

Enter and View Report

Glebe Court Nursing Home

Glebe Way, West Wickham, Kent, BR4 0RZ



Healthwatch Bromley

21st March 2019

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Visit Information

Service visited:	Glebe Court Nursing Home
Address:	Glebe Way, West Wickham, Kent BR4 0RZ
Care Home Manager:	Tina Dawson
Date and time of visit:	Thursday 21 st March 2019, 14:00 – 16:00
Status of visit:	Announced
Healthwatch Bromley Enter and View Authorised Representatives:	Sue Fielder 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: info@healthwatchbromley.co.uk

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 (2012) 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.

In alignment with Healthwatch England Guidance (2019) Enter and View visits are not considered as inspections and the aim is to capture intelligence from seeing the service in action at the time.

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, 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 Glebe Court on the request of the local authority.

Acknowledgements

Enter and View Authorised Representatives: Sue Fielder and Peter Todd.

Thanks to Tina Dawson the Care Home Manager for coordinating the visit and Bose Oni the Deputy Manager for her hospitality during the visit. In addition, Healthwatch Bromley would like to thank the care home staff, residents and visitors who took part in our questionnaires and provided valuable feedback.

Background

Glebe Court is a 47 bedded, privately run home, situated in the London Borough of Bromley. At the time of our visit, there were 46 residents at the home. One room has a double occupancy with a husband and wife and two current vacant rooms. The home is spread over two floors and offers a safe environment for its residents with sufficient staff on hand to manage their needs. Some of the people living in the home are living with dementia, while others have physical conditions, needing skilled residential care.

The home provides

- Care services for people with dementia
- Caring for adults over 65
- Support for people with physical disabilities
- Support for people with sensory impairments
- Respite care (when rooms are available)

Glebe Court website explains its service provision as We care for people with a wide range of medical needs such as the elderly frail, people suffering from dementia and those needing end of

life care. When someone is vulnerable enough to need nursing care, the dedication of staff, quality of care, physical and mental stimulation and quality of food are some of the most important things to look at.

Completed Healthwatch Questionnaires

During this Healthwatch visit we received 21 completed feedback forms and these included:-

- 1 Family & Friends questionnaire
- 9 Resident questionnaires
- 11 Staff questionnaires

Observations

The main entrance to the residential home is on a main road, there is off road parking for visitors, family, friends and other guests but spaces are limited. West Wickham High Street is close to the home and there are local buses to Croydon, Bromley and Orpington. The Healthwatch team were greeted on arrival by the receptionist who let the Deputy Manager know of our arrival. The welcome received was pleasant and main reception area (although small) was warm, clean, and inviting. Visitors are required to sign the visitor's book before being given access to the home. The communal dining areas and lounges are easily accessible for residents, they were clean and tidy. The conservatory offers a sunny space for residents to sit and look out onto the garden. The garden is well maintained and access to the garden is through the conservatory (wheelchair friendly). Within the main building there is sufficient space and access for people using wheelchairs.

The resident notice board was up to date and had a list of the upcoming activities (see appendix 3 & 4) and meal menus, which included a picture. The home has recently created a bar setting within one of the lounges which is used when special events take place (see appendix 1). It is also a nice area to meet with visitors, family and friends.

The staff/resident ratio was good. All of the team (including the Deputy Home Manager), were observed supporting and engaging with the residents.

Current Care Home Staffing

The authorised Enter and View representatives spoke with Bose Oni the Deputy Home Manager about the service delivery of Glebe Court. At the time of the Healthwatch visit, there were 54 members of staff and 8 bank staff, total 62.

- 2 Management team (Manager & Deputy Manager)
- 7 Registered Nurses (including 3 bank)
- 34 Health Care Assistants (including 3 bank & 5 Senior HCA's)

- 4 Housekeeper
- 10 Catering staff (2 cooks, 1 Assistant cook + 7 Food service assistance including 2 bank)
- 1 Activities Co-ordinator
- 1 Maintenance
- 1 in house Laundry worker
- 2 Office staff

Resident acceptance

There are currently 46 people in residence at Glebe Court Nursing Home. The home is open for viewing from anyone and no appointment is necessary. Each potential new resident is seen prior to acceptance, to ensure that the needs of the resident can be met. At this 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; at the time of the visit there were 2 rooms available.

During the visit Healthwatch observed a viewing (daughter and her mother), both were made welcome and they got involved in the afternoon activity.

Accommodation

The 47 rooms available vary in size but have adequate space and en-suite facilities. All bedrooms are linked by a nurse call system and staff are trained to support those living with dementia and their families. The home has a lounge, conservatory, dining room and other space available to residents.

Facilities & Services include: Palliative Care • Respite Care • Physiotherapy • Sheltered Housing • Own GP if required • Own Furniture if required • Pets by arrangement • Smoking not permitted • Close to Local shops • Near Public Transport • Minibus or other transport • Lift • Wheelchair access • Gardens for residents • Phone Point in own room/Mobile • Television point in own room.

Residents Care

Glebe Court is a care home that supports people with Dementia and those who are unable to carry-out the activities of daily living (washing, dressing etc.). All residents other than those that are 'bedridden', are permitted to get up and go to bed at their chosen times. Where required residents are assisted in dressing and undressing. There is a laundry service for residents and it is recommended that clothing should be named.

A doctor from the nearby Station Road Surgery carries out regular rounds within the home to check on patient wellbeing. If a resident prefers they may retain their existing GP, providing that the practice covers patients within the catchment area.

The physical wellbeing of the residents including their appearance in term of clothing, hair and fingernails was observed to be very good. No residents in the lounge and conservatory areas appeared to be isolated and at the time of our visit over 20 residents were listening to/taking part in an activity. There was at least one member of staff for every four residents in the communal lounge during the entertainment. The residents Healthwatch spoke to seemed happy with their care and were relaxed in their environment. The body language between staff and residents was very positive. One resident told us that she liked the variety of entertainment that was provided, she looked forward to both the morning and afternoon activities. During the visit afternoon tea/cakes, crisps, biscuits and cold drinks were being served. The overall impression from a Healthwatch perspective was that the needs of the residents were being met.

Any complaints received from the residents are investigated by the manager. All complaints are recorded in the residents care plan held in a secured cupboard in the manager's office.

Resident quotes on staff.

"Staff are very caring, I was quite upset shortly after I moved in and it was taking me time to settle, but the staff spent a lot of time speaking to me and ensuring that I was alright".

"We are well looked after here, when I need assistance I get it quite promptly".

"I get some support with my care which is sufficient and provided in a caring way".

Premises

Glebe Court is situated between West Wickham and Coney Hall and is a convenient location for local shops and transport. The home was clean, with no unpleasant odours, within the communal areas. There were a variety of chairs to suit the needs of particular residents. A member of staff told us that although there is a seating choice, some residents have their favourite spots.

The building meets the needs of the residents in terms of cleanness, décor, temperature and access. The resident rooms have the name of the resident and their picture on the door to their room. One resident told us that she liked her picture because it made her look younger.

Visitor parking is an issue with only three spaces available, which can be a problem particularly as there is no parking permitted on the road outside the home.

The home receives fresh flowers which are donated by a local supermarket, which is nice for the residents and their visitors. The first impression for visitors is that the home is welcoming and homely.

Activities

Glebe Court has an in house activities coordinator. During our visit to the home, an external singer/performer was entertaining the residents. The entertainment provided was a professional gentleman and he included some comical moments and songs that encouraged the residents to join in. On looking at the activities board there was a good variety and choice of things to do. While the entertainment was taking place the activities co-ordinator was able to have some 1-2-1 sessions with residents who did not want to or could not take part in the main activity. A home newspaper is produced named "The Daily Sparkle" (a copy of the front cover is shown in appendix 5).

Staff were providing encouragement to the residents so that they could get the best out of the activity. Healthwatch were told that external visits are planned normally from early May when the weather is better.

Healthwatch received the following feedback from residents on the activities at Glebe Court.

"The activities co-ordinator is good but she needs more help".

"I really enjoy it when we have a quiz. I am usually quite good and know the answers so I enjoy it".

"I like to go outside and enjoyed the tea in the garden last summer, looking forward to doing it again".

"I don't like to join in with the entertainment and although we are encouraged it is not compulsory and "I don't do it". "Like having the choice".

"Watching the fish is very relaxing and my family watch with me when they visit".

"Activities are good and interesting".

"There is a good variety in the activities and I like to try new things, it keeps my mind active".

Dietary Needs

The resident's dietary needs are discussed with the resident and their family and all; likes, dislikes, allergies and diabetic needs are passed onto the catering team. Menus are planned in accordance with the needs of the residents and the catering team provide a choice to their residents. The displayed menus all have pictures of the plate to help in making a meal selection (see appendix 2).

Staff also provide support with eating and drinking (where required), which was observed during the Healthwatch visit.

"I like the food here, it is not too hot and the portions sizes are right"

"The quality of the food is good but it just isn't cooked right". "Have you told the catering staff or your carer"? "No".

Security

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 receptionist seen on our arrival was very welcoming and helpful. This gave a very good first impression of the care home.

Deputy Care Home Manager

Bose 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, training and the approach to care adopted by the home.

Bose told us that staff receive all of the mandatory training and this was reiterated in the staff feedback questionnaires, which were positive. The staff feel that the management team work as a team and get involved with the residents. They are approachable and they have a good rapport with their staff and residents.

Care Home Staff Feedback

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

- *"I enjoy my work and the support that I receive from my colleagues".*
- *"Every day is different and I like the challenges that I face"*
- *"I just love helping people, being friendly and making people smile, I feel good at the end of the day when I have helped people who are less well off than myself".*
- *"Our care champion has been a real help and inspiration to me, particularly in my first few months here".*
- *The activities here are varied and interesting which puts the residents in a good mood".*

10 out of the 11 of the staff at Glebe Court who completed the survey confirmed that they would be happy to recommend the home to an elderly person. One member of staff did not answer this question. All 11 members of the staff who answered our questionnaire felt supported by the management team.

The training programme was considered to be good by all of the staff. Staff are receiving regular supervisions but can approach their line manager if they have any immediate concerns.

Family and Friends

During our visit, there was only one visitor at the home. Their feedback included:

- “The staff here are very good and they are kind to our family”
- “Mum does not have any friends here but this is because she is too ill, the good news is that the staff are aware and they engage with her regularly”.
- “Mum is registered with the doctor who comes to the home and I am happy with the service and support that the GP provides”.
- “I have no recommendations to make on changes because our family are happy with the service”.

Healthwatch were informed that family members are invited to attend support meetings and are welcome to come to any special events that are held at Glebe Court.

Recommendations

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. Most of the residents encountered at the time of our visit appeared to be very frail and elderly, and some affected by dementia.

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

- A few residents and a member of staff felt that there was a need to get more volunteers to support the activities co-ordinator. It would be helpful if recruitment of volunteers was increased/commenced.
- [Response from Glebe Court:](#)
Following a service review which has been completed within the last month and approved by

our Board – we have recommended that we employ an additional Activity coordinator so we will have two working with our residents and staff. This will enable us to recruit more volunteers to join our existing ones.

- Consideration should be given to improve the number of parking spaces for visitors. As there are 46 residents and only 3 visitor spaces available.
- **Response from Glebe Court:**
We agree with regard to your comment on the lack of car parking spaces which is an area that we have discussed at our senior management meetings this year , we are planning to re align and mark additional spaces to increase capacity for our visitors.

Conclusion

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

Overall, positive feedback was received from the visitor and staff members regarding Glebe Court. Staff commented that management team were supportive of staff, there is ample training available 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 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 Glebe Court 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 Glebe Court. The observations made in this report only relate to the visit carried out on the 21st March 2019.

Appendix 1 Image- Themed Bar Area



Lounge area within Glebe Court having a public house theme.

Appendix 2 Image - A sample menu including picture of plate.



Appendix 3 Image - A sample of a weekly activities programme.



Appendix 4 Image - A sample of a special event.



Appendix 5 Image - A sample of the Glebe Court daily newspaper.

