

Enter and View Report

Burrows House

12 Derwent Road, Penge, London SE20 8SW



Healthwatch Bromley

12th December 2019

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Visit Information

Service visited:	Burrows House
Address:	12 Derwent Road, Penge, London SE20 8SW
Care Home Manager:	Ms Maryam Timamy
Date and time of visit:	Thursday 12 th December 2019, 14:00 – 16:00
Status of visit:	Announced
Healthwatch Bromley Enter and View Authorised Representatives:	Mina Kakaiya, Peter Todd and Emma Clarey
Lead Authorised Representative:	Mina Kakaiya
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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 attended the visit. The Authorised Representatives spoke to staff, visitors and family members who were visiting Burrows House. 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 Burrows House at the request of the local authority.

Methodology

The approach used is to:

- Talk to residents about all aspects of their care and whether this is delivered in a way that promotes their dignity and independence including the ability to make choices about their daily lives.
- Talk to residents about staffing levels and whether they feel safe with the level of the care provided.
- Talk to relatives, if they are available, to ask if they are happy with the care provided to their relatives and whether they are aware and feel able to report any concerns/complaints.
- Speak to staff about training, turnover, support and staffing levels.
- Observe interaction at all levels between residents, staff, management, and visitors.

Acknowledgements

Enter and View Authorised Representatives: Mina Kakaiya, Peter Todd and Emma Carey.

Healthwatch Bromley would like to express their thanks to Maryam Timamy 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 staff, residents and visitors who took part in our questionnaires and provided valuable feedback.

Background

Burrows House is a 54-bed care facility and offers residents (over 65) a range of care packages to suit the needs of the resident. They specialise in Alzheimer's & Dementia. Located conveniently just outside the centre of Penge, Burrows House is close to transport links, local shops and other amenities. The home offers en-suite rooms and is situated in a populated yet peaceful location with pleasant surroundings.

The home is run by Gold Care Homes' who have recently invested in improving the facilities within the home. Care Quality Commission rated burrow House as 'Overall Good' in May 2018.

The home provides:

- Respite Care
- Modern Bedroom Furniture
- Single or Double sized rooms
- TV and Telephone points
- 5 days a week activities
- All staff dementia trained
- Many languages available for foreign and dementia residents
- Lift
- Wheelchair access
- Gardens for residents
- Visitor parking (8 free spaces)

Completed Healthwatch Questionnaires

During the Healthwatch visit, we received 34 completed feedback forms and these included-

- 3 Family & Friends questionnaires
- 10 Resident questionnaires
- 21 Staff questionnaires

Observations

The main entrance to the residential home is on a quiet residential road with eight onsite parking spaces for visitors. The home is close to local bus stops serving Penge, Croydon, Bromley and central London.

The first impressions were that the home was very welcoming and we were greeted with a smile

by a member of staff on the reception desk who asked us to sign the visitor's book and then introduced us to the Home Manager. We were offered refreshments on arrival and given a tour of the home by the manager and her deputy.

The care home manager was pleasant and passionate about her role and she gave us some background of the home. During the tour, Maryam (Home Manager) showed us the communal areas, the garden and new paving that had been laid at the front of the building to provide easier wheelchair access. There were no unpleasant odours detected during the visit. The premises have lifts and there is easy access available for wheelchair users around the building. The garden is accessible to residents and while it is a nice space, there is need of some work to the paving – Healthwatch understands that this is on the improvement list for next summer. The dining and lounge areas are to an acceptable standard and appropriate for the residents.

Toilets were clean but in a couple of the toilets there were empty stocks of gloves and wipes, appropriate aids were available (if required) and an alarm system was present.

There are several notice boards in reception and in the corridors providing valuable information to residents. This included a poster highlighting the Healthwatch visit today, which the home had publicised.

All fire and emergency exits were clearly marked. The home was decorated for Christmas and this added to the ambience.

During the visit, Healthwatch observed the staff including the manager supporting and engaging with the residents.

Current Care Home Staffing

The home manager Maryam provided Healthwatch with a staff list. At the time of the Healthwatch visit, there were 33 members of staff.

- 2 Management team (Home Manager & Deputy Manager)
- 3 Day Senior Care Workers
- 2 Night Senior Care Workers
- 7 Day Care Assistants
- 7 Night Care Assistants
- 13 Bank Care Assistants
- 1 Administrator
- 1 Chef
- 1 additional Cook

- 2 Catering Assistants
- 1 Head Housekeeper
- 2 Laundry / Domestic Assistants
- 2 Domestic Assistants (one is part time)
- 1 Bank Domestic Assistant
- 1 Activities Coordinator
- 1 Maintenance

Total staff including bank **47**

Resident acceptance

There are currently 52 rooms occupied with two residents currently in hospital. The home is open for viewing from anyone and no appointment is necessary. Each potential new resident has an assessment 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, provided that their needs can be met.

Accommodation

The accommodation available varies in size but all have adequate space. Some have their own en-suite bathroom and toilet. All bedrooms are linked by a call system and 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 space available to residents to engage with others or have some quiet space.

Residents Care

All of the residents were well presented and gave the appearance of being content. The residents who we spoke to were able to communicate with us and provide adequate information about the home and the care that they were receiving. Healthwatch received 10 completed resident response forms.

The question regarding whether or not the residents like living at Burrows House received a positive response from 70% of the people who responded, two were neutral and one said they would rather be in their own home.

All of the residents felt comfortable and secure at the home. We also received the following quotes:-

- “I am feeling safe and this is important to me after the burglary at my home”.
- “I feel safe and I am pleased with the support that I get”.
- “The skill and caring are very good”.
- “The home is warm and comfortable and although my mobility is not very good, I am able to get around okay”.

One resident said that when she gets her hair done on a Friday she feels a lot better.

Residents felt that the home was welcoming for their visitors and were complimentary about the staff team.

Premises

The building meets the needs of the residents in terms of cleanness, temperature and access. The lift is small but adequate, and the home is maintained well. In one of the corridors on the ground floor, they are in the middle of a redecoration programme, which needs to be completed. The toilets were clean but some lacked disposable gloves and paper hand towels (see pictures below).

All signs seen in the home were laminated and the lighting in the home was good.

We noted that the handheld Medicare system (Call Bell) in one of the bathrooms was being stored on a wash trolley, which was awkward to reach, and not in the allocated area on the wall. Staff fed back that residents may have taken it out and placed it on the wash trolley. This is found not be uncommon with their residents who are living with dementia. Staff do conduct health and safety checks periodically and this would have been placed back.

Some bathrooms had height adjustable toilets seats and all were clean and fit for purpose. Bathrooms were odourless and clean.

We did not visit resident’s personal rooms as part of this visit, however resident’s feedback to us was that they were happy with their rooms and the furniture provided.



Medicare alarm system



Toilet with raised seat



Small but adequate lift



No gloves in bathroom

Activities

Burrows House has an in-house activities coordinator. A majority of the residents take part in the activities programme and they are encouraged to do so by staff. One resident said: "I really enjoyed the children who came in this morning to sing to us". Residents have three activities that they are able to take part in (seven days a week). The programme of activities is displayed on a notice board, please see example below:-



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 Burrow house. Within the feedback forms the following was stated:

“I like the activities because I am able to socialise with my friends”.

A family member commented: “My mum loves the activities”.

“The wide range of activities is good and it stops me from getting bored”.

“I enjoyed the children’s choir this morning, it was lovely to hear them singing”.

Resident meals



The Chef advised Healthwatch that they had a varied menu for residents and as he had been at the home for a number of years, he knew what the residents liked and disliked. He gave clear examples of changes that had been made due to resident feedback.

He is aware of dietary needs and caters for these within his menu. Residents have a choice and the menu includes a picture of the dish so that they can see what they have ordered. Fresh seasonal fruits and vegetables are used and the food is home cooked and prepared on the premises.

Security and safety

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. All fire extinguishers were in date at the time of the visit, window restrictors in place and in full working order and all fire doors closed. It was a cold day and the home was warmed via radiators and mobile heaters. The radiators and heaters in the communal areas were of a comfortable temperature and did not pose a burns risk.

The majority of staff feedback received mentioned that they had undertaken mandatory training. On speaking with staff during the visit, they stated they were offered this on an annual basis.

Home Manager

The manager and deputy manager 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.

The Home Care manager said that they had experienced issues with the Red Bag scheme. This integrated pathway (Red Bag Pathway) is designed to support care homes, ambulance services and the local hospital meet the requirements of NICE guideline NG27: Transition between inpatient hospital setting and community or care homes. One main issue of note is that the Burrows House sends all its residents that are admitted into hospital with all of their medication. However, when they returned to the service, the residents do not have replacements or the completed property that was sent in the bag.

Burrows House is part of the GP alignment scheme, which builds on the alignment of GP practices to residential settings to improve care. Staff have felt this to be beneficial and enhance consistency of the individual residents care and health needs.

The Garden at Burrows House

When we visited Burrows House, it was winter and raining, so the garden was not in use at the time of our visit. The deputy manager told us how residents use the garden in the summer months, weather permitting, and enjoy the outside space.

The garden has wheelchair access. There is plenty of shade and ample seating in the garden. The garden has some features that make it more interesting for the residents, such as a little bird watching area and benches positioned all around the garden. The deputy manager explained that the garden was in need of some paving repair and tidy up, and this will be ready in time for the spring for residents to fully access and she highlighted they actively encourage usage of the outdoor space.

Care Home Staff Feedback

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

“My manager is extremely supportive and so is my team”

“Some (residents) would like to have a little bit more time spent with them”

“I know all the residents in the home. I work in all parts of the home. We get information when new residents are moved in”

“The service is very organised and runs very well”

“I think it is run well and residents are well looked after but I think there is not enough to stimulate them. A lot of them are very bored and fed up and need more one on one time”

“The social activities is good because it gives the residents the opportunity to interact and socialise”

“Good communication from the manager down”

The staff at Burrows House confirmed that they 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 and colleagues. Staff felt that their line manager was approachable if they have any immediate concerns.

Resident and Family and Friends Feedback

9 residents completed our questionnaire and some of the comments made have been included below:

“ We have a meeting every two months to discuss different activities and food with the chef”

“The staff make up for my lack of visitors”

“ I feel safe. This is important to me after the burglary at my home”

“We have meetings with staff to discuss activities”

4 visitors completed our family questionnaire and some of the comments have been included below:

“Dad is flourishing”

“Like the food”

“The food here is excellent and mum gets choices”

“There are always people around which gives mum confidence”

The consensus from families and friends was that the residents were well cared for and safe.

Recommendations

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

- To ensure the continuity of Red Bag scheme by working closely with the hospitals and relevant partners to improve quality of care from hospital to the home.

Response from Burrow House:

- *We already have system in place to track Red Bag and if not returned we can trace to the location.*

- The decorations on the ground floor to be completed.

Response from Burrow House:

- *This is already in process and should be completed soon.*
- The home should check their rotas for stocking the toilets with necessary essential cleaning items.

Response from Burrow House:

- *The staff do stock up and check on regular intervals. This may at times delay if staff are dealing with resident care needs. Furthermore, gloves are also kept in the nearby toilets for staff to use as necessary.*
- *Please, note that as residential home with people living with dementia, we continually conduct risk assessments. As some residents tends to take the gloves and thus why they have been removed from that toilet for that reason.*
- To ensure there is adequate staffing levels to offer one to one time to residents where required and activities that provide appropriate stimulation to mitigate boredom.

Response from Burrow House:

- *This was one comment made, from one staff member. It has never been raised as an issue by resident or staff.*
- The planned paving area in the garden to be repaired so that residents can have easy access around the garden.

Response from Burrow House:

- *Planned to be done in the spring.*
- More comfortable chairs in the units so all residents can participate in activities at the same time.

Response from Burrow House:

- *New chairs have already been ordered.*
- In order to offer greater stimulation for residents, in the summer months organise day trips or regular shorter trips out for the residents of the home facilitated by staff.

Response from Burrow House:

- *This will be considered taking into account the wishes of the residents.*

Conclusion

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 and Deputy Manager seemed comfortable disclosing non-confidential information.

We received positive feedback from the visitors and staff members regarding Burrows House. Staff commented that management team were supportive of their work and the atmosphere within the home was good, many staff referred to the fact they feel like they have a 'family like' bond. 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 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 Burrows House 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 Burrow house. The observations made in this report only relate to the visit carried out on the 12th December 2019.