

# Enter and View Report

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## Baycroft Care Home

Grays Farm Rd, Orpington BR5 3AD



Healthwatch Bromley

30<sup>th</sup> August 2018

Service visited:	Baycroft Care Home
Address:	Grays Farm Rd, Orpington BR5 3AD
Care Home Manager:	
Date and time of visit:	Thursday 30 <sup>th</sup> August 2018, 14:00 – 16:00
Status of visit:	Announced
Healthwatch Bromley Enter and View Authorised Representatives:	Peter Todd, Stephanie Wood, Amanda Biley
Lead Authorised Representatives:	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**

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 being entered and viewed, 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, three Enter and View Authorised Representatives (one Healthwatch Bromley volunteer and two Healthwatch Bromley staff members) 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 Baycroft Care Home on the recommendation of the London Borough of Bromley.

## **Acknowledgements**

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**Enter and View Authorised Representatives:** Peter Todd, Stephanie Wood and Amanda Biley.

Thank you to the Care Home Manager, the care home staff and visitors.

## **Background**

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Baycroft care centre is a 75 bedded, purpose built, care home for people needing nursing care. Situated in the London Borough of Bromley, the home was opened a year ago. The home is spread over three floors and offers a homely, friendly and supportive environment. People living in the home are often living with dementia and additional physical conditions, needing skilled nursing care. The home offers individualised and personalised care in a high quality environment.

The home has a communal lounge and dining area on each floor. All meals are cooked on the premise and the cook caters to individual requests. The home also has a wheelchair accessible garden and outdoor balconies/terraces on every level.

## **Observations about PA**

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Upon arrival, the reception area was warm, clean, and inviting. Visitors are signed into the building before being given an access code to enter the residential floors. The surroundings were clean and tidy. There are parking facilities on site. There was information about accreditations for Baycroft clearly displayed in the reception area. There is the facility to leave a comment or feedback on the care home, with complaints information also clearly on display.

## **Current Care Home Staffing**

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The authorised Enter and View representatives spoke with the Care Home Manager and her deputy about the service delivery of Baycroft. There is a senior nurse, three nurses and three carers on duty per floor. The staff rotate floors so they get to know all of the residents. All of the staff seemed very happy with their work environment and made positive comparisons to previous places of work.

The General Manager is new in post, having started in August 2018. Healthwatch was informed that the home has an agreed workforce for current occupancy: 1 Manager, 1 Clinical Lead/Deputy Manager, 12 Registered Nurses, 8 Senior Care Assistants and 38 Care Assistants (key staff), 2 Lifestyle and Wellbeing Co-ordinators, 1 Head Chef, 1 Sous Chef, 1 Gardener/Chauffer, Kitchen Assistants, Laundry Assistants, Dining Room Hostesses, Housekeepers, Maintenance Lead and 1 full-time Administrator. There are currently the following vacancies: 1 Hospitality Manager, 4 Registered Nurses and 6 Care Assistants.

New staff have a 2-week induction period. The staff Healthwatch spoke to said they had received a two-week induction period, which covered moving and handling, health and safety, safeguarding, DOLS and the Mental Capacity Act, Dementia Awareness and behaviours that challenge.

Staff are monitored by the deputy manager. Staff receive regular training and access

mandatory training via an e-learning portal. The staff stated that they have close work relationships with their local GP and pharmacist.

In terms of further training, this is delivered by means of online courses and face to face training. The training is adopted on an 'as and when' basis. The staff team undergo routine and internal training and have been trained by St Christophers in End of Life Care.

Whole Staff meetings are held once a quarter. Other meetings more frequently. Staff appraisals are held annually. Staff receive supervisions 6 times throughout the year and these supervisions include observational supervision. The care workers' appraisals are carried out by the Nurses. In respect of non-medical staff, appraisals are carried out by the Manager and her Deputy. Nurses administering medication receive additional supervisions relating to medication and have to demonstrate their competence. The home nominates an employee of the month and seemed to take pride in its staff.

All of the staff the Enter and View representatives spoke to said they enjoyed working at Baycroft and that it was a nice place to work compared to other homes they had previously been placed in. Staff feedback included:

- *"We have had teething problems but we have learnt from them and we will see how we can improve the service"*
- *"It is like a family here"*
- *"I love my work. It is a very stressful time for residents and their loved ones when having to make the decision to move into care and I want to make this as easy as possible for them"*
- *"I have a very close working relationship with both the local management team as well as Head Office and feel I can voice any ideas for improvement or concerns can be listened to"*
- *"The service is being run to a very high standard. Training is given to staff and resident safety is number one"*

## **Resident acceptance**

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There are currently 31 people in residence at Baycroft Care Home. The home is open for viewing from anyone. The home manager and home administrator will introduce them to the home and carry out an assessment. Prior to acceptance, each new resident is visited at their respective residence by the Manager or Deputy Manager, usually with a relative present. At this meeting, discussions will involve the needs of the resident. Once the necessary administration is completed, a new resident could be accepted. The new resident would also need to bring with them 2 weeks' worth of their current medication. The new resident would be allowed to retain their current GP. However, Baycroft does have a contract with a local GP surgery

Staff commented that there was often a pressure to accept patients from the Princess Royal University Hospital on a very quick turnaround, often a same day discharge, despite the home having to assess the individuals prior to their admission. The Care Home Manager commented that their care plan needs to be ready and in place before they felt comfortable placing individuals. The home did not currently have residents on respite but several of the permanent residents had previously stayed for respite care.

## **Accommodation**

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Baycroft was bright, clean and tidy and finished to an impeccably high standard. Healthwatch representatives observed the home to be quiet and pleasant, with lots of windows and natural light. Every floor had its own dining room and communal area with TV and games. The floors are roughly split into level of need, with the ground floor being Residential and Nursing care and the middle and top floor being used to care for those with a higher level of need or dementia.

Baycroft Care Home had exceptional facilities for residents, including a movie theatre, spa room, gym, a children's playroom and a sensory room. There were several break out areas across the home, with pianos and other forms of entertainment available for residents.

Each of the rooms is ensuite with a single bed, chair, small table and draws, TV, telephone and Wi-Fi. The resident can bring their own TV. From the corridors each floor has toilets, as well as shower/bath facilities with hoists. Each room was personalised to their resident's liking.

## **Residents Care**

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All residents are permitted to get up and go to bed at their chosen times. They are assisted in dressing and undressing where required. The laundry operates 7 days a week, clothing can be named by the laundry staff at no extra charge.

A GP visits Baycroft twice a week, on a Tuesday and Thursday, and also in the event of an emergency. If residents need to see either a dentist or optician, this is arranged by the home. Baycroft has an onsite gym and physiotherapy room for use by residents. Residents have independent arrangements with physiotherapist and they visit as often as needed. This facility improves mobility and encourages independence, as well as raising confidence and self-esteem. Healthwatch did not observe any evidence of faith provision or visiting ministers.

Baycroft has a treatment room with a hairdresser on site, which the residents seemed to enjoy. Some of the carers also provide services, such as shaving and manicures for the residents. They hold a service at least once a month in house, and attend a coffee morning at the local church every two weeks. In addition, it can be arranged for individual ministers to visit residents on request.

Any complaints received from the residents are investigated by the manager. All complaints are recorded in a complaints file. They will make the decision as to whether they ask another manager from another one of their homes to investigate the complaint further. The same procedure is carried out if a complaint is received from a relative. The residents Healthwatch spoke to seemed happy with their care generally and said they felt safe and supported at Baycroft and liked the staff.

The Enter and View Representatives were informed that they had recently introduced the red bag scheme. The scheme ensures that any resident needing hospital care, takes with them a red bag prepared by the care home staff, which includes the resident's standardised paperwork and their medication, as well as day-of-discharge clothes and other personal items. Baycroft staff indicated there had been some initial difficulties with the scheme and a breakdown of communication with

LAS staff when a resident had been admitted to hospital. However, after further conversations, it was felt this had been resolved.

One resident Healthwatch spoke to commented that they had been transferred to Baycroft from another home for End of Life care as they felt there had been a breakdown in communication and trust with their previous carers and care home.

## **Visitors and Location**

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Baycroft is in accessible location, with plenty of parking facilities, and can be reached via public transport. Visitors are permitted to attend the home at any time, and should the need arise, they may stay overnight, especially in respect of the home's end of life residents. Meals can also be provided for the resident's visitors. Should a visitor wish to take their resident out for the day, this is permitted after an assessment has been made.

## **Activities**

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Baycroft Care Home has an active and varied activities calendar. The day before Healthwatch's visit, the home had held a 'one year' birthday party, to which friends and relatives had been invited. Healthwatch spoke to residents and family members who highly commended the event and expressed their praise and gratitude to the staff members.

Healthwatch Bromley was provided with an activities calendar by the Care Home Manager. However, Healthwatch did not observe an activities calendar on display at any point around the home.

Activities included visits from a therapy dog, bingo, arts and crafts, power plate, snooker and quizzes. The home holds movie afternoons weekly in the cinema room and has recently organised several outings, including a trip to the pub. The family members the authorized representatives spoke to said they were always asked and encouraged to join in activities.

## **Dietary Needs**

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The resident's dietary needs are discussed as part of the initial assessment; likes, dislikes and allergies are considered, such as diabetes. Breakfast – starts from 7.30am. Lunch – commences at 1pm. Dinner – commences at 6pm.

Should the resident wish to dine in their room this can be arranged. The menu is prepared over a 4-week rotation with residents being able to specify their meal choices on daily basis. One family member told Healthwatch "requests and opinions regarding food are discussed on a regular basis with the chef."

Nutritional profiles are in place for all residents to ascertain any areas of risk and to highlight personal preferences. This information is communicated to the chef. The chef undertakes quality checks to gain feedback as to the mealtime experience.

## **Medication**

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Each floor has its own locked medical trollies. Only the nurse dispenses the residents' medication.

The controlled drugs are checked at every handover by 2 nurses. Any medical concerns or change in medication is relayed to the resident's relatives. All accidents are recorded in the resident's care plan. All visual wounds or sores are photographed, and a care plan devised.

## Security

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There is a log in/out register and receptionist to welcome visitors. There were coded keypads on each floor to access both the stairs and the lifts, with the codes clearly displayed above the key pad.

## Family and Friends

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Healthwatch Bromley spoke with a visiting relative whose husband had been a resident at Baycroft for only a few months. The wife had nothing but praise for the service provided by Baycroft for her husband. He had previously been at a home in Bexley but she had transferred him to Baycroft Care Home as she had been unhappy with the care he had received at the previous home.

Enter and View representatives also spoke to a lady who had placed her mum in the Baycroft recently. The lady told Healthwatch it is *"an excellent, platinum service compared to the residential care home Mum was in previously in Sidcup for three months"*. She felt safe and secure with her mum being at the home and felt that *"carers are more like friends to Mum and I can go home go reassured she is well cared for and happy"*. She further commented that she regularly attends resident/relative care home meetings. The Care Home Manager told Healthwatch that friends and family meetings were organised quarterly to give relatives an opportunity to feedback on the care their loved ones were receiving.

Further family and friends feedback included:

- *"The dentist sometimes takes a long time to arrange to visit the home"*
- *"Very happy with the care here and it is nice to know that my husband is being cared for properly"*

## Recommendations

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It should 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. Many of the residents encountered at the time of our visit appeared to be very frail and affected by dementia.

On the basis of our observations, we would like to recommend the following:

- An activities calendar to be put in place and clearly displayed for residents and friends and family.  
**Response from Baycroft:** Our Calendar is prominently displayed in a frame on each floor, a printed copy is given to each resident to keep in their rooms. A monthly schedule is sent by post or email to every single family at the beginning of each month.
- Additional training and supervision of care staff/hostesses to ensure residents are receiving high levels of care and that staff are supporting residents consistently and safely.  
**Response from Baycroft:** Each member of staff undertakes a comprehensive classroom programme before they commence work with residents. To further embed the knowledge gained during the two-week programme staff then shadow experienced staff

members until competence is demonstrated. Supervisions take place throughout the year and all staff have an annual appraisal.

- Training for all nursing staff and carers around long term conditions, where necessary, to ensure resident's needs are catered for and that staff are confident in their knowledge and handling of residents with multiple needs.

**Response from Baycroft:** The induction programme includes a high level of focus on dementia. We have scheduled a suite of clinical training for Registered Nurses provided by external trainers and have been invited to attend training alongside the Nursing staff at our local GP Surgery.

- Active encouragement of outings and external visits for residents where appropriate.

**Response from Baycroft:** All residents are actively encouraged to take part in outings and off-site activities. We have a dedicated driver and exclusive use of an adapted minibus with tail lift and a car. We also have two full time Lifestyle and Wellbeing Co-ordinators.

- Dietary needs and allergies of individual residents to be clearly displayed so all staff are aware of nutritional needs and potential health concerns.

**Response from Baycroft:** Nutritional needs and allergens are kept discreetly in files for use at mealtimes. The kitchen also has a copy and a large whiteboard which displays each resident's dietary needs and preferences.

## 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 information and has provided a response to our recommendations.

Overall, positive feedback was received from the visitor and staff members regarding Baycroft. Staff commented that management was generally supportive of staff and there is a friendly atmosphere within the home. Good practice has been observed in the home. Our impression on the day was of a well-run service which supports its residents holistically in a very high quality environment.

The report will be published on the HWB 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 visitors, staff and residents at Baycroft 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 PA. The observations made in this report only relate to the visit carried out on the 30<sup>th</sup> August 2018.*