

Enter & View Report

Mission Care Elmwood, 12 June 2023



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Visit Details	
Service Visited	Mission Care Elmwood 42 Southborough Road, Bickley, Kent BR1 2EN
Manager	Sakshi Wahi
Date & Time of Visit	12th June, 11:00 – 14:30
Status of Visit	Announced
Authorised Representatives	Beekensa Ngu Graham Powell
Lead Representative	Julia Eke

1. Visit Background

1.1. What is Enter & View?

Part of the local Healthwatch programme is to undertake and report on ‘Enter & View’ (E&V) visits.

Mandated by the Health and Social Care Act 2012, the visits enable trained Authorised Representatives (ARs) to visit health and care services – such as hospitals, care homes, GP practices, dental surgeries, and pharmacies.

E&V visits can happen if people tell us there is a problem with a service but can also be made when services have a good reputation.

During the visits we observe service delivery and talk with service users, their families, and carers. We also engage with management and staff. The aim is to gain an impartial view of how the service is operated and being experienced.

Following the visits, our official ‘Enter & View Report’, shared with the service provider, local commissioners and regulators, outlines what has worked well, and makes recommendations on what could work better. All reports are available to view on our website.

1.1.2 Safeguarding

E&V visits are not intended specifically to identify safeguarding issues. If safeguarding concerns arise during a visit they are reported in accordance with safeguarding policies. If at any time an AR observes anything they feel uncomfortable about they will inform their lead who will inform the service manager, ending the visit.

If any member of staff wishes to raise a safeguarding issue about their employer, they will be directed to the Care Quality Commission (CQC) where they are protected by legislation if they raise a concern.

1.2 Disclaimer

Please note that this report relates to findings observed during these specific visits. It is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed on these dates.

1.3 Acknowledgements

Healthwatch Bromley would like to thank the service provider, service users and staff for their contribution and hospitality in enabling this E&V project to take place. We would also like to thank our ARs, who assisted us in conducting the visits and putting together this report.

2. Information About the Service

2.1 Elmwood

Elmwood is a purpose-built care home that opened its doors in 1952, and it is part of Mission Care group. The care home was initially founded to serve residents of the Christian faith - however, they now welcome residents from all faith groups.

The local authority holds block beds* with Elmwood. They receive referrals from various local authorities, and directly from hospitals teams. Continuing Healthcare (CHC) and the Integrated care board (ICB) funded referrals are also received in addition to private clients. Over 70% of their residents are funded by a local authority/ICB.

**Block beds are beds in a care home that the local authority pays for in advance regardless of whether anyone is using them. They should also be used for normal temporary admissions and respite when available.*

Elmwood is located within walking distance to Bickley station with good bus routes. There is ample parking on site and off-street parking as well.

An E&V visit was carried out on 12th June 2023 by three E&V ARs. The visit was announced and planned in partnership with the home. In preparation for the visit, we shared with the registered manager a poster announcing our visit to display in communal areas, and copies of questionnaires explaining the purpose of E&V visits.

2.2 Ratings

The Care Quality Commission (CQC) is the independent regulator of health and adult social care in England. It ensures that health and social care services provide people with safe, effective, compassionate, high-quality care, and encourages services to improve.

The last CQC inspection took place on 16 March 2021 and was announced. Whilst the service was inspected, it was not rated. The [overall summary](#) is available to read online and includes examples of good practice.

The carehome.co.uk [review page](#) contains positive feedback with a review score of 9.6 out of 10 based on 22 reviews with an average 'Overall Experience' of 4.6 out of 5.

2.3 Residents

The care home offers 70 beds. At the time of our visit all the beds were occupied.

Residents' ages ranges from 64 to 100 years and they come from a variety of backgrounds including British, African and European. There are 23 men and 47 women.

43 residents have been diagnosed with dementia. All residents have a long-term health condition.

2.4 Staff

In total, Elmwood care home has 66 staff who deliver regulated activities as part of daily duties. Their staffing structure includes:

- Home manager
- Senior clinical lead & clinical lead who also works on the floor as a nurse
- Three bank carers

- Two activity co-ordinators
- Two pastoral team members
- One full time and one part-time business support team member
- Four domestic assistants
- Seven kitchen staff
- Laundry staff
- A maintenance team member

Staff members are from a range of ethnic backgrounds and nationalities, including White British, Irish, Italian, Romanian, Turkish, Indian, and other European groups.

3. Summary of Findings

Three E&V Authorised Representatives (ARs) attended the E&V visit. On arrival, staff were friendly and welcoming. Overall, the home was clean and well maintained. The presence of clear signage and informative posters, as well as the knowledge and awareness of the staff, suggests that the home is well-organised and provides useful information to residents, visitors and staff.

Entry and General Accessibility

Notes

Located in a quiet area, Elmwood is designed to be accessible and accommodating for residents who require wheelchair access. There is a double entry door which allows easy movement, while also providing extra safety for residents. There is an ample garden for residents and staff to do outdoor activities and host summer parties.

What has worked well?

- Parking available for up to 20 cars
- Two disabled parking bays
- Dedicated space for an ambulance
- Large outdoor space
- A large staff room
- Visible Fire Assembly Points
- Required sign in at entry
- Large reception area
- Portable washing sink available to wash hands
- Sanitiser available
- Complaint forms and leaflets to review Elmwood on Carehome.co.uk are available and clearly visible for visitors and staff

- A whiteboard with nurses' names, and the Healthcare Assistant (HCA) in charge on that day, was visible in the corridor
- Golden Standard Framework well displayed on noticeboards
- Double glazed windows

What could be improved?

- No sun protection in the garden
- Broken and exposed electric point in the garden

General Environment

Notes

The entrance and the ground floor are bright and well organised, making it easy for visitors to navigate independently.

Walls are painted in magnolia or light purple and there is wooden flooring, giving enough contrast for people with poor sight. The home is gradually replacing carpets with vinyl in the residents' bedrooms as they become vacant.

A stand of greeting cards is available for purchase at the entrance.

All bedrooms are single rooms with ensuites and a television. Each bedroom door displayed a door number, a QR code and a picture of the occupant. At the time of our visit, bedrooms had portable fans.

We observed bedrooms decorated to the residents' requirements and tastes.

There is a coffee shop that serves as a multifunction room thanks to a sliding door, allowing families to have privacy during their family functions.

What has worked well

- Bright welcoming area
- Spacious corridors
- Newly installed air conditioning unit in the lounge
- Many fans throughout the building
- Clear signage
- Medicare system in all corridors
- Dementia-friendly signage throughout the home, noticeably on the doors, to help with navigation
- In contrast with the pale walls, the handrail is purple.
- Dementia friendly doors (different colour handle and two different colours for doors)

- Multifunctional coffee room
- Smoking area in the garden

What could be improved

- Closing windows to get the best from air conditioning when it is being used
- Induction loops available in the coffee shop but not in the communal areas
- We identified no calendar clocks

Safety, COVID-19 and Visiting

Notes

We have been told the home has not had a COVID-19 outbreak for over 10 months, and that all residents received their COVID-19 booster in April 2023.

Family members were pleased with the COVID-19 safety measures put in place and arrangements for the residents. According to staff, there have been sufficient infection prevention measures and personal protective equipment (PPE).

At the time of our visit, we were told that staff are no longer required to use face masks.

There is no visiting restriction for relatives and friends.

What has worked well?

- Double glass entry door
- Visitors are required to sign in on a screen in the reception area
- All staff wear identification (ID)
- No visible obstructions to fire exits
- Fire blankets and evacuation plans in place
- We have been told that weekly fire drills take place
- Visible Fire Assembly Point
- Residents, visitors and staff know how to raise a safeguarding issue
- Key operated lift
- External doors kept locked
- On the dementia floor, the balcony has a glass screen for protection
- Hand sanitiser is available throughout the home
- Posters on how to reduce the risk of COVID-19 infection

What could be improved?

- Broken and exposed electric point in the garden

Activities and Personal Involvement

Notes

On the day of our visit, we observed 12 residents doing seated exercises and playing with hats and soap bubbles in the communal area, with a staff member from Kiddleydivey, who have provided music and movement programmes since 1996. We observed some family members with children also joining the activity.

The coffee shop located on the first floor is an ideal space for staff, residents and visitors to access.

Activities are scheduled in the morning and afternoon and include:

- Seated exercises
- Bingo
- Hairdressing
- Service led by the pastoral team
- Tea parties
- Hand massage sessions
- Sunday Songs of Praise
- Music in the garden
- One-to-one life stories
- Questionnaires
- Nail treatment
- Music and dance sessions
- Crossword puzzles

What has worked well?

- High level of engagement with the activity co-ordinator

What could be improved?

- We found no potential areas for improvement.

Diet and Cultural Practices

Notes

The menu changes twice a year, taking into consideration feedback from residents and their relatives.

Monday to Thursday the home serves a cooked breakfast, while the rest of the week it provides a selection of cereals, porridge, toast and fruit.

Residents have a menu that staff take around with a trolley to each bedroom.

In the kitchen, there are three staff members per shift: a cook and two assistants. The chef is in the home from 7am to 6.30pm, while one assistant works from 7.30am and finishes at 4.30pm.

The chef started as a catering assistant and was offered the position 10 years ago. She has a good relationship with the residents. We have been told that she is able to accommodate residents' different needs by cooking foods from different cultures.

Elmwood was founded as a Christian home; consequently, it has a pastoral team for residents, staff, and family members. Residents, including those that don't practice a religion, reportedly enjoy speaking with the pastoral team and frequently confide in them and discuss any concerns. Residents enjoy singing religious hymns, and the staff believe it aids in memory retention.

During the festive season, staff organise parties and a buffet. Additionally, they enjoy celebrating residents' birthdays with homemade cakes.

What could be improved?

- We found no potential areas for improvement.

Feedback and Complaints

Notes

Regular meetings are held between residents and management to discuss any concerns.

"Yes, if any issue, she goes to the office. They accommodate her complaints, and they listen to her."

What has worked well?

- Complaint forms and leaflets to review Elmwood on Carehome.co.uk are available in the main entrance.
- Posters with QR codes are displayed around the building and the manager believes they have a good communication with family members and visitors.
- Staff told us that every morning the manager makes their rounds and there is always an opportunity to raise a concern.
- A resident told us that they feel listened to if they raise a concern or have any questions. They said that the staff are always very good and follow up any queries.

What could be improved?

- We found no potential areas for improvement.

4. Residents' and Families' Feedback

We received feedback from 16 family members and asked questions related to mealtime, emergency arrangements, access to healthcare, social life, and communication with the care home.

We spoke to three residents. Not everyone was able to fully answer some of the questions due to their cognitive impairment.

General Environment

The majority of residents are quite comfortable with the temperature. We heard only one complaint about the room being cold due to the air conditioning being on and the food being "just all right".

Diet and Cultural Practices

All family members have expressed satisfaction with the monitoring of food and fluid intake - and they are aware that assistance is available if needed.

Most of the residents said that they are satisfied with the meals provided and receive help when needed.

Safety

All family members view Elmwood as a safe place for their relatives, and they also shared with us that the home keeps them informed as to what is occurring at the

care home, including any future care plans. However, in response to the question “Do you know what the arrangements are for him/her in an emergency?” three responded no, while four were unsure.

Out of 16 family members, only two were unsure about evacuation plans.

Residents that we spoke to said that they are well looked after, they all feel safe around the house and they are kept informed about any concern.

Most residents were pleased with how the care home handled the COVID-19 outbreak – however, just one resident shared with us that the isolation period was difficult for them and found the home’s rules strict.

Feedback and Complaints

A resident told us that they feel listened to if they need to raise a concern. They said that nurses and the manager are always very good and answer any questions raised.

Activities and Personal Involvement

All family members are aware of the activity programme and seemed happy about the choice on offer. However, one shared with us their desire for improvements but did not specify what types of activities the home should implement.

Residents feel they have a good group of friends – they are all aware of the programme of activities and they try to join in whenever they can.

Family and Friends’ Selected Comments

General Environment

“First class care. Thank you.”

“Good care at Elmwood”

“Can’t fault you, do everything correct, always answer my questions. Or contact me in a slight change.”

“Very high standards of care and support.”

“The readiness to listen is exceptional for any organisation.”

Activities and Personal Involvement

"Because of my husband's lack of mobility, he is unable to participate in activities. His 'cognitive' is very poor. He cannot see or hear the TV."

"There are issues with his wheelchair and over activities programme."

Staffing

"I am very pleased with the service. At Elmwood all the staff are lovely, and mum is well looked after."

"The staff at Elmwood are excellent. They are extremely kind to my father. And treat him with great dignity."

"Visitors are not asked to show ID, but they are known to staff, and they could ensure safety."

Residents' Selected Comments

"The food is all right not too bad; it could be worse. The food is easy to eat, so I don't need help."

"I feel cold with A/C on."

"I was treated like a queen, upon my returning from the hospital. Welcoming, lovely."

"They were very strict when I first came, I did not like the covid isolation here and rules."

5. Staff & Management Feedback

We received feedback from 16 staff members, including kitchen personnel, laundry staff and the pastoral team. We observed all staff wearing uniforms and they had all been vaccinated. We observed all staff engaging with residents.

Staffing

Notes

Out of the 16 staff that we spoke to:

- 25% have been working here for under 12 months

- 25% have been working here for 4+ years
- 50% for 1-3 years

All staff reported satisfaction with the induction and training that they received. Some told us they would like to receive more training, including Approachable Management, a National Vocational Qualification (NVQ) and attending a Major Depressive Disorder (MDD) conference.

Training provided to employees includes:

- End-of-life care, offered by St Christopher's
- Level 2 Food Hygiene and Safety for Catering
- Safe Handling & Use of Chemical Cleaning Products
- Coronavirus (COVID-19) for Nursing Professionals

Elmwood also offers specific training, provided by Regalia Care, for staff annually and management courses.

The care home is involved in a sponsorship programme where they can recruit 11 international staff.

Agency staff come regularly, and they are familiar with the management team. Agency staff often ask to become permanent members of staff.

What has worked well?

- The majority of staff were pleased with the length of their breaks on duty, and the way in which the handover is organised
- All staff said that the induction has been useful - one said that the end-of-life care training was good
- All staff are confident that residents are treated with dignity and respect
- All staff that gave us feedback said that they are aware of how to raise a safeguarding issue
- Staff said residents have no problem accessing community health and social care services
- All staff have been offered a COVID-19 vaccine
- Staff are pleased with the provision of PPE and arrangements made to protect them from COVID-19

What could be improved?

- One staff member said that sometimes breaks are not always adequate.

Selected Comments from Staff

General Environment

"This is one of the best care homes I have ever worked in. My husband was in the Army, and we were stationed all around the country and I worked in many homes so have a lot of Care/Nursing Home experience."

"Every morning the manager makes her rounds and there is always an opportunity to raise a question."

"It's a well-run home. As an agency nurse I can tell you it's one of the best I've worked in."

"Excellent service to each resident. The staff and management team are fantastic. They are the angels, and they treat their residents with dignity and respect."

"Really happy to share that this is the one of the best care homes that I have ever worked. It provides excellent service to all residents."

Activities

"Yes, we can work with the residents and the carers to involve them in any activities they want to, but we are aware that not everyone wants to join in."

Management

Notes

The management team is satisfied overall with the service provided to residents.

Diet and Cultural Practices

The manager told us she is satisfied with how the home meets the residents' dietary requirements. We have been told that the home collects dietary information during the referral period.

Residents have a meal choice from a menu, which is discussed with the family and the team. They also receive support with eating and drinking, which is recorded.

Management told us that food and fluid intake are noted and put on the resident record for everyone to see it. The home uses The Care Vision system to record their weight, liquid intake, and dietary requirements.

Working with residents

There is a plan to develop a new app that can scan residents' faces and pick up signs of pain and discomfort for those living with dementia.

We have been told that the home no longer uses face masks.

Staff

The manager is happy with the level of support she received from agency staff and told us that some have been working regularly for three years.

When choosing new staff, the manager said that empathy and attitude is what they are looking for as technical skills can always be developed later.

Feedback

The home manager believes there is good communication with relatives and visitors, and there are posters with QR codes displayed around the building on how to raise a complaint.

What has worked well?

- Great support for residents with diverse cultural backgrounds
- Evidence of inclusivity through pastoral services
- Good induction and training support for new staff
- Every Tuesday a GP visits the home
- Evidence of effective communication with staff, residents and family members
- Good integration of agency staff

What could be improved?

- We found no potential areas for improvement.

6. Recommendations

Healthwatch Bromley would like to thank Elmwood for their support in arranging our E&V visit. Based on the analysis of all feedback obtained, we would like to make seven recommendations for the service.

6.1 General Environment

6.1.1. No sun protection in the garden.

We advise the management team to purchase garden parasols for the tables to help protect residents from the sun during hotter months.

6.1.2. Air conditioning and open windows.

We suggest that the home closes the windows to get the best from air conditioning when it is being used during hotter months.

6.1.3. Room temperature.

We advise management to ensure all residents are satisfied with the temperature in their bedroom and that everyone is offered extra layers of clothing if the air-conditioning is on.

6.1.4. No calendar clocks.

There are good elements of dementia friendly décor throughout the care home, such as handrails painted in a contrasting colour with the wall. However, we did not identify dementia friendly clocks in communal areas. We advise management to purchase dementia friendly clocks and to display them on each floor.

6.1.5. Induction loops available in the coffee shop but not in the communal areas.

We advise the management team to review the number of induction loops (also known as a hearing loop) available and ensure they are positioned in communal areas used by people with hearing aids.

6.2 Activities

6.2.1. Most family members are satisfied with the activities in the home; however, one relative told us that it requires improvement.

We suggest the care home to regularly conduct surveys to gather feedback from families/visitors and work together to create a tailored programme for some of the residents.

6.3 Staffing

6.3.1. Despite all staff being satisfied with their breaks, one shared with us that sometimes breaks are not always adequate.

We suggest that the management review staff breaks.

6.4 Safety

6.4.1. Broken and exposed electric point in the garden.

We advise the management team to hire an electrician to repair the faulty electrical outlet and place a warning sign until this is resolved.

7. Glossary of Terms

AP	Assistant Practitioner
AR	Authorised Representative
CHC	Continuing Healthcare
CQC	Care Quality Commission
E&V	Enter and View
HCA	Healthcare Assistant
ICB	Integrated Care Board
ID	Identification
LBB	London Borough of Bromley
MDD	Major Depress Disorder
NVQ	National Vocational Qualification
PPE	Personal Protective Equipment

8. Distribution and Comment

This report is available to the public and is shared with our statutory and community partners. Accessible formats are available.

If you have any comments on this report or wish to share your views and experiences, please contact us.

Healthwatch Bromley

Telephone: 020 388 60752

Email: info@healthwatchbromley.co.uk

Website: www.healthwatchbromley.co.uk

Healthwatch was established in 2013 in accordance with the Health and Social Care Act 2012.

Within this legislation [Arrangements to be made by relevant bodies in respect of local Healthwatch Organisations Directions 2013] Healthwatch has a right to a reply within 20 working days to Reports and Recommendations submitted by Local Healthwatch to a service provider.

Report & Recommendation Response Form

Report sent to	Elmwood, Missioncare
Date sent	19/07/2023
Report title	E & V Report for the visit conducted 12 th June 2023
Date of response provided	08/08/2023
Please outline your general response to the report including <u>what you are currently doing to address</u> some of the issues identified.	<p>Response (If there is a nil response please provide an explanation for this within the statutory 20 days)</p> <p>E&V visit was very helpful for us to receive a neutral feedback from an independent organisation regarding the care services provided to our amazing residents at Elmwood.</p> <p>Thank you very much for providing a detailed report with highlights of what is working well. We will act on the areas of improvement suggested, actions taken are listed below.</p>
Recommendations	<p>Parasols have been put on benches in the garden as a sun protection measure. We have a summer house which has been cleaned nicely and residents enjoy being in there.</p> <p>The exposed electric point in the garden has been rectified.</p> <p>Staff have been advised to keep the windows shut when air conditioning is in use in the lounge areas.</p> <p>Staff are always encouraged to have their allocated breaks and that is a usual norm at Elmwood.</p> <p>There is no air conditioning in resident's rooms, AC units are only in lounge areas. Residents' room temperatures are checked regularly to ensure it is appropriate for them.</p>

Our residents do not ask to use the induction loop. We do have one available to use in the coffee shop in case there is a need.

We hold yearly survey with the residents and relatives and incorporate their views about activities being offered in the home. Relatives and residents are also encouraged to discuss with the nurses any specific activity, their loved one would enjoy.

Three calendar clocks have been ordered to be placed in each lounge.

Elmwood is holding Summer BBQ on the 17th August. Staff, residents and relatives shall be attending and spending quality time together.

Signed

8/8/23

Name

Sakshi Wah

Position

Home Manager