



Enter and View Report

Lilibet Lodge Care Home
Announced

24th May 2023

What is Enter and View

Part of Healthwatch Bedford Borough's remit is to carry out Enter and View visits. Healthwatch Bedford Borough Authorised Representatives will carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement.

The Health and Social Care Act allows Authorised Representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrist and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation so that we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Bedford Borough's 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 Healthwatch Bedford Borough's Safeguarding Policy, the service Manager will be informed, and the visit will end. The local authority Safeguarding Team will also be informed.

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Provider details

Name and Address of Service: Lilibet Lodge Care Home, 6 Rothsay Road, Bedford, MK40 3PW

Manager: Louise Binding

Service type: e.g., Care Home for residents living with Dementia, general care needs and complex care.

Client type: generally, for care home

Acknowledgements

Healthwatch Bedford Borough would like to thank the Registered Home Manager, Operational Manager, staff and all the residents for their co-operation during our visit.

Disclaimer

Please note that this report is related to findings and observations made during our visit made on 24 May 2023. The report does not claim to represent the views of all service users, only those who contributed during the visit.

Authorised Representatives

Tracy Cresswell, Lead Authorised Representative

Shanice Dadhria, Authorised Representative

Who we share the report with

This report and its findings will be shared with the Manager of Lilibet Lodge, Care Quality Commission (CQC) and Healthwatch England. The report will also be published on the Healthwatch Bedford Borough website.

Healthwatch Bedford Borough details

Address:

21-23 Gadsby Street

Bedford

MK40 3HP

Website: www.healthwatchbedfordborough.co.uk

Telephone: 01234 638678

Healthwatch principles

Healthwatch Bedford Borough's Enter and View programme is linked to the eight principles of Healthwatch, and questions are asked around each one.

1. **A healthy environment:** Right to live in an environment that promotes positive health and wellbeing.
2. **Essential Services:** Right to a set of preventative, treatment and care services provided to a high standard to prevent patients' reaching crisis.
3. **Access:** Right to access services on an equal basis with others without fear of discrimination or harassment, when I need them in a way that works for me and my family
4. **A safe, dignified and quality services:** Right to high quality, safe, confidential services that treat me with dignity, compassion and respect.
5. **Information and education:** Right to clear and accurate information that I can use to make decisions about health and care treatment. I want the right to education about how to take care of myself and about what I am entitled to in the health and social care system.
6. **Choice:** Right to choose from a range of high-quality services, products and providers within health and social care
7. **Being listened to:** Right to have my concerns and views listened to and acted upon. I want the right to be supported in taking action if I am not satisfied with the service I have received.
8. **Being involved:** To be treated as an equal partner in determining my own health and wellbeing. I want the right to be involved in decisions that affect my life and those affecting services in my local community.

Purpose of the visit

The visit was announced and was part of the ongoing work programme of Healthwatch Bedford Borough.



What we did

On arrival to the building, we rang the bell, waited for the staff to let us in and we introduced ourselves.

We were asked to sign in and our temperature was taken and was documented.

We were made very welcome from the beginning of the visit; we were offered refreshments.

We spent time talking to the Manager and Operational Manager, we spoke to several residents and their relatives. We spoke to several staff who had varying roles and positions within the home.

The Manager and Operational Manager had only been in post for 11 months.

The home is a 25 - bedded care home, they have 23 rooms with single occupancy and 2 shared rooms, one of which is occupied by a married couple. They would offer respite; however, they are currently full to capacity. There is a large number of residents that are living with Dementia at various stages, some younger residents with more physical, complex needs and some with general complex needs.

The day is split into shifts, 7am to 2pm (currently have 7 staff on duty), 2pm to 9pm (currently have 7 staff on duty) and 9pm to 7am (currently have 4 staff on duty).

Findings:

Environment

External

The home is situated in the middle of other houses. There is on street parking. There is a small gate to the entrance of the home with a ramp leading from the path to the front door.

The garden area is tidy, and chairs have been used from indoors as they are more comfortable for the residents. The Manager explained that there is more work needed to be done in the garden and they are working with "Friends for Life".

There is a parking bay for 2 cars to the right-side front of the building. To the left is a driveway with a full height locked gate, leading to the courtyard at the rear which can provide parking spaces for up to 4 cars if needed.

Internal

The entrance is small, that is due to the layout and age of the building. Once inside, it has a warm friendly feeling. We were shown into one of the 3 lounges within the building, it was bright, airy and had a relaxing feeling. There was a resident sitting in the lounge, we observed the resident being asked if they would like a piece of cake or some biscuits with their drink.

All the staff wore yellow badges with their name on we were advised by the Manager that this is the last colour that leaves the minds of those living with Dementia and they are still able to read the staff names. All the staff were friendly, happy and welcoming throughout the visit.

There are 2 medication trolleys which are chained to the wall in the front lounge whilst we were on the visit, we witnessed the staff member opening and locking the cabinet and using the hand gel each time.

Essential services

The residents that we spoke to were happy that they get to see a health professional if required. One relative shared that "the home staff always kept me up to date if my family member was unwell and needed to see a GP or other medical professional".

The Manager and Operational Manager explained that when a resident joins the care home, an assessment is completed to start to build up the care

plans, they use the discharge information provided and speak to the residents, their relatives and friends to support the care plans. Some of these assessments are completed by trusted assessors, however the accuracy of the assessment depends on when it was completed.

Care plans are changed and adapted to the needs of the residents. All their likes and dislikes are documented, however a staff member explained that the handover of each resident goes into more in depth detail. The staff member explained that if they identify something that doesn't seem right with the resident, they immediately notify their senior Manager, and this is documented in the care plans.

All the residents and relatives that we engaged with said they "like living here", and another one said, "they are grateful to be looked after". One relative expressed that their relative was a lot happier within this home, and they can relax knowing that they are cared for when they are not there.

Access

All the residents and relatives expressed that they were treated fairly, and they felt safe, with one resident saying, "It is so lovely, and they are so kind". The Manager goes around to all the residents every morning to say hello. The Operational Manager ensures that he sits in the communal areas whenever he is at the home, which is every other week. He explained that one resident always finds him when he is at the home, and he spends as much time as he is able to with the resident.

Safe, dignified and quality services.

All the residents and relatives feel safe, and their dignity is always maintained. We observed this when we went throughout the home, there were several residents that were in their rooms, and each of them had their dignity maintained. One member of staff explained that they are responsible for the resident's laundry and each morning they ensure that all their own clothes are in their rooms, if they find any that is not belonging to that resident, they ensure that it goes to the right resident.

One relative expressed "my relative has excellent personal care", "always kept in a comfortable dress manner".

It was observed whilst we were talking to the residents that one resident had a little accident with spilling a drink on their top and they wanted to change it. The staff member supported the resident to their room to change their top and they returned back to the communal area.

One relative expressed that they “feel a lot of genuine care from the staff comes across to residents, and they are dealt with respect”.

The residents have been provided with a choice of curtains/bedding for the colour scheme for their bedrooms and this has been recorded on a matrix. Those that do not have the capacity to choose have had the colour scheme chosen in their best interests, using historical preferences.

All staff's training was up-to-date, and they were aware that if they required any additional training to support their role, this would be provided. The Manager is commencing her apprenticeship Level 7 in management, having already gained her level 5 as this is her first managerial role, however, she has been a deputy for 9 to 10 years. The Operational Manager is completing his level 5 in operational management. However, it was discussed that all the staff would benefit from having a refresher on Dementia awareness, however, six staff have recently attended the Dementia Bus experience offered through Beds Care Group in April 2023. The home has requested registration of the organisation with Dementia Friends via Alzheimer's Society. The Operational Manager to look into to doing the Dementia champion training again.

All the staff were engaging with all the residents, including those that were in their own rooms.

They currently have a resident that requires one-to-one supervision; however, this is expanded to two-to-one in the mornings due to personal care etc.

Residents are able to visit the church or temples, they are also able to watch prayers on YouTube. There are monthly visits from the Baptist Church on Rothsay Road and a Catholic priest visits to give Holy Communion.

The staff expressed they are able to spend adequate time with all the residents.

Information

Welcome packs are available for all residents, they are in Easy Read, Punjabi and Italian. The complaints procedure is also in Easy Read.

Choice

The residents that we engaged with all expressed that they had choice, this was from what food they had, to what they wanted to drink. They were also asked if they had a choice of the time they went to bed. One resident said, “I like ham”. The authorised representatives witnessed the staff asking a resident if they would like cake or biscuits with their tea.

Each day, all the residents are given a snack tray that either consists of fruit or chocolate/sweets/biscuits. Some residents asked for “more savoury snacks”.

However savoury snack items are provided in the snack basket such as cubed cheese with savoury mini crackers.

The Manager explained that they try and regularly take a sweet shop around to all the residents. They are given a token, which they can exchange for sweets. It gives them the opportunity to pay for something.

The residents have a choice of 2 hot meals and a vegetarian option for lunch and a choice of a hot meal, soup or sandwiches for the evening meal (residents can have all three if they wish to). They will also cater for individual requests within reason.

One resident expressed that they “are not able to go for walks”. However, residents do go out for coffee and cake at the nearby cafés, riverside walks and go shopping. This tends to happen around 2-4pm when a staff member is allocated to carry out activities.

Being listened to.

Whilst talking to the residents in one of the communal areas, one expressed that they “had been waiting for the garden fork to start their gardening, and every time I ask the management, they make excuses”. This was raised discreetly to the Manager during our visit and the resident was able to start to do their gardening. The Manager explained that as she was supporting the Enter and View visit and was not in her office at the time and the resident was waiting for her specifically, however they could have asked any member of staff to give them access to the equipment which was locked away in the outside store for safety reasons.

The Manager explained that they do not have an Activities Co-ordinator, as the residents wanted less regimented schedules, however there was a singer who was playing his guitar whilst we were there and all the residents were having a sing along with him, even if they were in a different lounge. They also have a clarinet player that comes into the home. The Manager explained that they had got summer activities planned for this year and the summer of 2024, such as Whipsnade Zoo, John Bunyan Boat Trips, and the seaside.

However, one resident expressed that they would “like more activities” but did not further any more information as to what activities they would like.

One relative expressed that “I have always found the amazing team at LL to be caring, thoughtful and approachable on my visits to the home, they are second to none”.

Another relative expressed “Continued excellent, professional and caring support for our relative and their family”, “They provide such good care, all staff are very approachable and make us most welcome whenever we visit”.

“Thank you, it is much appreciated”.

The operation Manager expressed that they can use Makaton to communicate with residents if required. They also use the basic steps if they have someone who is Deaf, and a BSL user.

Being involved

All the residents and relatives are able to speak to any staff around any concerns, comments or complaints they wish to make. The relatives were invited to be at the visit whilst we were there.

One relative expressed “the home and staff go to a lot of effort to keep residents up-to-date and celebrating current events like the Coronation, with entertainment supplied regularly”.

“Visitors are made very welcome, and I would like to say thank you to the staff for the care they give my relative”.

They have quarterly meetings with residents, and every 6 months they hold meetings with family and representatives. Both of these are 2-way meetings.

Current challenges for the home

The Manager expressed that their current challenges are the funding rate that they receive as it does not cover all the needs of the residents / staffing levels. The Operation Manager expressed that duplication of forms was a challenge especially when they had to notify any changes such as safeguarding. However, he is pleased to see this will change once CQC put the new platform in place. Another challenge is the information that social workers require on resident, as it is not always practical to scan in the amount of paperwork that they require.

The management and staff were asked if they could change one thing what would it be and why.

There was an overwhelming response that they would like to have more space; being able to have more office space and ensembles for the residents. However, one staff member expressed that cleaning tasks after the residents have had their food should be allocated specifically to a member of staff and not just rely on staff that are free.

Recommendations

1. Consider sourcing British Sign Language (BSL) Level 1 for all staff.
2. Consider delivering training to all staff on how to deal with residents who are aggressive, giving the staff more knowledge and confidence. (Conflict Resolution training).
3. Consider revisiting the Dementia champion training so all staff, relatives and residents have further Dementia awareness.
4. Consider the addition of noticeboard, displaying photographs of all of the workforce, displaying names and job titles.

Provider feedback

Louise Binding- Registered Manager, Lilibet Lodge Care Home

We were delighted with the contents of the report and, especially, the wonderfully positive comments from both residents and their families. This evidences that we are providing a good service and people feel happy and confident in the care given to the residents. We will continue to monitor feedback from residents, visitors, and professionals to ensure that we are always offering the best service possible. Our staff team work extremely hard and has such dedication, so to receive such lovely comments is heartwarming.

1. We will look into to source training for BSL for a core of staff to begin with and then small groups as we progress so that there will always be one staff member on shift that can communicate through BSL.
2. We have a course on challenging behaviour within our required training courses online with Social Care TV and this is completed by all care staff. We will look at sourcing some additional training for conflict resolution to further support the staff team to ensure that they have the knowledge, skills and confidence to manage challenging behaviours.
3. We have registered for Dementia Friends via Alzheimer Society, waiting for a response.
4. We have 2 staff boards, both on the back wall on the main lounge and these were in situ during the Enter and View visit. They may have not been viewed due to the entertainment taking place in that lounge. We also have a date and weather board on the wall to the side of the kitchen. This is next to the Menu Board which has pictorial menus in place alongside the written menu. We also have a pictorial menu folder which the kitchen assistant takes round with them when visiting residents meal choice.

