

# Enter and View Report

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## Rowena House Care Home

28 Oakwood Ave, Beckenham BR3 6PJ



Healthwatch Bromley

4th December 2018

Service visited:	Rowena House Care Home
Address:	28 Oakwood Road, Beckenham BR3 6PJ
Care Home Manager:	Nitin Seeta
Date and time of visit:	Tuesday 4 <sup>th</sup> December 2018, 14:00 – 16:00
Status of visit:	Announced
Healthwatch Bromley Enter and View Authorised Representatives:	Peter Todd and Stephanie
Lead Authorised Representatives:	Peter Todd
Healthwatch Bromley contact details:	Healthwatch Bromley, Community House, South Street, Bromley, BR1 1RH  Tel: 020 3886 0752  Email: <a href="mailto:info@healthwatchbromley.co.uk">info@healthwatchbromley.co.uk</a>

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 Rowena House on the request of the local authority.

## **Acknowledgements**

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**Enter and View Authorised Representatives:** Stephanie Wood and Peter Todd.

Thanks to Nitin Seeta, the Care Home Manager, Farida Cader, the provider, and the care home staff and visitors.

## **Background**

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Rowena House is a 22 bedded, privately run home, situated in the London Borough of Bromley. At the time of our visit, there were 15 residents at the home. The home is spread over two floors and offers a homely, friendly and supportive environment. People living in the home are living with dementia and additional physical conditions, needing skilled residential care.

Residents may bring their own furniture. There is a lot of flexibility and choice about meals and special dietary requirements are catered for by the catering team. The home has a communal lounge and dining area. All meals are cooked on the premise and the chef caters for specific dietary requirements. The home is wheelchair friendly and there is easy access to a sizable garden.

## **Observations**

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There is one main entrance to the residential home, which can be used by visitors, family, friends and other guests. The Healthwatch team were greeted on arrival by a member of staff and directed through a secure door to enter the building. The main reception area 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 and there is an area where residents can get hot or cold drinks. Although there is limited dedicated parking on site, there is plenty of on-road parking available outside the home. There are transport links to both Bromley and Beckenham town centre.

The garden is well maintained and access to the garden is through one of the lounges, which is wheelchair friendly. The staff/resident ratio was high. All of the team (including the Home Manager), were observed supporting and engaging with the residents.

### **Current Care Home Staffing**

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The authorised Enter and View representatives spoke with Farida Cader about the service delivery of Rowena House. At the time of the Healthwatch visit, there were 21 members of staff, these included:-

- 5 staff who are part of the management team
- 3 Senior Care staff
- 8 Health Care Assistants (including one bank)
- 1 Housekeeper
- 1 catering staff
- 1 entertainment staff
- 1 person responsible for maintenance
- 1 agency staff

### **Resident acceptance**

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There are currently 15 people in residence at Rowena 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. Once the necessary administration is completed, a new resident can be accepted; at the time of the visit there were 7 rooms available. New residents are required to bring 2 weeks' worth of their current medication with them.

### **Accommodation**

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4 of the 22 rooms available have 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 TV lounge and a dining room for residents. The lower ground floor is the perfect secure environment for residents who have dementia.

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

## **Residents Care**

Rowena House is a care home that supports people with Dementia (including Alzheimer's Disease), 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. They are assisted in dressing and undressing where required. The laundry operates 7 days a week, clothing can be named by the laundry staff at no extra charge.

A doctor carries out regular rounds (bi-weekly) 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 home employs 8 Health Care assistance to provide support for the residents.

The physical wellbeing of the residents including their appearance in term of clothing, hair and fingernails was observed to be very good. No residents appeared to be isolated and the ratio of staff to residents was good. There was at least one member of staff for every three residents in the communal lounge areas. All the staff were on first name terms with the residents. The residents Healthwatch spoke to seemed happy with their care but a large number had memory issues, so could not engage with us. However, the body language between staff and residents was overwhelmingly positive. One resident told us that she liked the choice of food but was given too much on her plate and felt obliged to eat it. During Healthwatch visit afternoon tea/cakes, crisps and biscuits were being served. The overall impression from Healthwatch's perspective was of a caring environment for residents.

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.

## **Premises**

Rowena House is situated between Shortlands and Beckenham and is a convenient location for local shops and transport. The home was clean and there were no unpleasant odours within the communal areas. There is a variety of furnishings and residents had a choice of seating areas.

Although there is no dedicated parking for visitors, there is plenty of on road parking outside the home. The first impression for visitors is that the home is welcoming and homely.

## **Activities**

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Rowena House does not have an in house activities coordinator. During our visit to the home, an external musician was entertaining the residents. Staff were providing encouragement to the residents so that they could get the best out of the activity. Although we were not given a weekly activity programme, an activities calendar was drawn up in the manager's office, which detailed movie and popcorn as a regular activity. There seemed to be a guitar player every afternoon at the home. Although the activities on offer were extremely limited, it should be noted that Healthwatch did observe a lot of 1-2-1 interaction between the staff and residents. Healthwatch was also told that the home delivers Namaste – a touch based therapy to all its residents. One resident told us that she would like it if a “pat dog” came into the home on occasions. This was something Healthwatch mentioned to the manager during our visit.

There is currently no mini bus for the home but the manager told Healthwatch that he is currently looking for possibilities to acquire one. He told us at his previous work place he had organised many external visits for the residents and this was something he was keen replicate at Rowena House.

## **Dietary Needs**

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The resident's dietary needs are discussed as part of the initial assessment; likes, dislikes and allergies are considered, for example, if a resident has diabetes. Menus are planned to meet the needs of the majority of residents but special dietary requirements are met. Staff also provide support with eating and drinking (where required), which was observed during the Healthwatch visit.

Nutritional profiles are in place for all residents to ascertain any areas of risk and to highlight personal preferences. This information is communicated to the chef.

## **Security**

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You have to be buzzed in through the front door and there is a log in/out register once you are inside. The family and friends we spoke to told us that they felt the home was safe and secure environment for the residents.

## Care Home Manager

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Nitin told Healthwatch of the changes and improvements that have been made recently to the home. He was hopeful that by working collaboratively with the local authority Rowena House would receive a good accreditation following the next CQC visit.

Nitin told us that his team were well motivated and this has been reflected in the staff feedback questionnaires, which were positive. The staff feel that the management team is approachable and that they worked together deliver a person-centred approach to their residents.

## Care Home Staff Feedback

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

- “I enjoy my work and the surroundings here at Rowena House”
- “The home provides plenty of activities to keep residents happy and occupied”
- “The organisation provides plenty of activities which always keeps the residents happy and in a good mood”
- “This is a family-orientated care home and we value our residents and we do our level best to better their lives”
- “The service runs very smoothly here”
- “I enjoy working here and personally like taking care of people”

Staff at Rowena House commented on the comprehensive training programme in place and detailed some of their recent training as End of Life Training/Palliative Care, Dementia Training and Incontinence Training.

All of the staff that we spoke with and observed knew the residents well and had a good rapport with them. When we asked staff what could be improved, the feedback included:

- “Working with the team to ensure that each resident I support has a person centred approach”
- “We are aiming to be good in all areas and with the recent CQC inspection, there is always room for improvement”
- “It would be good to get the residents out more often”

In addition to the comments made, all of the staff said that would recommend Rowena House as a suitable residence for people with dementia or those requiring residential

services.

The Home Manager said that staff meetings were held regularly and there are handover notes/meetings for staff at each shift change. Nitin has an open door policy and visitors are welcome to pop into the home at any time. However, they encourage residents to enjoy protected meal times and discreet visits may be available upon request. Staff appraisals are held annually. Staff receive regular supervisions throughout the year and these supervisions include observational supervision.

## **Family and Friends**

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

- “It would be nice to have more activities available for my Aunt but overall she is very well looked after physically”

Healthwatch was informed that a family and friends newsletter goes out monthly, within which people are asked to submit feedback regarding their loved one’s care. Furthermore, the minutes from Family and Friends meetings are circulated, so everyone is able to stay up-to-date. Healthwatch noted that the resident’s birthdays were displayed in the manager’s office and that resident’s pictures were clearly displayed outside their rooms. There was also a clear staff matrix on display, including those members who are currently on duty, so people can easily identify staff.

## **Recommendations**

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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 affected by dementia. As lay members without relevant experience of relating with dementia patients, it was not appropriate for us to approach dementia patients and begin conversations about service provision and their experience of being a resident.

On the basis of our observation, we would like to recommend the following:

- An activities coordinator to be recruited to enhance the daily living of the residents. This should be monitored by the Home Manager. Also, following a family member comment, a varied activities calendar and more mental stimulation and physical exercise could be



included in the activities programme, for example group games such as playing with a soft ball or bean bag.

**Response from RH:**

We have an existing Activity coordinator, but she is on Part-time. We are actively looking for a full time activity coordinator at present.

- It would be beneficial if family involvement within the home was increased, perhaps through encouraging volunteering or engagement/involvement during special events.

**Response from RH: -**

We are still looking for possibilities to acquire a minibus. It's in our pipeline. Families are encouraged to get involved.

## **Conclusion**

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The staff we spoke to were very accommodating and forthcoming, we felt all our questions were answered candidly and with confidence. The Care Home Manager seemed comfortable disclosing information and has provided a response to our recommendations.

Overall, positive feedback was received from the visitor and staff members regarding Rowena House. Staff commented that management was 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](http://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 Rowena 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 Rowena House. The observations made in this report only relate to the visit carried out on the 4<sup>th</sup> December 2018.*