

**healthwatch**  
Bedford Borough

# Enter & View Report

Elcombe House - 23<sup>rd</sup> April 2015



### Care Home Visit report

<b>Name and address of Home</b>	Elcombe House, 61 De Parys Avenue, Bedford, MK40 2TR
<b>Description of care /service provided</b>	Older people, dementia and physical disability
<b>Names of Authorised Representatives</b>	Kamila Naseova and Sue Wilson (trainee E&V representative)
<b>Date of visit</b>	23 <sup>rd</sup> April 2015

#### Background

Elcombe House Care Home is run by St Andrews Care Homes Ltd. The care home is situated within an easy reach of Bedford Park, bus routes and the town centre. Elcombe House offers accommodation in 22 single rooms, most of which are en-suite, to residents that require care for older age, physical disability and dementia (which they specialise in). In some cases care has been offered to people that have been refused care elsewhere. End of life care can be arranged for existing residents, when this is possible to be facilitated by the care home staff.

#### Welcoming

On arrival we were welcomed by a member of staff and then the care home manager, Chris Ryan, who escorted us around the care home. The accommodation is in a domestic house and the atmosphere in the home was calm and relaxed.

#### Safe

The home has keypad access for security of the building and residents alike. We were asked to sign. The team observed a visiting nurse to use hand gel on arrival.

The accommodation in the home is on three floors with lift access to all of these. Residents are placed in rooms on each floor according to their mobility needs.

The home carries out weekly fire alarm tests to ensure the safety of residents and staff.

Doors to the kitchen, laundry, office and staff room have access codes. However, one resident is hyper-vigilant about door codes and has a history of attempting to leave. Kitchen access door code needs to be changed regularly as this may result in the resident's accessing the kitchen once they have learned this particular code.

The current banisters meet health and safety requirements and pose no obvious safety issues to the residents living in the home. However, Healthwatch Bedford Borough have been made aware of an issue when items of clothing were caught on the ends and thus resulting in falls and injury. This was discussed with the home manager who

indicated that when the stair area is next refurbished he would request this to be considered.

Flooring in the large communal area was scheduled to be replaced, as the existing one appears dirty and worn out in places.

The home was clean and tidy.

### **Caring and Involving**

During the visit it was observed that the residents were spoken to in a caring manner and treated with respect and dignity.

Residents are able to enjoy regular entertainers that visit the care home as well as a programme of regular events. This programme is flexible to suit the needs and requirements of all residents. The activity co-ordinator has recently left and the position has not been filled yet.

When the weather is warm, residents like to go out and enjoy the local park, which is within an easy walking distance.

Each resident has their own care plan, which is reviewed regularly. When speaking to relatives, they felt that they could ask to see the care plans but there is no regular or formal offer for them to see the plans. It was felt by the Healthwatch team that this could be addressed and a system for this developed. The care home manager discussed the possibility of having electronic care plans that would be easy to access for everyone.

Medical test results are not routinely fed back to relatives, although they confidently assume any problems will be, and this has been the case to date, according to the relatives we spoke to.

The home operates a four weekly rolling menu, with seasonal variations. Individual requests and choices are catered for. Residents' weight is closely monitored and the nutritional value of meals will be adjusted to suit each resident's needs.

Residents are able to enjoy the company of the care home's pet – a cat called Bodger.

Religious needs are met on an 'as and when needed' basis to suit the needs of residents. The care home has links with 'Friends for Life' and local volunteers visit the home regularly.

A hairdresser was present on the day of the visit.

### **Well organised and calm**

The ethos of the home focuses on providing person centered care based on individual need. Each resident's room name picture is personalised with pictures of their own choice. Residents are supported and encouraged to personalise their own rooms too.

The home manager is proactive in keeping up with the latest research and recommendations regarding dementia care, which the home specialises in.

Staff have access to a mixture of in-house training and e-training. E-learning is followed up with competency checking which is essential to provide evidence of learning. A schedule of this was discussed with the manager at the time of the visit.

The care home carries out an annual survey – one for residents and one for family members. Reports are regularly sent to families to keep them updated. Residents and carers/ family members are encouraged to raise issues with the staff and manager on a regular basis.

## **Summary**

It was felt that the care home offers a very good standard of care in a friendly and relaxed manner. The staff felt friendly with residents, relatives and the Healthwatch Bedford Borough team that was conducting the visit. The care home manager is proactive in researching dementia care, which is reflected in the care residents receive.

## **Recommendations**

- **Kitchen access code to be updated regularly**
- **Flooring suitability and replacement in communal area to be addressed**
- **The post of activities coordinator to be filled**
- **Care plans to be regularly reviewed with residents and their families/ next of kin/ carers**
- **Medical tests results updates to be shared with residents' families/ carers**

## **Comments by the Managing director of St. Andrew's Care homes Ltd., Chris Ryan:**

- **Kitchen access code:** The staff are very vigilant about hiding the code when the particular resident is around. The code is however changed if we have any concern that they or any other resident who may be at risk may have learned it.
- **Care plan reviews:** Families are offered the chance to review the care of their relative at least annually and often more frequently if there is a significant change in their condition. This does come up from time to time in the surveys we do and we regularly send letters to families reminding them that they are welcome and encouraged to be part of the review process.
- **Medical tests results updates:** We also share test results with the families as well as smaller changes in individual's conditions and when a GP is called, all

the time. We always check with families what level of detail they want about such changes. Some want to know about every change as it happens, others are happy to wait to be told until they visit unless it is serious. This is all detailed in their care plans. We contact the nominated next of kin and then it is up to that person to inform other members of the family if necessary.

## **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.

## Contact Information

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## HBB Staff

Kamila Naseova - Service Development Officer.  
Emma Freda - Communications Officer.  
Laurie Hurn - Administrator and Company Secretary.  
Shanice Dadhira - Modern Apprentice (Administration).  
Vacant Post - Modern Apprentice (Signposting).

## 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”***

Residential Care Home Visit Questionnaire Results - Elcombe House

23/04/15 - No. of interviewees: 2 relatives of 1 resident

SECTION A				
Provision of Care				
	Always	Usually	Rarely	Never
Are you happy with the staff and do they treat you in a kindly manner?	2			
	<ul style="list-style-type: none"> <li>Nice and caring people</li> <li>If asked they will do it</li> <li>Contacted about a fall straight away (1 o clock in the morning)</li> </ul>			
Are your wishes carried out in a private and dignified manner in respect of (e.g. personal care, washing and bathing and help with dressing)?				
	<ul style="list-style-type: none"> <li>As far as we are aware</li> <li>Not observed</li> <li>Washed regularly</li> <li>Clean and tidy</li> <li>Our relative always has clean clothes on</li> </ul>			
	Yes		No	
Do you have a say in who cares for your personal needs (e.g. male or female carers)?				
	<ul style="list-style-type: none"> <li>Not applicable</li> </ul>			
How often is your room cleaned per week?				
General comments/Summary				
<ul style="list-style-type: none"> <li>Room clean and tidy when we visited</li> </ul>				
SECTION B				

Leisure Activities				
	Always	Usually	Rarely	Never
Are social events organised?				
	<ul style="list-style-type: none"> <li>Not sure; not observed</li> </ul>			
	Yes		No	
Are you involved in deciding what and when activities take place in the home?				
General comments/Summary				
<ul style="list-style-type: none"> <li>Likes going out - taken round the park/ to the river</li> </ul>				
SECTION C Health Provision				
	Always	Usually	Rarely	Never
When you feel unwell is medical assistance called immediately?	2			
	<ul style="list-style-type: none"> <li>N/A</li> <li>Came out for cut on the head</li> <li>Dr. came out after a bad night</li> </ul>			
	Yes		No	Not necessary
Do you have access to a Dentist or Optician?	2			
	<ul style="list-style-type: none"> <li>Optician will visit soon</li> </ul>			
	Yes		No	
Do you receive general health checks on a regular basis?				
If so, please state how many times a year				

<b>General comments/summary</b>				
<b>SECTION D</b>				
<b>Choice</b>				
	<b>Yes</b>	<b>No</b>	<b>Not applicable (i.e. I do not use the launderette)</b>	
Do you always get your own clothes back after they have been laundered?	2			
	<ul style="list-style-type: none"> <li>Labels on clothes</li> </ul>			
	<b>Always</b>	<b>Usually</b>	<b>Rarely</b>	<b>Never</b>
Can you choose what time you go to bed and get up?	2			
	<b>Yes</b>	<b>No</b>		
When you are unhappy with anything, is there someone you can talk to in confidence?	2			
	<ul style="list-style-type: none"> <li>Will talk to managers</li> <li>Know that we can ask anyone anything</li> </ul>			
Is the level of noise at the home acceptable?	<ul style="list-style-type: none"> <li>Ok - accepting the noise (from another resident)</li> </ul>			
Are family and friends able to visit at any time?	2			

Do you/ the resident have any religious requirements?		2		
If so, are you able to attend places of worship? (E.g. church, mosque, gurdwara etc.)				
<b>General comments/Summary</b>				
<b>SECTION E</b> <b>Privacy</b>				
	<b>Yes</b>	<b>No</b>		
Are you able to lock your room when you leave it unattended?	2			
	<b>Always</b>	<b>Usually</b>	<b>Rarely</b>	<b>Never</b>
Do staff knock before entering your room?	2			
<b>General comments/Summary</b>				

<b>SECTION F</b>			
<b>Meals</b>			
	<b>Yes</b>	<b>No</b>	
Is there a good choice of food on the menu?			
	<ul style="list-style-type: none"> <li>N/A</li> </ul>		
	<b>Yes</b>	<b>No</b>	<b>I don't mind</b>
Do you like the type of food on offer?	2		
	<ul style="list-style-type: none"> <li>Never any complaints</li> </ul>		
	<b>Yes</b>	<b>No</b>	
Do you need help to eat?		2	
If so, is assistance provided in a dignified manner?			
Do you have any food requirements (e.g. allergies, religion based, diabetic etc.?)		2	
If so, are these met to your satisfaction?			
Can you have, or make a snack or drink?	2		

	<ul style="list-style-type: none"> <li>• Cup of tea</li> </ul>	
Is it possible to have meals other than at set times?	2	
Can you have breakfast in bed?	2	
	<ul style="list-style-type: none"> <li>• If our relative wanted it, yes.</li> </ul>	
Can you choose whether to go to the communal area or stay in your room?	2	
<b>General comments/Summary</b>		
<b>SECTION G</b>		
<b>Visitors</b>		
	<b>Yes</b>	<b>No</b>
Can family and friends visit at any time?	2	
Are there any places where you can spend time in private with your friends/family?	2	
	<ul style="list-style-type: none"> <li>• In relative's room</li> <li>• Meetings with carers etc. in private</li> </ul>	

Are family and friends able to take you out for visits with them?	2 <ul style="list-style-type: none"><li>• Signing in/out</li><li>• Staff prompt relatives to sign in/out</li></ul>	
Are pets allowed in the care home?	N/A	
Do you (or family/friends) have a pet?	Not sure	
If so, are you allowed to take it out for a walk?	N/A	
<b>General comments/Summary</b>		
<b>GENERAL</b>		
	<b>Comments</b>	
If you could make one change about the care home, what would it be and why?	<ul style="list-style-type: none"><li>• Can't think of anything</li></ul>	
Name one good thing about the care home	<ul style="list-style-type: none"><li>• Always clean but never seen the cleaners in action</li></ul>	
Name one thing that you do not like about the home	<ul style="list-style-type: none"><li>• Comfortable - nothing</li></ul>	
Are there any other comments you would like to make about the service and care you receive that we have not asked about?		
General concluding comments	<ul style="list-style-type: none"><li>• Staff always know everything about the resident</li></ul>	