



Enter and View Report: Abbotsleigh Mews

About Healthwatch

Healthwatch is made up of 152 local Healthwatch organisations that were established throughout England in April 2013, under the provisions of the Health and Social Care Act 2012. The dual role of local Healthwatch is to champion the rights of users of health and social care services and to hold the system to account for how well it engages with the public.

Healthwatch gives people a powerful voice locally and nationally. At a local level, Healthwatch Bexley works to help local people get the best out of their local health and social care services. Whether it's improving them today or helping to shape them for tomorrow. Healthwatch Bexley is all about local voices being able to influence the delivery and design of local services. Not just people who use them, but anyone who might need to in future.

About Healthwatch Bexley

Healthwatch Bexley is the independent health and social care watchdog and the voice of local people in ensuring that health and social care services are safe, effective and designed to meet the needs of residents, social care users and carers.

Healthwatch Bexley gives children, young people and adults a stronger voice to influence and challenge how health and social care services are purchased, provided and reviewed within the borough.

Healthwatch Bexley provides a signposting service for people who are unsure where to go for help. Healthwatch can report concerns about the quality of health care and social care to Healthwatch England, or directly to the Care Quality Commission.

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.

Enter and Views are not intended to identify specific 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.

Acknowledgements

Healthwatch Bexley would like to thank Abbotsleigh Mews, their residents and staff, for their valuable contribution and for participating in this survey.

Disclaimer

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

Details of the visit:

Name and address of premises visited	Abbotsleigh Mews Care Home, Old Farm Road East, Sidcup DA15 8AY
Name of Service provider	Bupa Care Homes
Nature of service	Residential and Nursing
Registered Manager	Tracey Cheeseman
Date and time of visit	22 nd March 2016 11am-1pm.
Authorised Representatives	Tanya Harris, Gill Davies, Nicola Rigby, Liz McCaig

Methodology

This was an announced Enter and View visit.

Upon arrival, a member of management was approached and the authorised representatives (ARs) held a short and informal introductory meeting explaining the reasons behind the visit. Information about residents was also obtained, such as people with hearing, vision and learning disabilities to be made aware of.

The ARs approached residents as they were seated in the communal areas and explained the reason behind Healthwatch visit. Residents were asked if they were willing to participate before the survey was conducted jointly between the AR and the participant. All participants were reassured of anonymity. The questionnaire generally related personal choice and to what extent residents feel in control over every day matters that are important to them. In total, the ARs spoke with seven residents about their experience of living at Abbotsleigh Mews, of which one was male and seven were female.

General observations were also made by the ARs, whereby checks of facilities, including toilets, communal areas and dining areas, in addition to resident information displayed on the notice boards. General observations of staff interacting with patients were also made.

Purpose of the visit

- To collect feedback from residents to assess to what extent they are satisfied with the service they receive
- Identify examples of good working practice
- Identify gaps in service provisioning
- Observe care home in operation
- Capture the experiences of residents and any ideas for change they may have

Summary of Survey

1.Satisfaction with staff and overall feelings of living at Abbotsleigh Mews

The majority of residents (n=7) stated that they like living at Abbotsleigh Mews with comments “Nothings perfect but looked after very well and the carers are very caring”, “I jog along but want to go home” and “Contented”. One resident declined to answer.

All the residents said there was entertainment provided ranging from regularly, twice a month to every 3 months. Four residents saying they enjoyed what was on offer.

The majority of the residents (n=7) reported being happy with the staff, citing “happy with most things and staff will listen” and “They are brilliant”.

2. Personal choice

All eight residents reported choosing what clothes to wear each day.

The majority of the residents (n=5) get help from a family member to buy new clothes and one resident buys their own.

All eight of the residents use the in-house hairdressers.

All eight residents said they choose what time they go to bed, one commented on how they stay up late with the staff. If unable to sleep then residents commented that they would read, watch TV, sleep all next day or ring the buzzer for a staff member.

All of the residents reported being satisfied with the food, portion sizes and food choices on offer, one resident mentioned that the menu is brought around the day before.

All of the residents stated they are able to get food and drinks outside of mealtimes should they wish to.

3. Access to community networks and facilities

The residents predominately go out of the care home to visit family accompanied by sons/daughters, with two residents going out for hospital visits. Another resident mentioned going out with staff the day before.

The majority of residents (n=5) get support from family when buying birthday and Christmas cards including presents, two residents stated they did not buy cards/presents.

Three of the residents stated they had hobbies before moving to the care home with only one resident stating they are not able to continue with their hobby in the care home.

Four of the residents stated that they currently attend church/religious services with two residents saying a representative from their church comes to visit. One resident mentioned they were Catholic but could not get to their church.

Additional feedback

The residents were given the opportunity to reflect on any changes they would like to see at their care home. Seven residents said they were happy with how things were, although one respondent said due to their stay being respite they had not been at Abbotsleigh Mews long enough to say. One person requested a wish to be more mobile, whilst another suggested the mealtimes were changed. One resident commented that Abbotsleigh Mews always needs new staff. Furthermore, one resident suggested that the home needs more activities.

The residents were asked how it was decided that they should come and live at Abbotsleigh Mews and in most cases it was due to an increased need of care, often following falls and hospital admission. Four residents stated that they felt a need for more care. Another was decided by a social worker. One resident commented that their admission was primarily for respite, yet became permanent.

The residents were asked to describe their life at Abbotsleigh Mews and how they felt about living there. Four of the resident's comments included 'happy', 'content', 'quite good' to 'settled'. One resident said it was 'alright' with another saying '.... happy with most things and the staff listen'.

General observations

The overall impression of Abbotsleigh was good.

The staff were well presented and spoke to the residents in a respectful/friendly manner by coming down to the resident's level and sharing jokes. The team observed a lot of interaction between staff and residents and staff was present in the communal areas throughout our visit. The residents in communal areas were clothed in a dignified manner and facilities throughout were clean and odour free.

Some rooms were observed as being tired looking, although refurbishment is taking place.

Residents have the use of a Dementia garden incorporating a car to clean, prams (doll therapy), sensory garden and summer house. Cats as pets can be seen wandering around the home. Activities were taking place in one of the houses, which residents were free to join in if they so wished. There was a large lounge area for residents to use where activities take place but one AR commented that the space looked quite sparse.

The staff spoken too seemed to have a clear knowledge of the resident's needs.

Items for consideration

1. Regular feedback collection from residents to highlight additional needs and wishes, including meaningful activities and access to religious services.
2. Review staffing levels to ensure sufficient cover for residents.

Feedback from Abbotsleigh Mews

Please use this box to add any comments, reflections or inaccuracies stated in the report.

Healthwatch Bexley April 2016.