



## **Enter and View Report: Sundridge Court**

### **About Healthwatch**

Healthwatch is made up of 152 local Healthwatch organisations that were established throughout England in April 2013, under the provisions of the Health and Social Care Act 2012. The dual role of local Healthwatch is to champion the rights of users of health and social care services and to hold the system to account for how well it engages with the public.

Healthwatch gives people a powerful voice locally and nationally. At a local level, Healthwatch Bromley works to help local people get the best out of their local health and social care services. Whether it's improving them today or helping to shape them for tomorrow. Healthwatch Bromley is all about local voices being able to influence the delivery and design of local services. Not just people who use them, but anyone who might need to in future.

### **About Healthwatch Bromley**

Healthwatch Bromley is the independent health and social care watchdog and the voice of local people in ensuring that health and social care services are safe, effective and designed to meet the needs of residents, social care users and carers.

Healthwatch Bromley gives children, young people and adults a stronger voice to influence and challenge how health and social care services are purchased, provided and reviewed within the borough.



Healthwatch Bromley provides a signposting service for people who are unsure where to go for help. Healthwatch can report concerns about the quality of health care and social care to Healthwatch England, or directly to the Care Quality Commission.

## **What is Enter and View?**

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Enter and Views are not intended to identify specific safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC where they are protected by legislation if they raise a concern.

## **Acknowledgements**

Healthwatch Bromley would like to thank Sundridge Court, including their residents and staff, for their valuable contribution and for participating in this survey.



## Disclaimer

Please note that this report relates to findings observed on the specific date set out below. Our report is not a representative portrayal of the experiences of all patients, only an account of what was observed and contributed at the time. Details of the visit:

Name and address of premises visited	Sundridge Court, 19 Edward Rd, Bromley BR1 3NG
Name of Service provider	Caring homes Healthcare Group Ltd
Nature of service	Nursing Home
Registered Manager	Theresa Afodume
Date and time of visit	18 <sup>th</sup> October 2016 2-4pm
Authorised Representatives	Peter Todd, Lesley Marks, Barry Simner

## Methodology

**This was an announced Enter and View visit.**

A member of the Healthwatch team had visited the home prior to the review taking place to discuss the purpose of the visit with the Home Manager. The Manager was at Sundridge Court when Healthwatch last visited two years ago and was aware of what we would be asking of residents. A poster, setting out the details of the visit was also sent to the home together with a friends and family questionnaire.

**On the day of the visit.**

Upon arrival, a member of management team was approached and the authorised representatives (ARs), were formally introduced. The local GP was visiting Sundridge Court during our visit and he explained to one of the AR's the support given by his surgery to the residents at the home.

The ARs approached residents as they were seated in the communal areas and explained the reason behind Healthwatch visit. Residents were asked if they were willing to participate before the survey was conducted jointly between the AR and the participant. All participants were reassured of anonymity. The questionnaire generally related personal choice and to what extent residents feel in control over every day matters that are important to them. In total, the ARs spoke with 11 residents about their experience of living at Sundridge Court.



General observations were also made by the AR's, whereby checks of facilities, including toilets, communal areas and dining areas, in addition to resident information displayed on the notice boards. General observations of staff interacting with patients were also made.

## **Purpose of the visit**

- To collect feedback from residents to assess to what extent they are satisfied with the service they receive
- Identify examples of good working practice
- Identify gaps in service provisioning
- Observe care home in operation
- Capture the experiences of residents and any ideas for change they may have

## **Summary of Survey**

### **1. Satisfaction with staff and overall feelings of living at Sundridge Court**

The majority of residents (9/11) stated that they like living at Sundridge Court. However, two residents said that they would rather be living in their own home. When asked for more details one resident said that they understood the reason why they were moved in to care but the second was in total denial and could not understand, saying that they just wanted to go home.

Nine residents felt that they get enough support from staff and comments included "I feel supported at all times", "The staff are lovely, very caring and they look after me well", "When I was recently unwell the staff helped me through a difficult time for me". Two residents stated that they don't ask for much, as they are able to support themselves and do not need any help.

One resident said they needed a special diet and confirmed that their needs were met, in addition they stated that "the food is very good". Another resident said that she did not like cooking and before she came to Sundridge Court she was not eating properly, "I look forward to meal times now".

Nine of the eleven residents that Healthwatch engaged with said that they took part in some of the activities and entertainment that was provided. Three



residents gave examples of where their particular needs had been addressed and these included, bringing in specialist crossword books, having regular craft activities and having opportunities to paint.

During the Healthwatch visit there were six residents in the activities area playing bingo and one who was engaged in a craft. During this time there was a lot of banter between the residents who were enjoying each others company.

## **2. Personal Choice**

Residents were involved in their care plans and were able to discuss changes or preferences with staff. One particular comment - “I wanted to change the time that I was woken in the morning and this was amended as per my request”.

The majority of residents were happy with the choice of food and there were no complaints about the quality or portion size.

Staff were observed offering a choice to residents regarding their participation, or not, in the afternoon activities. There was also a good choice of refreshments offered to residents during the visit, and residents were asked for their preference (example strong/weak tea).

## **3. Access to community networks and facilities**

There is the opportunity to go out on fortnightly trips which half of the residents said they had taken advantage of the trips during their stay at Sundridge Court. In addition (7/11) go out with family and friends or with a carer. None of the residents had any negative comments regarding the opportunities to go out.

Sundridge Court has a nice garden area and two residents made specific reference to enjoying the garden in the summer. The staff advised the AR's that residents are encouraged to go out if they are well and able enough to do so.

## **Additional feedback**

### **Influence change**

The residents were given the opportunity to reflect on any changes they would like to see at their care home. Just over half of the residents who spoke with the



Healthwatch AR's said that they have the opportunity to influence change and had either done so in the past or they knew the procedure. Those who did not respond were either unsure or unaware of being able to influence the service which they receive.

## **Staff**

Residents spoke highly of the staff who were friendly, helpful and caring. One resident said "Staff are generally good but there was an exception, in particular one member of staff is loud & shouts a lot". The interaction between staff and residents observed by the AR's was positive.

Fifteen staff questionnaires were received by Healthwatch. Three of the staff had been working at Sundridge Court for less than two years, while 80% had over two years experience and three of the team had worked at Sundridge court between 5 - 9 years.

Staff training is available to all staff and covers all of the key job requirements. There were two staff members who did not complete this section.

Working as a team. One third of the staff said that they feel supported as a team most of the time but also cited that others do not always work as a team.

## **General observations**

### **The Premises**

The overall impression of Sundridge Court was that the home is welcoming, bright clean, tidy and is odour free. In addition the security system is robust (coded security door) and this enhances the residents' safety. The furnishings were of a good standard and the noticeboards both valuable and useful information. The temperature in the building was good.

### **The Garden**

The garden area was well maintained and did not contain any obvious hazards. Used a lot in the summer months this area was closed off during our visit due to the cold conditions.



### **Activities**

There is a wide range of activities available and the coordinator knows her clients well and their needs. Activities include bingo, arts, crafts, a regular quiz and discussion topics.

### **Staffing levels**

The staff/resident ratios were good and the staff were observed to be attentive during our visit.

### **Items for consideration**

1. Speak to or notify all residents of their rights to influence/change the support or daily routines that they receive.
2. Our observations of the team working during the Healthwatch visit were good. However, notice/action should be taken of the staff questionnaire responses where a third of the staff felt that not all staff were working as a team.

### **Feedback from Sundridge Court**

*Please use this box to add any comments, reflections or inaccuracies stated in the report.*

Message from The home Manager Theresa Afodume

Thank you so much this report about Sundridge Court, kindly publish the report as soon you can.