



## Enter & View Visit Report

### Details of Visit

Service Name and Address	Bradbury Lodge, Claypit Street, Whitchurch SY13 1NT
Service Provider	Bethphage
Date and Time	21 March 2016 14.00 - 15.45
Visit Team (Enter & View Authorised Representatives from Healthwatch Shropshire)	2 Healthwatch Shropshire Authorised Representatives

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### Purpose of the Visit

To gather information on the quality of life experienced by service users with regard to choice, dignity and respect.

### Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experience of all service users and staff, only an account of what was observed and contributed at the time.

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## Context of Visit

Following the Winterbourne Review, Shropshire's Health & Wellbeing Board asked Healthwatch Shropshire to carry out Enter & View visits to some learning disability facilities. This is one of a number of visits that will take place in response to this request.

This visit was announced.

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## What we were looking at

We looked at some key things that affect an individual's quality of life including whether they experience choice, dignity and respect in this care setting.

### Do individuals experience choice?

- Choices in social and leisure activities
- Choices in shaping their daily routine, including what they eat and drink
- Choices over personal appearance and space

### Do individuals experience dignity and respect?

- Personal privacy
- An individual's needs are recognised and met
- Group dynamics are well managed
- Family and friends are involved in an individual's care
- Access to an advocate
- Facility to complain both informally and formally
- Access to healthcare services.

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## What we did

We visited Bradbury Lodge ahead of the announced Enter and View visit so that staff and residents had met us before the official visit. It also gave us the chance to get to know the layout of Bradbury Lodge.

On the pre-visit we met the manager, some staff and the three residents who live in the home. A member of staff gave us a tour of the building and grounds.

During the official Enter and View visit we talked to two residents and four staff. The two residents were happy to talk to us but were not able to talk about the care they receive at Bradbury Lodge in detail. No family or friends of residents were present, though we were told that we could phone them.

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## What we found out

Bradbury Lodge was purpose built as a residential home for 6 adults with learning disabilities, 3 in each wing. It opened in 2005. One wing of the building has been converted into a flat to meet the needs of one of the current residents and so currently there is accommodation for 4 residents in total. At the time of our visits, there were 3 residents. Residents tend to stay for 6 months to 2 years for re-assessment. Some move back into the community, but some stay longer.

There are 23 staff, most of whom are full-time.

The accommodation includes:

- Staff facilities: the manager's office, sleep room, toilet and locker room, laundry room and cupboard, boiler room, medication room, main kitchen
- Residents facilities: kitchen, quiet room, lounge, bathroom, toilets, 3 individual bedrooms each with a wash basin, a flat for one resident

There are two enclosed garden areas, one accessible from the flat and the other accessible from the wing with individual bedrooms.

Some communal rooms e.g. storage cupboards, are kept locked. These have Individual door alarms and staff are alerted if a door is unlocked.

## Overall Impression

On both occasions we were welcomed by members of staff, though on the pre-visit we found it difficult to find the front door.

There was a friendly and relaxed atmosphere. Two of the residents told us that the best thing about Bradbury Lodge was the friendly and supportive staff.

## Choice

- **Activities**

Bradbury Lodge has its own minibus and this, along with staff cars, is used to transport residents. All residents have a programme of daily activities and we observed that residents had been doing activities away from Bradbury Lodge on the morning before our visit.

A member of staff has responsibility for organising activities, which are closely tailored to meet the individual needs of residents and their personal goals. We were told by staff that residents can use the phone and the computer in the office to contact relatives whenever they like and that staff encourage relatives to visit. A member of staff described the snacks provided by the home when a relative visited recently.

One resident told us about the evening social club, open to the community, which he helps to organise in a local hall. Different activities are provided each week and it attracts up to 20 people from the local community. This resident also told us about

- football matches they attended with a relative
- weekly visits to the house they are going to move to, shared with a former resident of Bradbury Lodge
- the visit to a neighbouring town on the morning of the Enter and View visit
- visits to town and the pub.

A member of staff told us that another resident enjoys travelling by bus, and on both the pre-visit and the visit we saw this resident returning from visits to a neighbouring town.

A member of staff told us that another resident enjoys swimming and visits a local hotel swimming pool once a week. This resident prefers this swimming pool to the community swimming pool.

- **Routine**

A member of staff told us that residents can choose when to get up and that current residents all got up early. All bedrooms have a hand basin. A member of staff told us that there is never a queue for the bathroom.

- **Food and Drink**

We saw residents helping staff prepare food in the kitchen and clearing up afterwards. Staff told us that the residents regularly help with mealtimes. There is a weekly menu and residents can also choose an alternative meal from the freezer if they wish. They also go shopping for food, paying for it and collecting receipts.

- **Personal appearance and space**

A member of staff told us that on the day before our visit they helped one resident rearrange furniture in their room. We saw the room of another resident, which had been decorated by the resident to reflect individual interests. This member of staff also told us that each resident has their own money and they are encouraged to save up for items they particularly want. They all shop for their own clothes. We were shown the laundry where residents clothes are washed.

## **Dignity and Respect**

- **Personal privacy**

A member of staff told us that they always knock before entering a resident's room 'because it is their home'. This member of staff also told us that all residents are able to do their own personal care, and do so, sometimes following prompting by staff.

We observed staff and residents communicating with interest and humour, respecting one another's need for personal space.

A resident told us that if they want to be alone they can go to their bedroom or to one of the lounges.

- **Supporting individuals and recognising an individual's needs**

We observed and were told about how staff treat each resident as an individual. They told us that each resident has their individual goals that are regularly reviewed, and documented individual strategies for keeping the resident calm. Two staff described how they introduce new activities to distract residents who are becoming too excited or distressed. We observed that residents were asked if they wanted to speak with us and could choose where they talked to us.

One member of staff described a lengthy conversation she had with one resident, describing what is important to them. We suggested that it might be helpful to other staff to record this conversation. Later another member of staff told us about the "Goals Board" in the office which is constantly monitored for each resident.

- **Group dynamics**

Throughout our visit we observed staff interacting with the residents with respect and humour. Due to the differing interests of current residents, we did not see residents interacting with one another, though they respected one another's privacy. One current resident is being supported by staff to move into the community to live with a former resident.

- **Involvement of family and friends**

One resident told us how his father and sister help organise the weekly evening community social event. This resident also visits a former resident regularly. Staff told us that the mother of another resident visits regularly, and this resident also visits her mum.

- **Facility to complain**

A member of staff told us that all relatives know of the complaints procedure.

- **Access to healthcare services**

A member of staff told us that residents see doctors and dentists as required and that the content of the health check is covered in other ways during the year.

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## **Additional Findings**

- We observed that some communal areas would have benefited from more homely decoration.
- Two staff commented on the good training they had received, delivered by Bethphage, encouraging a culture of continuous improvement.

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## **Summary of Findings**

- We observed a friendly, supportive and caring atmosphere with many humorous interactions between staff and residents.
- Activities are designed to develop individual independence and involved contact with the local community.
- Residents can exercise personal choice (e.g. food, clothing, bedroom decoration, activities) within a supportive framework.
- Contact with relatives and friends is encouraged.
- Individual privacy is respected.
- Staff know the residents well, and told us of the strategies used to manage each resident's behaviour.

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## Recommendations

- Improve external signage so that the 'front' door can be found easily.
- Consider redecoration of some communal areas, including making the decor more homely.

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## Service Provider Response

Healthwatch Shropshire have received the following response to the Enter and View visit from the Manager of Bradbury Lodge:

I would like to take this opportunity to thank you all for visiting our home, it was an enjoyable experience for all of us and we look forward to seeing you again in the future. Thank you for the feedback you have presented. The document is direct.

The Manager has also provided the following response to our recommendations:

### **Improve external signage so that the 'front' door can be found easily.**

This has not been noted as an issue in the past and the majority of people have come to the door first but looking as it I guess it is 50/50 which side of the building you go so I will see if we can get an arrow pointing to the direction of the front door.

This will be completed by August 2016 and we will take the advice of staff and visitors as to how effective this is in the future.

### **Consider redecoration of some communal areas, including making the decor more homely.**

This is a major part of our plans over the next year, to do some redecoration within the environment. Over the years we have found pictures/wall frames to be targets and as an assessment home we are used to meeting a variety of needs within the home which are ever changing. We will ask the people presently living

within the home as to how they would like the home to be decorated and move forward according to their needs.

This will be overseen by the Manager of the home and Operational Manager for Bethphage. It will be completed by September 2016.

We will work with and include all the people living within Bradbury Lodge and continually review the progress with them.

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## **Acknowledgements**

Healthwatch Shropshire would like to thank the service provider, service users, visitors and staff for their contribution to this Enter & View.

### **Who are Healthwatch Shropshire?**

Healthwatch Shropshire is the voice for people in Shropshire about the health and social care services delivered in their area. We are an independent body providing a way for people to share their experiences to help people get the best out of their health and social care services. As one of a network of Local Healthwatch across England we are supported by the national body Healthwatch England, and our data is fed to the Care Quality Commission (CQC).

### **What is Enter & View?**

Healthwatch Shropshire gather information on peoples experiences of health and social care services and there are times when it is appropriate for Healthwatch Shropshire to see and hear for ourselves how services are being delivered: these visits are called 'Enter & View', they are not inspections.

Teams of specially trained volunteers carry out visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows Healthwatch authorised representatives to observe service delivery and talk to services users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies.

## **Get in Touch!**

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