

# Enter & View

# Report

Bushmead Court 01/04/2015



## Residential Care Home Visit report

<b>Name and address of Home</b>	Bushmead Court Residential Home, 58-60 Bushmead Avenue, Bedford, MK40 3QW
<b>Description of care /service provided</b>	Older People, Dementia and Physical Disability
<b>Names of Authorised Representatives</b>	Kamila Naseova and Marie Chantal Uwamohoro (trainee visitor)
<b>Date of visit</b>	1 <sup>st</sup> April 2015

### Background

Calsan Ltd. run two residential homes in Bedford. Representatives from Healthwatch Bedford Borough visited Bushmead Court. The visit was a training exercise for new authorised representative and the residential home manager was aware of that. The residential home is located near the town centre within an easy access to local shops and amenities. The capacity of the care home is 27 beds. At the time of the visit 24 residents were living in the care home. Accommodation for couples and partners is available as some of the rooms are double. Only 3 of the rooms are not en-suite. The care home provides care for people with a range of needs, including dementia and physical disabilities. The age of the client group ranges between 65 and 98. Occasionally, the care home will offer respite care. However, this is assessed on an individual needs basis.

### Welcoming

We were welcomed to the home by a member of staff and escorted around the premises by the registered manager, Anne Bentley.

Most residents were enjoying the warm and sunny conservatory and one resident was listening to music on a personal CD player. Staff interacted with residents in a calm and respectful manner. One member of staff from the kitchen was enjoying a chat with a resident during their break.

### Safe

The home has keypad access for security of the building and residents alike. We were prompted to sign in on arrival.

Accommodation is on three floors and a lift is available to access upper floors.

Staff – currently there are 24 staff in total working in the care home. This includes housekeepers. Many of the staff have been working in the care home for many years, one member has been with

the care home for 20 years. The staff turnover is low. The care home does not use agency care staff at all as absences etc. are managed in-house.

Training – this is all managed in-house by an outside company. Staff have been trained in first aid, medicine management, infection control, moving and handling, safeguarding, health and safety, dementia to name a few. The company that provides the training keeps staff training records up to date.

### **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. The team observed staff giving reassurance to several residents.

At the time of our visit the hairdresser was present and several residents were receiving a manicure treatment. This was very much enjoyed by female residents in the care home.

Residents have various activities available to them during the week. This ranges from flower arranging, music events and quizzes to ball games. The rota is changed every month to suit the residents' needs. In the past, meetings were organised to find out from residents about what activities they would like added to the rota. According to one of the residents we spoke to, unfortunately these were not attended by many other residents.

An occupational therapist attends twice a week.

The home prepares food freshly on the premises. There is a four weekly rolling menu, which has some seasonal variations.

The team spoke with two residents who indicated they thought the food was good and they could make individual choices.

Residents have access to drinks and snacks throughout the day.

The main meal is lunch and there is a wide choice of mainly sandwiches and soup for supper.

### **Well organised and calm**

The atmosphere in the care home was homely and calm.

The physical health care needs are met by local GPs. Most residents are from the local area and are encouraged to keep their existing GPs, unless they are out of catchment area or not happy with the GP.

The residents' rooms are cleaned regularly.

Night duty is covered by a senior member of staff and a care worker.

## Discharge from hospital

In the past there were occasions when discharges happened late in the day but recently patients were discharged and back in the home by 5.00pm.

## Summary

Overall the team felt that the home offered a good standard of care to residents and valued and supported the staff team. The residents the team spoke with indicated that they were happy with the care and support they were receiving and felt that staff treated them with respect and dignity.

## Recommendations

- The home should explore ways to gather feedback from residents about the activities they would like to participate in.

**Comment on recommendation on activities by the registered care home manager, Anne Bentley:** 'Activities feedback: That is done by resident meetings and also they are always asked what they would like to see in the monthly activity list. We also send out questionnaire 6 monthly to get feedback. So the residents make the choices.'

- The management team to be made aware of the role and purpose of Healthwatch Bedford Borough and the Enter and View team.

## 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”***