

Enter and View Report

Lauriston House Care Home

Bickley Park Road, Bromley Kent, BR1 2AZ



Healthwatch Bromley

30th May 2019

Table of Contents

Contents Page.....	1
Purpose of the visit.....	2
Acknowledgements.....	3
Background.....	3
Completed Healthwatch Questionnaires.....	4
Observations.....	4
Current Care Home Staffing.....	5
Resident acceptance.....	5
Accommodation.....	5
Premises.....	6
Residents Care.....	6
Staff.....	7
Activities.....	8
Dietary Needs.....	8
Home Manager.....	9
Family and Friends.....	10
Recommendations.....	10
Conclusion.....	11
Appendix 1 Image - Home images.....	12
Appendix 2 Image - A sample of the activities schedule and events.....	13
Appendix 3 - Relatives newsletter.....	14
Appendix 4 - Resident Meeting Notes.....	17
.....	
.....	
.....	

Visit Information

Service visited:	Lauriston House Care Home
Address:	Bickley Park Road, Bromley, Kent BR1 2AZ
Care Home Manager:	Stella Barnes
Date and time of visit:	Thursday 30 th May 2019, 14:00 - 16:00
Status of visit:	Announced
Healthwatch Bromley Enter and View Authorised Representatives:	Gerda Loosemore-Reppen 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 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, 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 Lauriston House on the request of the local authority.

Acknowledgements

Enter and View Authorised Representatives: Gerda Loosemore-Reppen and Peter Todd.

We extend our thanks to Stella Barnes the Care Home Manager for coordinating the visit and updating the Healthwatch team on the current situation and ongoing home refurbishments. 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

Lauriston House Care Centre is a forty-five capacity care facility that takes on a number of personal care needs, as well as offering nursing and residential care for the elderly. Their carers' are also trained to support individuals living with dementia.

The care home encourages relatives of residents to visit regularly and get involved in the home's events and activities, with entertainers often visiting. Church services are available for those who wish to attend and the home maintains partnerships with other organisations within the local community, such as schools, whose pupils also occasionally visit the home.

The home provides:

- Care services for people with dementia
- Caring for 25 adults currently (including one on respite care)
- Support for people with physical disabilities
- Support for people with sensory impairments
- Respite care (when rooms are available)
- All rooms have en-suite wet rooms.
- Activity Coordinators who runs a daily programme of events for residents and assistance with individual hobbies or interests.

Completed Healthwatch Questionnaires

During this Healthwatch visit, we received 15 completed feedback forms and these included:-

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

In addition to the questionnaires, Healthwatch received copies of the minutes of the last resident meeting held on the previous day and the June resident newsletter for relatives. Lauriston House also host regular relatives meetings to encourage feedback. A sample of the minutes of the meeting and newsletter can be found in Appendix 3 & 4 at the back of this report.

Observations

The main entrance to the residential home is on a main road and there is off road parking for visitors, family, friends and other guests. The home is conveniently situated between Bromley Town and Chislehurst with access to both places by bus, (the bus stops right outside the home). On arrival the Healthwatch team were greeted by the administrator/receptionist “Kelly” who was very polite and professional and gave a very good first impression. We were asked to sign the visitor’s book before being given access to the home.

The main entrance to the residential home was clean and tidy and this area was monitored by the office administrator. Kelly introduced us to Stella Barnes the Home Manager who gave us a tour and explained that all residents are currently residing on the ground floor, while the first and lower ground floors are being refurbished.

The communal dining areas and lounges are easily accessible for residents. They were clean, tidy and odour free. During the visit there was only one lady in the front room lounge (she was sleeping) and the kitchenette was not being used. Access around the home for wheelchair users was good. The resident notice board was up to date and had a list of the upcoming activities. Security doors were in place for the safety of residents.

Access to the garden is through the lower ground floor with easy access by lift. There is also a balcony on the ground floor overlooking the garden. The garden is basic but is a good size. Within the main building there is sufficient space and access around the building.

The staff/resident ratio was good. All of the team were observed supporting and engaging with the residents.

Current Care Home Staffing

At the time of the Healthwatch visit, there were 15 members of staff on duty.

The total staff list includes:-

- 2 Management team (Manager & Deputy Manager)
- 5 Registered Nurses
- 28 Health Care Assistants (including 2 bank staff)
- 1 Housekeeper
- 3 Catering staff (1 chef and 2 kitchen assistants)
- 2 Activities Co-ordinator
- 1 Maintenance
- 1 Administrator
- 2 in house Laundry workers
- 3 Domestic assistants

Resident acceptance

There are currently 25 people in residence at Lauriston House Care 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.

Accommodation

Rooms 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. The home has a lounge, dining room and other room/space available to residents.

Facilities & Services include: Palliative Care • Respite Care • Convalescent Care • Separate Dementia Care Unit • Near to Public Transport • Own GP if required • Own Furniture if required • Smoking not permitted • Minibus or other transport • Lift • Wheelchair access • Gardens for residents • Residents Kitchenette • Phone Point in own room/Mobile • Television point in own room.

Premises

Lauriston House is in the process of being refurbished. The ground floor, which is currently being used is fit for purpose and the space that is used by residents. The building meets the needs of the residents in terms of cleanness, décor, temperature and access. Outside some of the rooms there was the smell of unpleasant odours but this was not noticed in the communal areas.

There is plenty of off street visitor parking available at the front of the building.

Residents Care

Lauriston House 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.

The home has a registered doctor who 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 at the time of our visit. At three O'clock the residents were offered refreshments, tea, a cold drink and biscuits. Residents who spoke about the care that they were receiving said that they were happy with their care.

Resident quotes on their care.

"I am happy with my care and feel that I am looked after well".

"No complaints about my care, I am happy with the support that I receive".




"They look after us well".






"Staff treat me very well, they are attentive and I don't have to wait to get help when needing to use the WC".

Resident Safety

Lauriston House offers a safe environment for its residents in terms of security features and personal care safety. The hand sanitiser close to the entrance was empty and needed refilling. First aid equipment and fire extinguishers are available and fire exits clearly marked.

The codes below reflect the following:-





 Acceptable standard	 Consider improving	 Needs action
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-  Security doors are in place for the safety of residents.
-  TV monitors cover the entrance.
-  Fire exits are clearly signed.
-  Hydration - During the visit residents were offered drinks (hot or cold), one lady who was unable to hold the cup was give help by a care assistant.
-  Food Hygiene - The kitchen surfaces and workspaces were clean but the walls are in need of repainting.

Staff

Staff were suitably dressed for their roles and wore name badges to identify themselves. While the staff were busy during the visit, they did take every opportunity to engage/smile at the residents, which was reciprocated. The only exception was one member of the team who was writing up notes in the lounge area and she didn't engage at all.

Caring Service (Staff Support)

-  The Health Care Assistance were observed supporting residents during the visit.
-  The activities coordinated included all of the residents in the afternoons baking activity.
-  Staff approached and spoke to the residents in a caring and respectful manner.
-  One worker was observed ignoring residents and continuing to complete paperwork rather than engaging with the resident, where she did have opportunities to engage.

The completed staff questionnaire forms confirmed that the staff are happy in their work and all felt that they had received sufficient training. In terms of support from their Manager 8/9 felt that they were very well supported, with one member of staff saying "sometimes supported". Staff responded to the question regarding "How well do you know the residents" positively.

Resident quotes on staff.

“Most of the staff are very nice, they helped me to settle in and introduced me to my now best friend”.

“I like meeting people and was lonely when I was in my own home, the staff have helped me to mix with other residents”,

“It is a struggle for me to get dressed in the mornings and I had a bad turn the other week and got myself in a bit of a mess, my carer helped me out”.

“There is a man here who calls out which is annoying, the staff do let him do this for a while but if it gets too much they take him into another room”.

Activities

Lauriston House has three in-house activities coordinators. During our visit to the home, we observed a cookery class taking place involving 9 residents, they were making a cheesecake to be eaten later. The activity was well controlled and every person taking part in the activity had a turn at either crushing the biscuits, whisking and mixing. The whole activity was delivered in an engaging and encouraging way with praise given to each resident for their good work.

While this activity was very good and the programme for the week displayed, there needs to be a little more variety for the residents. Nearly 50% of the staff said that the activities needed improvement on their feedback forms.

Healthwatch received the following feedback from residents on the activities at Lauriston House.

“The activities co-ordinators are good but I would like more bingo”.

“When we have a quiz I am very happy”.

“When the weather is good I would like to do activities in the garden”.

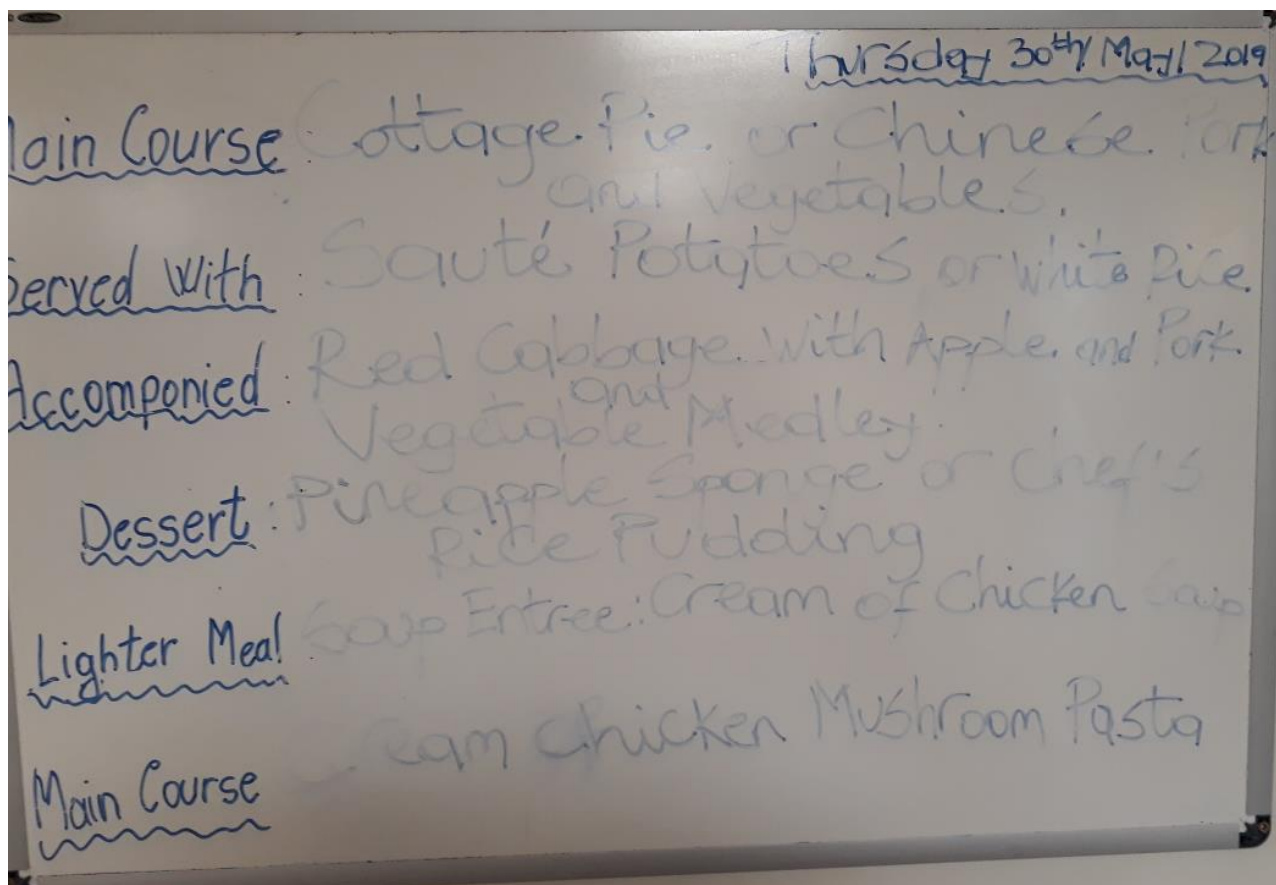
“I like the trips out and go on most if not all of them”.

Dietary Needs

The resident’s dietary needs are met by the resident chef, who was recently employed. The chef is currently settling into his role whereby he is making some dishes but other are still provided by Appetito. However the precooked meals will be replaced in a phased out approach. There is a choice of food offered but the white board menu is unreadable (see below), needs a new marker pen.

The kitchen was clean although the walls were in need of redecoration. Staff also provide

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



Home Manager

The Home Manager has made changes to personnel (staff) and generally made improvements since the last CQC report. "I believe that the service has improved dramatically over the last 7 months with staff being more responsive and feeling listened to". "A majority of the staff are passionate about this service and are demonstrate this through their work every day".

In addition to the day to day running of the service, the Lauriston House team have used the Red Bag system to support residents when they are admitted to hospital on three occasions. They are pleased to report that the system has worked well for them and their residents.

The home actively encourages interaction with relatives through the circulation of a newsletter and relatives meetings. The Manager has an open door policy and investigates any concerns that arise. All complaints are recorded in the residents care plan held in a secured cupboard in the manager's office.

Family and Friends

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

- “I am generally well satisfied with this care home and I know my friend is doing well”.
- “My friend has dementia and doesn’t remember much but the staff take time to engage with her and I am aware that she appreciates the contact”.
- “Although my friend cannot take part in activities it is nice that she is able to sit with people and can observe what is going on”.

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 Lauriston House. A copy of the relative’s newsletter is included within appendix 3.

Recommendations

It should be noted that Enter and View Authorised Representatives met with residents. However, some of the residents had difficulties communicating with the Enter and View Authorised Representatives, due to their long-term health conditions.

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

- The menu display on the whiteboard requires regular updates and checking to ensure that the food options are legible.
Response from Lauriston House:
New weekly menus are on display A3 sized next to the menu board and available on the Table A4 sized. Menu boards are checked daily now for clarity.
- The activities programme is good but suggestions made by residents should be taken on board.
Response from Lauriston House:
Activities have been reviewed and additional bingo provided. Garden activities do happen most days weather permitting, a recent paddling pool was purchased and some residents were paddling their feet with staff. We are open to suggestions from relatives, residents and staff and this will be discussed at the next relative meeting as well.

- There was an unpleasant odour outside some of the resident rooms and this needs to be addressed.
Response from Lauriston House:
Lauriston rarely has unpleasant odours apart from those that occur naturally and we do our best to clear these as soon as possible, we will continue to check all areas for odours and our domestics will be asked to check all areas before going off duty. Cleaning products are available to staff once domestics have finished their shifts, and the RGN will be advised that staff would need to address unpleasant smells quickly.
- Although there was only one member of staff who was seen not to engage with the residents. A reminder should be sent to the staff, reiterating their responsibilities regarding resident interaction.
Response from Lauriston House:
The member of staff was an agency carer, we have since spoken to the agency and informed them that the carer ignored requests for help, we have also asked that this carer does not come to Lauriston again.
- Healthwatch did not see any tactile materials on a wall (corridors or communal space) which would benefit people who have dementia in stimulating their senses.
Response from Lauriston House:
We are looking into this and will be purchasing items to provide a sensory wall, we have portable sensory items which are used during activities.

Conclusion

The above recommendations would enhance the service provided to residents and continue to build on the improvements that have already been made.

Overall, positive feedback was received from the visitor and staff members regarding Lauriston House. Staff appeared to be enjoying their work and there is a friendly atmosphere within the home. Good practice has been observed with residents being attended to in a timely manner. 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 Lauriston 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 Lauriston House. The observations made in this report only relate to the visit carried out on the 30th May 2019.

Appendix 1 Image - Home images



The entrance and car park at Lauriston House



The ground floor balcony
(view from lounge)

The Kitchenette and one of the
lounge areas

Appendix 2 Image - A sample of the activities schedule and events.

WEEKLY ACTIVITY SCHEDULE

27/05/2019

	AM	PM
MONDAY	EASY LISTENING 10.30AM	ENTERTAINMENT WITH SINGER KIM GRAHAM 2.00 PM
TUESDAY	CALL TO MIND GAME 10.30AM	RESIDENTS MEETING 2.30PM
WEDNESDAY	ROOM VISITS 10.30AM	EXERCISE WITH KINGSLEY 2.30PM
THURSDAY	INDOOR GARDENING 10.30AM	COOKING CLASS 2.00PM
FRIDAY	DOMINOES 10.30AM	SELF PORTRAIT PAINTING 2.30PM
SATURDAY	NAME THAT TUNE 10.30AM	HAND MASSAGE AND MANICURES 2.30PM
SUNDAY	QUIET REFLECTION AM.	BINGO 2.30PM

**Sights & Sounds
of London**

Lauriston House - Sunday 9th June







Dawson
Talks



Trip to the Bluebell Railway

Wednesday 12th June
11.00am - 4.00pm

Steam through the Ages -
Travel through 100 years of history

Mini-bus leaves at 11.00am

Appendix 3 - Relatives newsletter

LAURISTON HOUSE RELATIVES NEWSLETTER: JUNE 2019

Dear Relatives,

The regular day to day activities of sing-a-longs, bingo, reminiscence sessions, arts & crafts, board games, cooking and, of course, room visits will all be continuing as usual during June and July and weather permitting residents will be taken into the garden where they can either join in the activities or just sit and enjoy the fresh air and hopefully some sunshine.

In addition to the usual activities the special events for June and those arranged so far for July are listed on the following pages, Tracey & Clair would love you to come along and join in.

You might have noticed the memory boxes outside each resident's room and if you haven't already done so it would be very helpful if you could add something that would be meaningful to your loved one and help guide them to their room i.e. a wedding photo, favourite holiday photo, family photos, special badge anything which they will recognise as being theirs.

With 'Resident of the Day' taking place monthly if you can think of any small treat that your loved one would enjoy and make them feel extra special then please do let Tracey or Clair know.

*A reminder that the next **Relatives Meeting is at 6.30pm on Tuesday 18th June** when the Management Team will be updating us on their meeting with the LBB and any news from the CQC*

Kind regards

Jill

(Gillian Chimes – Relative)

LAURISTON HOUSE
SPECIAL EVENTS DIARY

Below are forthcoming special events planned by Tracey & Clair.
 Unless otherwise stated all events start at 2.30pm and take place in
 the dementia unit lounge



DATE	SPECIAL EVENT
SATURDAY 1st	Outing to St Georges Church for their Summer Fete leaving at 1.30pm and back at 3.30pm Residents Derby Race Day sweepstake
THURSDAY 6th	Mini bus outing to Polhill Garden Centre leaving at 10.30am Reminiscence afternoon for 75 year Anniversary of D Day
FRIDAY 7th	Mini bus outing to Good Companions Lunch Club at Crofton Baptist Church leaving at 12 noon (cost £5)
SUNDAY 9th	London Talk, slide show with well known songs at 2pm
WEDNESDAY 12th	Mini bus outing to Bluebell Railway leaving at 11.30am with a packed lunch
SUNDAY 16th	Father's Day – entertainment from Mike Fiorini at 2.00pm
TUESDAY 18th	<i>RELATIVES MEETING at 6.30pm in Garden Suite</i>
TUESDAY 25th	Mini bus outing to Crofton Baptist Church for organ concert leaving at 1.30pm
FRIDAY 28th	<i>Lauriston House will be taking part in the CARE HOME OPEN DAY when Care Homes everywhere are encouraged to throw open their doors and participate with the theme this year being 'Celebrating Arts in Care' – Arts & Crafts from 10.30 am and 'Elvis' entertaining at 2.30pm</i>



JULY



DATE	SPECIAL EVENT
1 st , 9 th and 13 th	Residents will be joining in the atmosphere of Wimbledon with Pimms (non alcoholic) and strawberry cream teas
Saturday 20 th	All relatives are very welcome to come and join in the fun at the Summer Garden Party where Pimms will be served and entertainment provided by Dave Smiley at 2.30pm

Appendix 4 - Resident Meeting Notes

Introduction

Tracey greets everyone and thanks them for attending.

She explains that the object of these meetings are for residents to raise any concerns they have regarding the service they are receiving and they are encouraged to speak freely.

Activities

Residents were asked if there were any places of interest they would like to visit, now the weather is improving, MT suggested going to Pohill Garden centre, Tracey told him we have already arranged this for the 6th of this month, and SOC suggested going to Hythe Railway.

Our residents that were not present at the meeting and who attended the outing to Chartwell, said they really enjoyed the day out.

Tracey reminded residents about our upcoming trip to the Bluebell Railway and as some of our male residents are going on the first one, CM said that a ladies trip to the railway would be arranged for a later date.

No other suggestions were made.

ML suggested flower arranging and clay pot making.

BS, SOC, ML and MT said they enjoy our baking activities.

MT, SOC and ML said they enjoy the exercise sessions with Kingsley, and Tracey

rem that this is to continue every other week.
ML is missing playing her favourite game 'Bus Stop', Tracey reassured her that we are trying to get a replacement or something similar.
BS, MT, SOC and ML would like to have another fruit tasting activity, as our past ones have been much enjoyed, trying fruit they have never had before.
We talked about our the entertainers we have had over the past month, they were enjoyed by everyone.
Tracey informed the residents that we will notify them of up coming events and outings in advance.

Upcoming Events

1st June 2019 St Georges Church Fete.
6th June 2019 Mini Bus Outing to Pohill.
7th June 2019 Good Companions lunch at Crofton Church.
12th June 2019 Mini Bus Outing to Bluebell Railway.
16th June 2019 Fathers Day Entertainment and Buffet.
28th June 2019 Care Home Open day and afternoon tea.

Residents Meals

JP tells the residents that he has completed his four week menu and that from the 1st of July 2019 we will be changing from Apetito, our current food suppliers, to in house home cooked meals.
BS and SOC enjoyed the homemade quiche.
ML likes the cakes they have been getting and would also like boiled ham and Pease pudding, and salads with beetroot, which JP said he is going to arrange.
BS, ML and SOC also liked the idea of having fish and chips served in paper cones, like they used to get in the local chippy, JP said he would take this onboard.
JP tells the residents if they have any ideas for his new menu, they can approach him at any time after the meeting.
As always, all residents with special dietary requirements will be offered a varied choice.

Laundry and domestic service's

The residents are very happy with their laundry, and the cleanliness of their room's, they said all the girls from house keeping are lovely and helpful.

Hairdresser

We let the residents know that Pauline, our hairdresser, comes in every other week, we shall make sure that the dates are provided for them, and that they are

put on Pauline's list to be seen.

BS say's that she is a lovely lady and makes a nice 'job' of her hair.

Maintenance

Residents say they are very happy with the up keep of their rooms and anything that needs fixing or replacing is done promptly.

They remarked that Mahmood, our maintenance man, is very nice and always happy to help with repairs.

Tracey thanks everyone for attending, and that if they think of anything more they want to say about the service they are receiving after the meeting ends, they can come to us and let us know.

The next meeting will be held on the 26th of June at 2.30pm.

Meeting closes at 3.45pm.