

Enter & View Report



Care Home Visit report

Name and address of Home	Puttenhoe Residential Home, 180 Putnoe Street, Bedford, MK41 8HQ
Description of care /service provided	Dementia, Old Age and Physical Disability
Names of Authorised Representatives	Terry Darlow, Kamila Naseova and Gerry Quinn
Date of visit	24 th November 2014

Background

Puttenhoe Residential Home was visited by three representatives who carried out an Enter and View (E&V) visit. Originally, this was going to be done as part of the discharge in Bedford Borough project, but due to time restrictions this was not possible.

Puttenhoe Residential home is located in the Putnoe area of Bedford. In April 2014, the care provision transferred from BUPA to Bedford Borough Council. Puttenhoe has 29 en-suite bedrooms situated on two floors. 2 of those rooms offer respite care. The upstairs area is smaller and houses mostly frail elderly residents. The larger downstairs area is for dementia residents. The home is staffed by care staff and has no registered nurses.

Welcoming

We were welcomed to the home by the manager Linda Cornfoot and the deputy David Yourin. The home has a bright and airy entrance hall and a manned reception. The home has keypad access for security of the building.

Staff were polite and helpful throughout the visit. We were escorted by the manager and deputy around the home and they explained the setting and care provided.

Safe

The home was clean and tidy and felt homely and welcoming, however there was an odour in one of the corridors we walked through, which it was felt by the team was more than could be accounted for my spilt bodily fluids which needed cleaning. Residents all have their own individual care plans which are reviewed regularly. When visiting the care home many residents were using the kitchen areas, where staff assisted residents with their meals. Residents are able to choose meals from a menu, and individual needs are catered for.

Caring and Involving

A range of activities, such as bingo, sing alongs, quizzes and films as well as activities that involve the wider community and various church groups take place within the home. The use of outside paid entertainers is problematic due to their cost. The care home is proactive in providing their own in house entertainment as well as fundraising activities throughout the year to continue to provide outside entertainment. One resident expressed a wish to go on more outside trips.

There are three comfortable well-furnished lounges and smaller dining areas.

The outside area of the home includes a paved area in the middle courtyard with benches and flower pots for the residents to enjoy. However, on the day of the visit there was an obvious smoking area that had many cigarette ends lying on the floor.

Residents are encouraged to keep their own GPs when this is possible, but can be registered with Bedford town surgery if they come from too far away. Currently they have residents registered with 13 different GP practices. Relationships with some GP practices are better than others.

During the visit we spoke with a resident and relatives of one resident that was receiving end of life care at the time. All the people we spoke with were very positive about the level of care provided in the care home, especially relatives. They felt that staff were going above and beyond of what was expected of them.

Well organized and calm

During the visit the team observed how the staff supported carers and family members in a calm and caring manner ensuring that the privacy of the families was maintained.

Discharge to the care home from hospital

The home has been working closely with the hospital to improve the patient experience at the time of discharge when residents are very vulnerable. The team re-assess patients' needs before they come back to the home from hospital.

The home staff noted that the process for those who are receiving end of life care is now well developed and implemented and this is dependent on the individual needs of the residents.

Medication remains an issue in terms of timeliness to facilitate discharge and on occasions in respect of volume. Patients often receive more than they need, as the care home hold the medication while residents are in hospital.

Summary

Overall the team felt that the home offered a high standard of care to residents and valued and supported the staff teams. It is a homely environment whilst delivering a professional caring service. However, it was felt by the E&V team that the overall state of repair of the care home needed improvement.

Recommendation

Puttenhoe Care Home should continue to work in partnership with Bedford Hospital to develop and support a positive discharge experience from hospital care.

The outside garden area used for smoking should be kept tidy.

Overall state of repair of the home should be improved.

Continue to develop activities for residents, including trips out.

The reason for the unpleasant odour in the corridor should be investigated to ensure that the source is found and it is eliminated.

Action points suggested by Puttenhoe Care Home:

‘Your reference to the odour, we presume is the carpeted area corridor. We are aware that this area is potentially more prone to odour as it is carpeted not vinyl flooring, it is also in an area where the residents are more likely to have incontinent issues due to them living with dementia. The carpet is regularly shampooed for infection control and to eliminate odours, unfortunately on the day of your visit the housekeeping team had not visited that area by the time of your arrival, I can assure you that the odour was eliminated to maintain the housekeeping to manage the situation. We are currently due for some refurbishment and this is one area where we will be requesting vinyl flooring for hygiene purposes’.

‘In the summary you refer to the repair of the home needed improvement. At the time of your visit this was not discussed as there is already a plan by Bedford Borough Council to improve the condition of the home’.

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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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”