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Report

Byron Court 09/04/15



Residential Care Home visit report

Name and address of Home	Byron Court
Description of care /service provided	Residential care home for people with Learning Disability
Names of Authorised Representatives	Linda Hiscott, Ann Njoroge (trainee), Sue Wilson (trainee) and Samantha Porter-Harris (trainee)
Date of visit	9 th April 2015

Background

Byron court is a residential care home for 7 people with learning disabilities owned and run by Caretec. There is currently one vacancy. The house is a detached house situated in a residential area on the outskirts of Bedford. It is close to the town centre, public transport and local shops. There are a number of communal areas that residents and visitors can use. The house has a small garden which is used for recreation as well as for growing vegetables. Some of the residents have lived at the home for a number of years. There are presently four men and two women.

Welcoming

When we arrived at the home the manager, Daniel Payne welcomed us to the home and introduced us to two service users who were in the hall. We were asked to sign in and were introduced to the other staff members on duty.

The home was clean and tidy and felt relaxed and welcoming and the service users were aware that the home was expecting visitors.

Safe

Service users and visitors sign in and out, the office door remains locked when the office is empty as the service users' files are stored there.

The current manager has been in post for eighteen months. Staff turnover is low with only two staff members having left in the last year. There are 20 staff members in total with day shifts having 4 staff members and 2 staff members on waking nights. The residents do varied activities during the day depending on what they want to do and what they are able to do safely.

Agency staff have to present a photo ID on arrival at the home which is double checked with a pro-forma already obtained from the agency. There is an induction

process for any new or agency staff and initially they will always work with staff that are familiar with the service users' needs.

Staff currently assists service users with medication which is stored in a locked cupboard in the service users' rooms.

There was a night light on in the corridor outside the bedrooms which stays on all night.

There was a clearly labelled and accessible first aid box

Fire alarms are tested weekly with a full evacuation drill every 3 months.

A point of concern was a gap in the stair banister which could potentially lead to a fall if someone's garment got caught in it, the manager acknowledged it and was going to have it made safe.

Caring and Involving

The service users are involved in their care as much as possible and are assisted to tidy their rooms, do their laundry, set the table for meals and cook meals to share with all the people who live in the home. They also have a choice on what to have for their meals.

Care plan reviews involve the service users. Each week, each service user has time with a staff member (different staff member each week) where they discuss how the service user is doing.

All Service users are made aware of the complaints and grievances procedure.

The service users are involved in the interviewing process for staff and are asked for feedback before staff are hired. The home has an open door policy to family members.

There is an active service users group which meets once a month. Staff told the team that they had tried to increase the frequency of this, but service users did not want to meet more often.

People living in the home are supported to undertake a range of leisure activities in the community such as theatre trips and outings as well as attending more traditional models of day care and college placement. Risk assessment is undertaken as part of this process. Staffing shift patterns allow flexibility to support residents in undertaking individual activities.

Well organised and calm

Residents all have individual care plans and these files appear well organised and in a logical order. The manager has recently introduced a new system of record keeping. This is a person-centred approach and includes some easy read information. It was noted during the visit that some of the files were in one office being updated, not in the main office.

There is a training schedule for all staff and the manager reports that staff have access to a range of training including SOVA, personalization and medication. The home has access to some on-line training. A record of this is kept in the office.

It was disappointing to note that the staff had still not had access to signing training to facilitate the communication needs of one service user. They had however, used the communication training available at Twinwoods Clinical Resource Centre. (this had been raised on an informal visit last year 2014 by Healthwatch Bedford Borough team).

The team spoke to one staff member who said he was happy working in the home and had no concerns.

There are regular staff meetings.

Summary

The team was pleased to note that the majority of the issues discussed on an informal visit last year had been addressed.

The new care planning system is thorough and person-centered.

The care staff were friendly and it was evidenced that staff treated service users with dignity and respect.

All areas appeared clean although the carpet in the hall is in need of replacing.

The resident who spoke with us was positive about the home and the care they received.

Recommendations:

The manager continues to pursue the replacement of the hall carpets.

Makaton training is made available to all staff.

The gap in the stair banister at the top of the first flight of stairs should be looked at and made safe with immediate effect.

The curtains in the lounge are too long and should be shortened; more hooks should be made available to attach them securely to the pole.

The new system of individual paper work for care planning should be shared across the Caretec homes where appropriate.

About Healthwatch Bedford Borough (HBB)

HBB is the independent consumer champion for the local community, influencing all local health and social care services.

HBB seeks to ensure that the views of the public and people who use health and social care services are taken into account.

Our vision is that

Healthwatch Bedford Borough will be:

- *a critical friend in challenging service providers to ensure that their services are person-centred and responsive to local community needs.*
- *seeking to empower all patients with confidence to make an informed choice about their health and social care needs.*

Our Mission is that

Healthwatch Bedford Borough will consult, engage and empower the wider community in a fair, transparent and realistic way. It will:

- *provide positive influence and encourage improvements in local health and social care services, acting as a critical friend to service providers and establishing valid outcomes against which changes can be measured.*
- *act as the voice of the public, providing a bridge between the commissioners and providers of Statutory Health and Social Care.*

HBB is for everyone in the community - adults, young people and children. It is vital that HBB actively seeks the views from all sections of the community, particularly those who seldom have their voices heard to ensure that information gathered is representative of the local community that it serves.

HBB Board

This is the body responsible for overseeing the work of the organisation. Board members are:

- Anne Bustin (Chair).
- John Weetman (Finance Director).
- Linda Hiscott (Strategic Director).

There is also one non-executive Director - Lyz Hawkes.

The Board meets on a regular monthly basis.

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HBB Staff

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Laurie Hurn - Administrator and Company Secretary.
Vacant Post - Modern Apprentice (Signposting).
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Important Note.

HBB is a Community Interest Company (CIC). It is registered with Companies House as Company No 8385413.

The three Directors (Board) have an important position of trust and general company law imposes on them a range of duties and in ensuring that the CIC meets its statutory and other obligations.

The HBB strapline is as follows:

“A strong voice for local people”