

**Details of visit**

**Service address:**  
**Service Provider:**  
**Date and Time:**  
**Authorised  
Representatives:**  
**Contact details:**

**Elmwood Nursing Home**  
**42 Southborough Road, Bickley, BR1 2EW**  
**Mission Care**  
**Tuesday 17<sup>th</sup> February 2015**  
**Peter Moore and Paul Brown**  
  
**020 8289 7925**

### Acknowledgements

Healthwatch Bromley would like to thank the service provider, service users, visitors and staff for their contribution to the Enter and View programme.

### 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 experiences of all service users and staff, only an account of what was observed and contributed at the time.

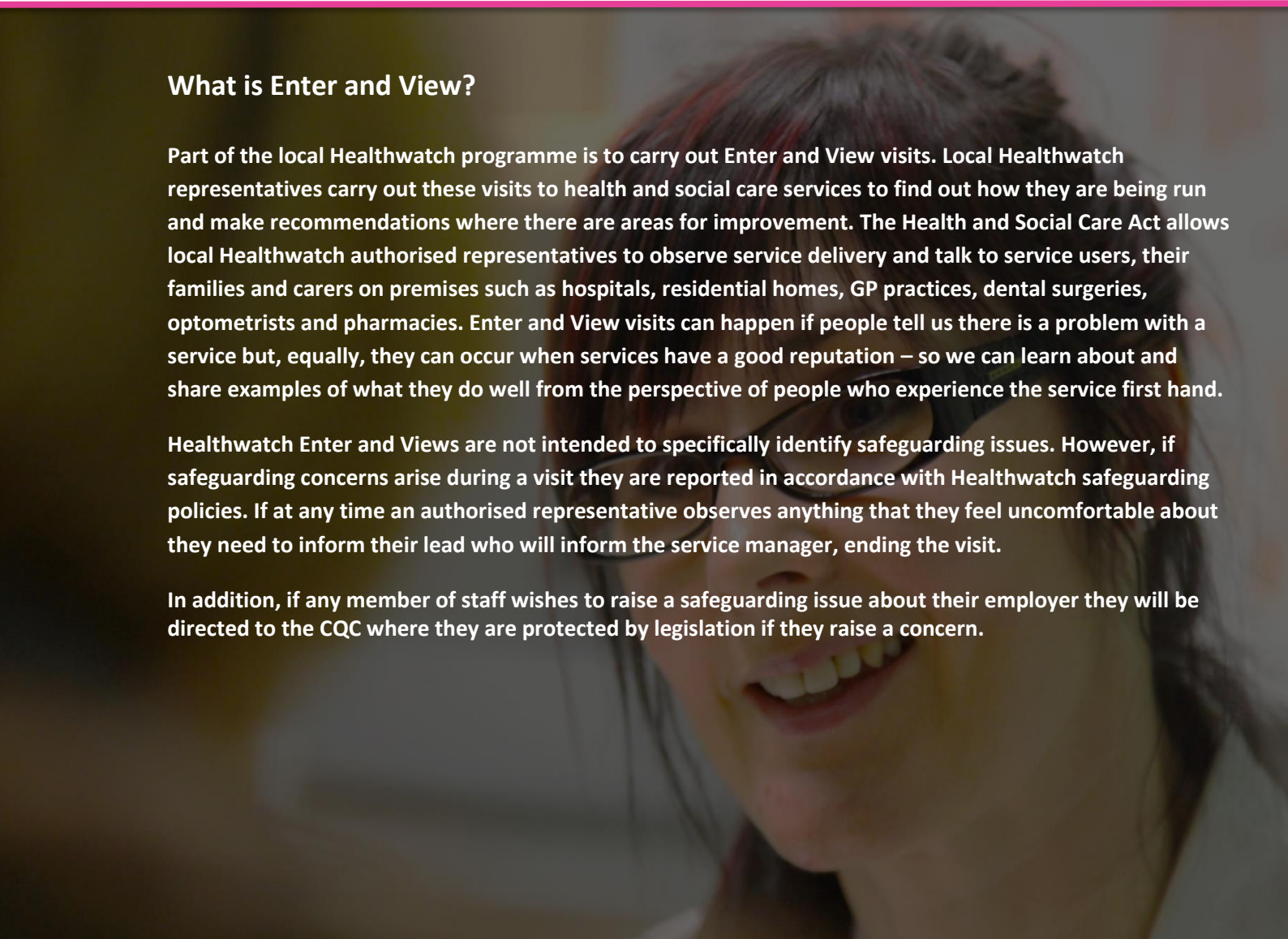


### What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these 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 local Healthwatch 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, optometrists 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 we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC where they are protected by legislation if they raise a concern.





## Purpose of the visit

Healthwatch Bromley visited Elmwood Nursing Home on 17<sup>th</sup> February 2015. The aim of the visit was to engage with residents of the home to understand their experience and give service users the chance to voice their opinions regarding the care they receive.

## Strategic drivers

As a result of Healthwatch Bromley's community engagement, there have been several comments submitted to the signposting log regarding care for the elderly in the borough. Healthwatch Bromley's visit to Archers Point Residential Home was in response to this.

## Methodology

The home was informed of our visit a month in advance and initial questions were answered by the manager via email correspondence, to the best of their ability. Two trained Healthwatch Bromley Authorised Enter & View Representatives (ARs) participated in this piece of work, observing the home informally, interacting in a casual manner with residents. They wore ID at all times and used an observational tool kit and checklist to chart their findings. The lead Enter & View Representatives ensured that no resident's rooms were entered and that resident's privacy was respected at all times.

The ARs had a discussion with the manager before speaking to anyone in the care home, to gain advice on whether any residents should not be approached due to their inability to give informed consent, or due to safety or medical reasons.

ARs later spoke to the caring staff regarding the quality of care they deliver; staff training and the activities available for residents.

Healthwatch Bromley ARs observed roughly 20 residents and talked to several about their experiences of the home. Healthwatch Bromley would like to stress that their observations represent a snapshot in time and are not necessarily representative of general conditions or operations of Elmwood Nursing Home.





## **Summary of findings**

At the time of our visit, it was noted that Elmwood Nursing Home was operating to an excellent standard and was “bright, airy and cheerful.” The home accommodated 70 people. Most residents were suffering from varying degrees of dementia. However, those with either a severe form of the condition, or who occasionally exhibited aggressive tendencies, were housed on a separate floor. It was observed to be clean and well ventilated. Staff were actively engaged and seemed to have a positive attitude and sensitivity to resident’s needs, with their preferences clearly recorded and provided for. There was evidence of effective and experienced management. Healthwatch Bromley was particularly impressed with the activity organisers and witnessed their thoughtful and imaginative interactions with residents.

## **Results of Visit**

### **Premises**

The premise was tidy and well laid out, with wide corridors and good ventilation. Dementia sufferers were on a separate floor and their specialist needs were reflected in the design and fittings of the floor.

### **Staff**

There were several nursing and care staff around on each floor, plus two activities officers. Staff appeared cheerful and positive, and actively engaged with residents and conscious of their needs. Of the residents observed, many seemed particularly frail, thus requiring close supervision. In the time at the home, the ARs saw several examples of sensitive and thoughtful attention. It was also noted that staff seemed particularly appreciative of patient’s cultural and emotional needs. The ARs were informed that there are regular medical professionals visiting the care home, including an optician and a dentist.

### **Food**

Although the ARs were not present during a mealtime, they spoke to staff, visited the kitchens and saw food plans and menus. Food choices were available, and a wide variety of special needs were catered for. During mealtimes, it would seem that some residents required quite extensive assistance, with both staff and relatives helping with this. Relatives were engaged about the service provided and they seemed very positive about the care home and the staff. Food and drinks were available outside of mealtimes, including sandwiches and there was a café on site. There is also food available at night for those who wish to access it.

## Activities

A schedule of activities was shown to the ARs and seemed to offer a wide range of activities, including a singing group, a sensory quiz and a Royal Ballet showing. The TV was on all the time in the background, with the volume at a low level. A shared minibus is available once a month for external activities and day trips.

## Additional findings

- There is a quarterly meeting with the residents and relatives, so there is plenty of opportunity for discussion or feedback.
- It is possible for relatives to stay, especially at the 'end of life' stage of residency but there is no separate relative room as such. Relatives are able to use any vacant room or simply make do with a mattress on the floor.

## Recommendations

Healthwatch Bromley would recommend:

- Healthwatch Bromley did question whether the breadth and depth of activities was sufficient, recognising the mental and physical frailty of the residents. However, we would recommend that Mission Care considers whether residents could cope with or benefit from a more intensive activities programme. Outdoor activities may also be of some benefit to residents.