

Enter & View Report

Burrows House, 28 September 2023



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Visit Details	
Service Visited	Burrows House, 12 Derwent Road, Penge, London SE20 8SW
Registered Manager	Maryam Timamy
Date & Time of Visit	28 th September 2023, 11:00 - 14:30
Status of Visit	Announced
Authorised Representatives	Deneesha James, Yakob Matthew, Diana Uju
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 care homes, hospitals, 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 this specific visit. 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 the day.

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 Burrows House

Burrows House is managed by Gold Care Homes and is a residential care home with a capacity of 54 beds, catering to individuals aged 65+. The home provides a variety of care packages tailored to meet the specific requirements of its residents, with a particular focus on Alzheimer's and Dementia. Situated near the centre of Penge, Burrows House benefits from being close to local retail establishments and other essential facilities.

2.2 Ratings

The 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.

A CQC inspection was carried out in October 2020 and the overall rating was 'Good'.

The carehome.co.uk [review page](#) for Burrows House has a Review Score of 9.5 out of 10 based on reviews in the last two years.

2.3 Residents

At the time of our visit, there were 52 occupied beds. 46 residents have been diagnosed with dementia, and all residents have additional long-term conditions (LTCs).

Residents are referred to the home through Care Home Selection (CHS Healthcare), hospital discharge, [Autumna](#), [Carehome.co.uk](#), walk ins, and by word of mouth.

2.4 Staff

Burrows House has a team of staff with a range of cultural, religious and ethnic backgrounds. There is currently a manager, a deputy manager, one full time administrator, one part-time administrator, one activities co-ordinator, 15 full time care assistants, three part time care assistants, four bank care assistants, one maintenance staff member, two chefs, two catering assistants and five housekeeping staff members.

3. Summary of Findings

The E&V visit was carried out on Thursday 28th September 2023 and four E&V ARs were present. It was announced and planned in partnership with the home. In preparation, we shared with the manager a poster announcing the E&V, to display in communal areas, and questionnaires explaining the purpose of the visit in further detail.

Entry and General Accessibility

Notes

Burrows House was inaugurated by Her Royal Highness Princess Alexandra in October 1984. The home provides care for up to 54 people aged 65 years and older, particularly individuals with dementia.

The tour overall demonstrated good entry and accessibility, with notable features such as a ramp for wheelchair accessibility and convenient ambulance access.

The outside area and enclosed garden provide a pleasant environment for service users.

We observed a well-kept outdoor space, with eight parking spaces designated for staff and visitors and a dedicated parking spot for an emergency ambulance. We also observed emergency exit signs and a muster point (a designated place where all employees, residents and visitors can assemble in case of an emergency).

The reception area appeared clean and spacious with a welcoming atmosphere. It provides a comfortable space for visitors to relax while waiting. Provision of hand sanitizer outside and inside the building ensures that everyone can maintain good hygiene practice. A poster displayed prominently at the entrance offers information about upcoming events and activities, keeping residents and visitors well-informed.

What has worked well?

- Located in a quiet, residential area
- Close to public transport
- Large outdoor space
- Wheelchair friendly
- Hand sanitiser available at the entrance
- Digital check in and check out
- Fire safety precautions procedure sent via email after checking in
- Friendly receptionist
- Complaint forms and leaflets to review Burrows House on Carehome.co.uk available at the entrance
- A whiteboard with staff information and their roles
- Double door entry.

What could be improved?

- Improving the external signage would be beneficial as it was slightly challenging to locate the main entrance.

General Environment

Notes

The living room has a homely décor, with a selection of books, which creates a warm and inviting atmosphere for residents to relax and socialise. Chairs are thoughtfully grouped together to encourage conversation and interaction

among residents. The friendly staff further contribute to the warm and welcoming environment, ensuring that residents feel comfortable and supported.

The presence of resident-made art displayed throughout the home adds a personal and unique touch to the overall ambiance. Natural lighting makes it a pleasant place to spend time.

We observed good dementia friendly decor with contrasting walls, floors and door handles. Handrails are bright red in most cases, or at least a contrasting colour. In the bathrooms we found toilet seats and light switches that contrast with the walls. Activity and notice boards are at roughly eye level. Every door and room had clearly displayed pictures and words to let the residents know where they are. We could not see any obvious complex colours or patterns.

What has worked well?

- Warm decor
- Memory booklets displayed at the entrance
- Promotion of diversity through flags and a diversity board
- A noticeboard providing information and care home policies
- Clean and personalised rooms
- Photographs of residents' activities
- Residents' artwork displayed on the walls
- Bedrooms and corridors with contrasting colours between doors, floors, and walls
- Use of clear and simple signage aids in promoting independence.

What could be improved?

- Adding dementia friendly clocks in communal areas.

Safety, COVID-19 and visiting

Notes

We found clear fire exit signs with no visible obstructions. All fire safety protocols were visible, including emergency contact numbers and evacuation procedures. We were told that regular safety drills are conducted to make all staff members familiar with the necessary protocols in case of an emergency.

Overall, accessibility within the home appears satisfactory, except for the non-functioning lift and narrow hallway on the upper floor, where it would be extremely difficult for people to walk past each other, particularly those with walking frames. We were told that while the home is waiting for the lift to be fixed, staff assist residents by taking them downstairs when necessary.

Family members were satisfied with the Covid-19 precautions and arrangements. Staff reported sufficient infection prevention measures and said they always use personal protective equipment (PPE).

One of the staff shared with us that during lockdown residents were well informed about the changes being made and were able to communicate with their families via Zoom.

At the time of our visit, there were no visiting restrictions. Visitors are welcome between 09:00 – 20:00, except mealtimes, which are protected except for relatives helping with meals.

What has worked well?

- All staff wear identification (ID) badges
- Hand sanitiser provided throughout the home
- Posters displayed detailing how to reduce the risk of COVID-19 infection
- Fire safety equipment available
- Fire alarm zone plan displayed
- Emergency and fire safety procedure sent via email when you check in
- Some doors include keypad locks to prevent residents from entering potentially hazardous areas
- All staff offered COVID-19 vaccinations.

What could be improved?

- The lift was temporarily out of service during the E&V visit. Our ARs raised this with the manager on the day. They confirmed that the lift is in the process of being repaired.

Activities and Personal Involvement

Notes

During our visit, residents appeared to be engaging with one other, as well as with staff, while listening to the radio. The chairs were arranged in groups, allowing for easy conversation and socialising with other residents.

Activity options are discussed during residents' meetings and take place every day in the morning and afternoon. They include:

- Facials
- Singing
- Faith groups
- Reading books and nursery rhymes with children
- Arts and crafts
- Pet therapy
- Football events
- Sudoku
- Hair dressing
- Enjoying the weather outdoors
- Exercise
- Card games
- Dancing
- Skittles.

In the past, residents participated in creating a blanket for Battersea Dogs & Cats Home and were invited to a school to watch a Royal wedding.

What has worked well?

- We would like to applaud the home for their Intergenerational connections with local school children as part of a reading programme
- Evidence of artwork on the walls of the home
- A memory book where residents can look back at their family pictures, social history events (such as what happened during the war), or photos of their first day at school
- The home supports residents with different cultural backgrounds and sexual identities
- They also encourage staff to promote their different backgrounds. ☹️

What could be improved?

- Resumption of a bus service that goes to church. This stopped operating during the pandemic.

Notes

The home offers a broad range of food choices, and residents' dietary needs are met. Meal information is well displayed at the entrance and in the dining area. Staff support personalised food requests from residents and their family.

Mealtimes:

- 08:00 – 10:00
- 12:30 – 14:00
- 16:45 – 18:30

We have included some of the menu options available during the E&V visit:

Breakfast –

bacon with beans and eggs, cereals, porridge, toast, preserves, coffee and tea.

Lunch –

braised pork steak, mashed potatoes, broccoli and swede, liver and bacon casserole, cheese omelette, chicken curry and rice, jerk chicken, fried or poached fish, macaroni and cheese, roast chicken with sage and onion stuffing, plantain and yam.

Dinner –

stuffed jacket potatoes and a variety of soups including chicken, lentil, tomato, leek and potato, and carrot.

Lentil soup

What has worked well?

- A variety of meal options for residents
- Food originating from the heritage and culture of residents from different ethnic groups is provided, such as plantain, yam, rice and peas.
- Residents are supported during mealtimes
- A daily menu well displayed on the wall

What could be improved?

- We found no potential areas for improvement.

Feedback and Complaints

Notes

The manager has regular meetings with relatives to discuss any concerns and provide feedback. The home also organises online meetings and has a newsletter and a Facebook page to update friends and family about activities and events.

What has worked well?

- Complaint forms and leaflets are made available, and a review can be left on carehome.co.uk
- Visible notice boards include an information update which displays feedback about the home on one side and actions taken on the other
- Easy read policy print on how to get accessible information standards the Deprivation of Liberty Safeguards (DoLS) procedure
- Whistleblowing & Reporting Procedures visible around the home
- A flowchart illustrating their complaint process, including what to do if the manager is unavailable
- Local advocacy service information displayed.

What could be improved?

- We found no potential areas for improvement.

4. Residents' and Families' Feedback

We received feedback from 12 family members and 10 residents. We asked questions related to mealtimes, emergency arrangements, access to healthcare, social life and communication. Some residents were unable to answer all the questions fully due to their cognitive impairment.

Only two family members were uncertain whether or not their relatives receive adequate dental care. The majority of residents reported that they were pleased with their dental care.

Overall, residents and family members were very satisfied with the care provided; family members believe they have good levels of communication with staff. Only one family member and one resident reported that the home was occasionally cold. However, the home has always been able to provide blankets when requested.

Activities

A few family members informed us that they were unaware of the activities planned for their relatives. Some people would like to see more physical activities provided, to aid the treatment of dementia and recovery from surgery.

Residents able to communicate with us confirmed that there is an activities programme and that they are all pleased with it. They also mentioned that they formed friendships with other residents and staff members.

Diet

All family members who responded to our questionnaire were happy with the meals provided by the home. They are confident that their relatives have enough food and liquids and support with feeding.

Residents to whom we spoke said that they are happy with the meals provided.

Safety and security

In terms of safety, all family members are confident that Burrows House is a safe place; most of them are aware of the evacuation plans and other emergency arrangements.

Overall care

Residents expressed a high level of satisfaction with the quality of care and treatment they receive at Burrows House. They told us they are treated with dignity and respect.

Other services

Family members expressed their satisfaction with the level of personal care provided to residents.

COVID-19 infection prevention measures

All family members we spoke with said they are satisfied with the infection prevention measures in the home.

Family and Friends' Selected Comments

"Overall happy with the care my mum receives at Burrows. The staff are lovely and very caring. My mum is always clean and happy."

"Wonderful care."

"All staff are approachable and will chat about any concerns or issue we have. My mother-in-law has a high quality of care and treated with dignity and respect."

"X is very good (Activity co-ordinator)."

"Burrows House is a good home. I have no concerns; staff are working hard."

"I'm not sure if she has a say on the type of activities, but she enjoys all activities, and listening and singing to music."

"He's a very young man and still fit and healthy - apart from dementia he would benefit being taken out occasionally."

"Overall, very good, I would like her to have more exercise as she is recovering from hip surgery."

Residents' Selected Comments

"I have got eight staff as good friends."

"Respect from staff provided."

"Have no concern with care or would speak to staff."

"I feel safe and respected, I will discuss with the staff any fears, worries etc, as they are very approachable."

"They clean me up alright. Wish I had a mirror though to do some of the cleaning on my beard."

"I'm always cold. Though I am not sure if that's just me. They do provide me with extra clothes and blankets if I need them."

5. Staff & Management Feedback

We received feedback from 23 staff members, including kitchen personnel. During our observation, we noted that all staff were actively interacting with the residents.

Staffing

Notes

The majority of staff has been working at Burrows House for over four years. They enjoy working at the home and believe there is good career progression. We were told they were happy with their induction and training. One staff member mentioned they would like to undertake a phlebotomy course.

The staff appear to have a good relationship with the manager and have no problem raising concerns.

What has worked well?

- Good communication between staff and management
- All staff are confident that residents are treated with dignity and respect
- All staff who gave us feedback said they are aware of how to raise a safeguarding concern
- All staff have been offered COVID-19 vaccinations
- All staff are happy and satisfied with their work.

What could be improved?

- One staff member said they would like to do a phlebotomy training course.

Selected Comments from Staff

"We pride ourselves as a team, how we care for our residents. We are like family. We treat our residents with dignity and respect, as we would with our own family."

"We care about all our residents in a person-centred way, we also ensure that all our residents are treated with respect and their privacy and dignity is maintained."

"The manager is very good. She listens to every member of staff, and she is always willing to give any support you need."

“Absolutely, manager at Burrows House is sympathetic, kind and a great teacher for staff. She is very supportive of people, plus she encourages staff to excel.”

“Although I hadn’t raised any concerns, a few of my colleagues did, and they were professionally in line with [the home’s] policy and procedures.”

“We have been told that there is a clear procedure of raising a safeguarding alert and for whistleblowing.”

“The manager is always available, and we have regular meetings and one to one supervision. If I raise concern, I know it would be looked into and informed of outcome.”

“I worked at Burrows House for seven and a half years and was a mobile hairdresser for older adults, which got me interested in caring...I started working as a cleaner, where I enjoyed involving residents....and from there, I transitioned to an activity co-ordinator.”

“We try to acknowledge [residents’] diversity and history. We also try to provide Nigerian, Algerian and Caribbean food.”

Management

IT systems and patient records

Burrows House is currently transitioning from paper to Person Centred Software (PCS), an electronic care planning system.

Diet

The manager told us that they are satisfied with the provision of food and hydration. Everything is recorded on the PCS. During the summer they offer residents fresh fruit, ice lollies, and grazing baskets for those who are mobile and able to help themselves.

Residents have a choice of menu; staff show a list of food options for the next day which they can choose from. The home is flexible with their menu and strives to provide residents with what they prefer whenever possible, for example authentic fish and chips, Nando's, or Starbucks coffee.

Residents can contribute to menu planning and choose where to dine, although using the dining room is strongly encouraged.

Safety and security

The home requires all visitors and staff to sign in and out at reception on an electronic device. All staff have ID badges showing their names and job titles.

Staff are aware of the evacuation plan and will support visitors and residents if necessary.

All staff have safeguarding and whistleblowing training and know how to raise a concern with the manager. Residents know how to raise an issue with staff, and family members can get in touch with management if they are concerned about their relative's safety.

Activities

Activity options are discussed during residents' meetings. At the time of our visit the home offers pet therapy, singing, exercise, church groups, and local activities with schools.

Some residents were invited to school to watch a Royal wedding or to read books and nursery rhymes to children. Families like to be involved and regularly volunteer at parties.

Staff

The staff induction typically lasts 12 weeks and consists of shadowing, mentoring, and then probation. Mandatory training courses are face-to-face and online. There are many training opportunities available. Last year they pioneered a training programme for managers to improve their knowledge. They refer to it as a succession programme as it supports staff with their career progression. We have been told that staff working here have the opportunity to become nurses, social workers, and apprentices in health and social care.

What has worked well?

- Good communication with staff, residents and family members
- Opportunity for career growth
- Deputy manager nominated for the dementia succession programme

What could be improved?

- We found no potential areas for improvement.

6. Recommendations

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

6.1 General Environment

6.1.1. We saw no dementia-friendly clocks in the home.

As most of the residents live with dementia, swapping a traditional clock with a dementia clock, which states the day, month, year and whether it is morning or evening can better support residents with everyday tasks.

6.2 Staffing

6.2.1. One staff member said they would like to receive phlebotomy training.

We advise the management team to assess their current training programme, and identify whether there is opportunity for staff to further develop their skill set.

6.3 Activities

6.3.1. Two family members reported that they would like more physical exercise for the residents to help with dementia and post-surgery.

We recommend that the manager follows up on this concern and looks into new activities for those with less mobility or recovering from surgery.

6.3.2. The bus service that went to church stopped operating during the pandemic.

We recommend reviewing transport options to encourage outdoor activities and opportunities for residents to visit their faith groups.

6.4 Entry and General Accessibility

6.4.2. The lift was temporarily out of service during the E&V visit. Our ARs raised this with the manager, who confirmed that the lift was in the process of being repaired.

We would like to follow up with the manager and ensure that this was addressed immediately after our E&V visit as it is a safety hazard.

6.4.1. Improving the external signage would be beneficial as it was slightly challenging to locate the main entrance.

We advise the manager to review their external signage to make the home easily accessible to all visitors.

6.5 Feedback and Complaints

6.5.1. Only two family members were uncertain whether or not their relatives receive adequate dental care.

Where appropriate, relatives should be made aware of health visits, including dental care.

7. Glossary of Terms

AR	Authorised Representative
CHS	Care Home Selection
CQC	Care Quality Commission
DoLS	Deprivation of Liberty Safeguards
E&V	Enter and View
ID	Identification
LBB	London Borough of Bromley
LTC	Long Term Condition
PCS	Person Centred Software
PPE	Personal Protective Equipment

8. Distribution and Comment

This report is available to the public and 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 of health and care services, please contact us.

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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	Charlotte Bradford
Date sent	08/01/2024
Report title	E&V Burrows House
	Response (If there is a nil response please provide an explanation for this within the statutory 20 days)
Date of response provided	08/01/2024
Please outline your general response to the report including <u>what you are currently doing to address</u> some of the issues identified.	
	Please outline what <u>actions</u> and/or improvements you will undertake <u>as a result of the report's findings and recommendations</u> . If not applicable, please state this and provide a brief explanation of the reasons.
Recommendation 1 6.1.1. We saw no dementia-friendly clocks in the home.	Some residents already have dementia friendly clocks in their bedrooms. However, we are looking into purchasing some for the communal lounges.
Recommendation 2 6.2.1. One staff member said they would like to receive phlebotomy training.	Burrows House is a Residential Care Home. Our training programme does not include invasive clinical procedures such as Phlebotomy. The manager will try to identify and direct a staff member to the appropriate pathway.
Recommendation 3 6.3.1. Two family members reported that they would like more physical exercise for the residents to help with dementia and post-surgery.	Our Activities Coordinator provides varied physical exercises. She has trained with the Physio team on how to provide activities for all residents. Both the Activities Coordinator and Care staff follow instructions given by the Physiotherapist/Hospital team following resident hospital discharge.

6.3.2. The bus service that went to church stopped operating during the pandemic.	The bus service was offered by the Church and has not been reinstated post COVID-19. Residents are able to attend the local church using the bus or by taxi.
Recommendation 4	
6.4.2. The lift was temporarily out of service during the E&V visit. Our ARs raised this with the manager, who confirmed that the lift was in the process of being repaired.	I can confirm that the lift was repaired on 29/09/23 and it is in good working order.
6.4.1. Improving the external signage would be beneficial as it was slightly challenging to locate the main entrance.	We will consider identifying suitable locations to place another sign to make it easier to locate the main entrance.
Recommendation 5	
6.5.1. Only two family members were uncertain whether or not their relatives receive adequate dental care.	Relatives are regularly informed when the residents are seen by any health professionals including the Dentist.
Signed	<i>M. Timamy</i>
Name	Maryam Timamy
Position	Registered Manager