



Enter and View Report:

Ashglade Residential Care Home

About Healthwatch

Healthwatch is made up of 152 local Healthwatch organisations that were established throughout England in April 2013, under the provisions of the Health and Social Care Act 2012. The dual role of local Healthwatch is to champion the rights of users of health and social care services and to hold the system to account for how well it engages with the public.

Healthwatch gives people a powerful voice locally and nationally. At a local level, Healthwatch Bromley works to help local people get the best out of their local health and social care services. Whether it's improving them today or helping to shape them for tomorrow. Healthwatch Bromley is all about local voices being able to influence the delivery and design of local services. Not just people who use them, but anyone who might need to in future.

About Healthwatch Bromley

Healthwatch Bromley is the independent health and social care watchdog and the voice of local people in ensuring that health and social care services are safe, effective and designed to meet the needs of residents, social care users and carers.



Healthwatch Bromley gives children, young people and adults a stronger voice to influence and challenge how health and social care services are purchased, provided and reviewed within the borough.

Healthwatch Bromley provides a signposting service for people who are unsure where to go for help. Healthwatch can report concerns about the quality of health care and social care to Healthwatch England, or directly to the Care Quality Commission.

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.

Enter and Views are not intended to identify specific 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.

Acknowledgements

Healthwatch Bromley would like to thank Ashglade, including their residents and staff, for their valuable contribution and for participating in this survey.

Disclaimer

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

Details of the visit:

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|-----------------------------|---|
| Name of premises visited | Ashglade, |
| Address of premises visited | 178 Southborough Lane, Bickley, Bromley, BR2 8AL |
| Name of Service provider | Mills Care Group |
| Nature of service | Residential Care Home |
| Registered Manager | Jeanette Ponton |
| Date and time of visit | 20 th October 2016 2-4pm |
| Authorised Representatives | Barry Simner, Beryl Bloomfield and Fay Russell-Clark |



Methodology

This was an announced Enter and View visit.

Healthwatch made contact with the Home Manager to discuss the purpose of the visit prior to the review taking place. An outline of the services provided and the structure of the home were provided by the Home Manager. It was agreed that a Healthwatch poster setting out the details of the visit would be displayed prior to the visit by the Authorised Representatives.

Questionnaires were also sent to the home in order to receive some feedback from Family members of residents.

Ashglade

Ashglade is a small care home based in Bickley with 12 beds. The home supports people who require nursing care, personal care and some with dementia. Care is provided over 24 hours and an emergency nurse is on call.

On the day of the visit.

Upon arrival, a member of management team was approached and the Authorised Representatives (ARs), were formally introduced.

The ARs approached the residents as they were seated in the communal areas and explained the reason behind Healthwatch visit. Residents were asked if they were willing to participate before the survey was conducted jointly between the AR and the participant. All participants were reassured of anonymity. The questionnaire generally related personal choice and to what extent residents feel in control over every day matters that are important to them. In total, the AR's spoke with 6 residents about their experience of living at Ashglade.



In addition general observations were also made by the AR's, whereby checks of facilities, communal areas and dining areas, and resident information displayed on the noticeboards. General observations of staff interacting with patients were also made.

Purpose of the visit

- To collect feedback from residents to assess to what extent they are satisfied with the service they receive
- Identify examples of good working practice
- Identify gaps in service provisioning
- Observe care home in operation
- Capture the experiences of residents and any ideas for change they may have

Summary of Survey

1. Satisfaction with staff and overall feelings of living at Ashglade

The majority of residents (5/6) stated that they like living at Ashglade. There was one resident who was unhappy and said that they felt lonely. All of the residents that the AR's engaged with felt that they were comfortable and secure at Ashglade. Comments included "I feel safe here and help is at hand when I need it", "The front door is secure which keeps me safe" and "there is plenty of light which is helpful to me and the armchairs are comfy".

Residents felt that although there are opportunities to go out, they would like to do this more frequently. Half of the residents said that they are taken out by members of their family.



All of the residents said that they were happy with their living arrangements, five out of the six residents spoken to, said that the Manager was very approachable. Although the private space (resident's rooms) were not visited by the AR's, three residents specifically mentioned that their rooms were nice.

The Information displayed on the noticeboards was poor and no weekly activities were posted. Resident and visitors would benefit from having a planned activities programme that is displayed.

One resident said that the home is very welcoming and my family are happy to visit, when they are able to come. There were a number of positive comments made by residents about the staff and the manager.

Five family questionnaires were completed and handed to the AR's during the visit. Comments made by families included:-

- If there are changes to my mother's health I have always been informed promptly.
- I had a phone call about my mother's future care planning as her condition was deteriorating, this was appreciated by the family.
- All of the support that my mum needs are catered for at Ashglade.
- I am kept up to date with my mother's progress during most of my visits.
- The staff are all aware of my mums abilities and difficulties and provide her with outstanding support.

A negative comment was made over concerns about incontinence care. The family member said that the pads were inadequate and the manager has found it difficult to source appropriate ones.



2. Personal Choice

Residents and families are involved in the care plans and they are able to discuss changes or preferences with staff. One resident commented - “I am often asked how I feel and whether I am happy or not”. Most of the residents felt that they were able to choose their preferences and would speak to the staff if they were unhappy. Residents were happy with the choice of food and there were no complaints about the quality or portion size.

3. Access to community networks and facilities

Residents do have opportunities to go out as mentioned previously but these are limited. Residents said that they would like more outside trips. The reason given for the limited external trips was the lack of driver for a minibus that the home can use.

Residents did mention visits to the local pub, shops and lunches which they enjoyed.

Additional feedback

Staff

Residents were complementary about the staff and the AR’s observed good interaction between staff and residents during the visit. The home Manager has a hands on approach and a couple of residents commented specifically on how they appreciated this additional support.

The staff training programme involves both 1-2-1 training and e-learning. All staff who completed our questionnaire comment that they were happy with the training provided by Ashglade.



Residents said that the staff were friendly, approachable and discreet. One resident commented “the staff are like family to me”.

General observations

The Premises

The overall impression of Ashglade was that the home is welcoming, bright clean, tidy and is odour free. However, the outside porch area was untidy and full of cobwebs at the time of our visit and this needs attention.

The security system in place was adequate and this enhances the residents’ safety. Furnishings were of a good standard and the temperature in the building was appropriate for the residents.

The Garden

The garden area is of an adequate size but is in need of some attention.

Activities

A range of varied in-house activities are available to the residents. Over three quarters of the residents who completed our questionnaire said that they get involved with the activities at Ashglade.

Staffing levels

The staff/resident ratios were good and the staff were observed to be attentive during our visit.

Items for consideration

1. Concerns over incontinence care needs to be addressed. A family member said that the pads were inadequate and the manager has found it difficult to source appropriate ones.



2. The garden and porch areas are tired and in need of some attention, as mentioned within this report.

3. The Information displayed on the noticeboards was poor and no weekly activities were posted. Residents and visitors would benefit from having a planned activities programme that is displayed.

Feedback from Ashglade

Please use this box to add any comments, reflections or inaccuracies stated in the report.