to freshen up as well.**

- If they have not already done so, report the Red Bag issue to the local authority.

### Response from Archers Point:

**I have spoken to the local authority and the issue has been resolved.**

- Some of the residents mentioned that they would like to go out but it was difficult with their

mobility and health issues. It was suggested that the home could stream live webcam images onto a projector and effectively take residents to places far-and-wide. An example is shown on the link below and would be liked by the woman who mentioned the seaside.

<http://www.merrymoorinn.com/webcam/>

### **Response from Archers Point:**

**We are still looking into the relevant technology to achieve this.**

## **Conclusion**

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The staff we spoke to were very accommodating and forthcoming, we felt all our questions were answered candidly and with confidence. The Care Home Manager seemed comfortable disclosing non-confidential information.

We received positive feedback from the visitor and staff members regarding Archers Point. Staff commented that management team were supportive of their work and the atmosphere within the home was good. Our impression on the day was of a well-run service that supports its residents holistically.

The report will be published on the Healthwatch Bromley website – [www.healthwatchbromley.co.uk](http://www.healthwatchbromley.co.uk) and will be disseminated to the provider, commissioners and the public.

The Healthwatch Bromley Enter and View Team would like to thank the visitor, staff and residents at Archers Point for their courtesy, patience and openness during our visit.

### ***Disclaimer***

*This report is a representative sample of the views of the visitor and staff members that Healthwatch Bromley spoke to within the timeframe. This does not represent the views of all the relatives and staff members at Archers Point. The observations made in this report only relate to the visit carried out on the 15<sup>th</sup> August 2019.*