



Enter and View

Beechdale House Care Home
Beechdale Road
Aspley

June 2017

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1. Findings snapshot

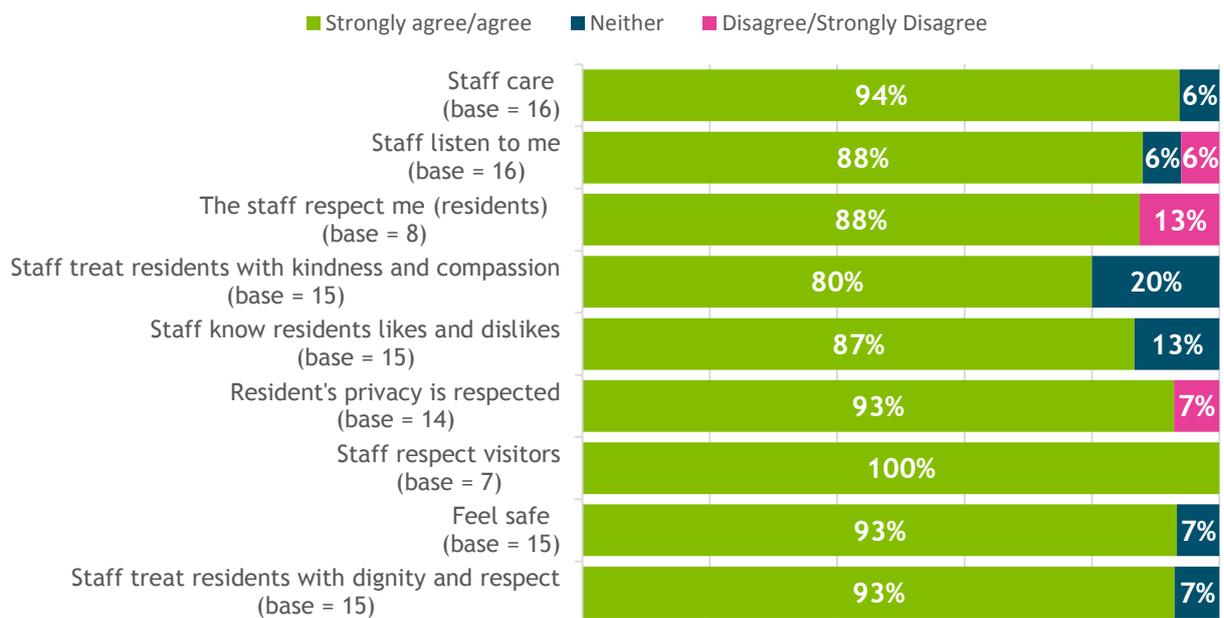
We spoke to seven visitors and 11 residents who had mental capacity to be involved about the care provided by Beechdale House Care Home in Aspley.

This is a snapshot of what they told us:

Overall experience: ★★★★★ Base: 15 people

Caring nature of staff: ★★★★★ Base: 14 people

Figure 1 Findings from rated questions



Note: Where base is less than 18 no response was provided

You can see it in them, they're kind. They treat everyone the same. I've never seen any staff member get angry.

Experience of a visitor

They are doing their best for me, and I appreciate that.

Experience of a resident

She [family member] wouldn't be here if she wasn't being cared for.

Experience of a visitor

The staff are fairly stable, some have been here a long time - it makes a big difference.

Experience of a visitor

2. Introduction

Home visited:

Beechdale House Care Home
Beechdale Road
Aspley
Nottingham
NG8 3EZ

Home details:

- 27 residents; 24 diagnosed with dementia
- CQC rating: Requires improvement (August 2016)

Date of our visit: March 2017

Visit details:

- Enter and View Authorised Representatives were onsite at the home on various days during a one week period.
- Management cooperated fully whilst the project team were onsite. The team were given a list of residents who the manager felt had capacity to speak to Healthwatch and a list of visitors that attend the home regularly.
- Representatives spoke to seven visitors during the week, we are confident that this represents the majority of visitors attending the home during the week.
- We were mindful of issues with consent and capacity when speaking with residents with dementia, we took the advice of care home manager that the 11 residents we spoke to had capacity to be involved directly.
- Nine observations were made of staff interacting with residents. What constitutes an observation is explained in 'Our Approach' (pg. 11).
- Staff were happy to direct members of the project team to residents and alerted the team when visitors arrived. Refreshments were frequently offered to the team.

3. Findings in detail

3.1 Staff

We asked people to rate how caring they felt that the staff were, where 1 is poor and 5 is excellent. The average rating from the 14 respondents providing a response was 4.71.

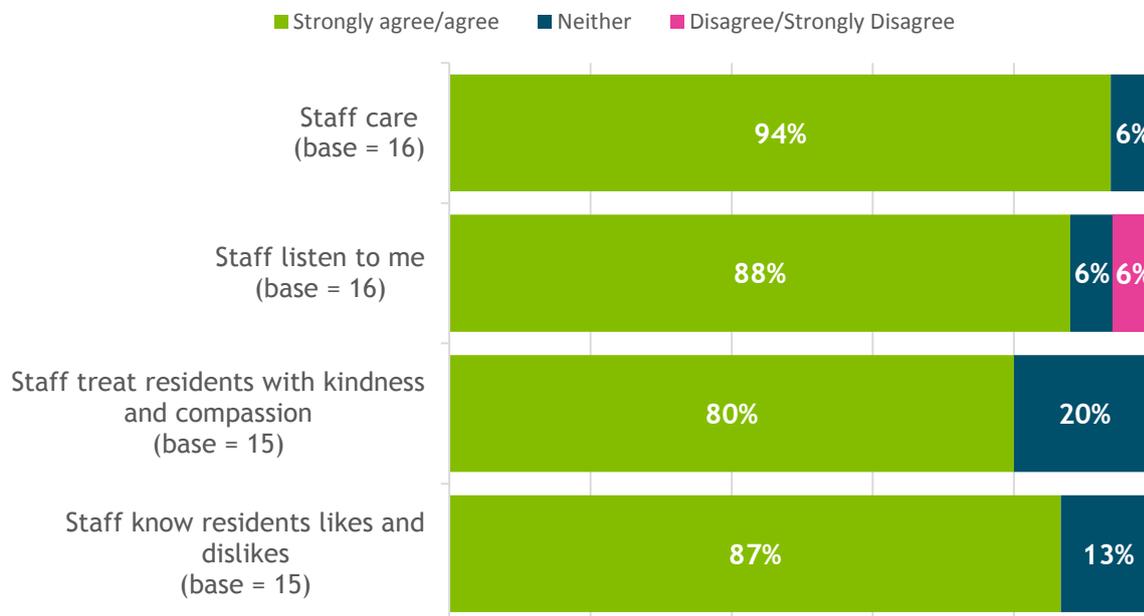


Source: Responses from 14 people

The most frequently given score was 5 out of five, with 11 respondents (79%) reporting that the staff were excellent in terms of how caring they are.

This finding was reinforced further by data presented in figure 2 which shows that the vast majority of people involved agreed that the staff care for the residents, listen to them and treat them with kindness and compassion.

Figure 2 Staff care and compassion measures



Note: Where base is less than 18 respondent(s) provided no response

There was just one resident that disagreed that staff listen, but they qualified this by stating that their poor hearing may be affecting their perception of this.

The comments on the standard of care were consistently positive, identifying that the staff were attentive and spent time with residents.

They're wonderful staff. They've been years. To say what they have to put up with, they can't be faulted. They socialise with them, and can't do enough for them.

They show respect in all ways. They will not just ignore you.

I get on with the staff. They are pleased to see me.

Experiences of residents and visitors

Evidence indicated that staff were responsive to resident’s needs and preferences, with both residents and visitors highlighting how the staff’s interactions with residents lead to a better understanding of the individual’s likes and dislikes.

I have never seen the floor unsupervised. If mum wants to go to the toilet she is taken straight away.

They listen to what I say and try to help.

Because they know how she behaves, they know to be proactive with her. They know that if she wants a drink, she'll probably say that she doesn't want one.

Experiences of residents and visitors

When asked what they liked best about the home, 9 of the 17 (53%) residents and visitors spoke positively about the staff, and in particular their responsiveness and friendliness:

If I ask they do it. Nothing to grumble about here at all.

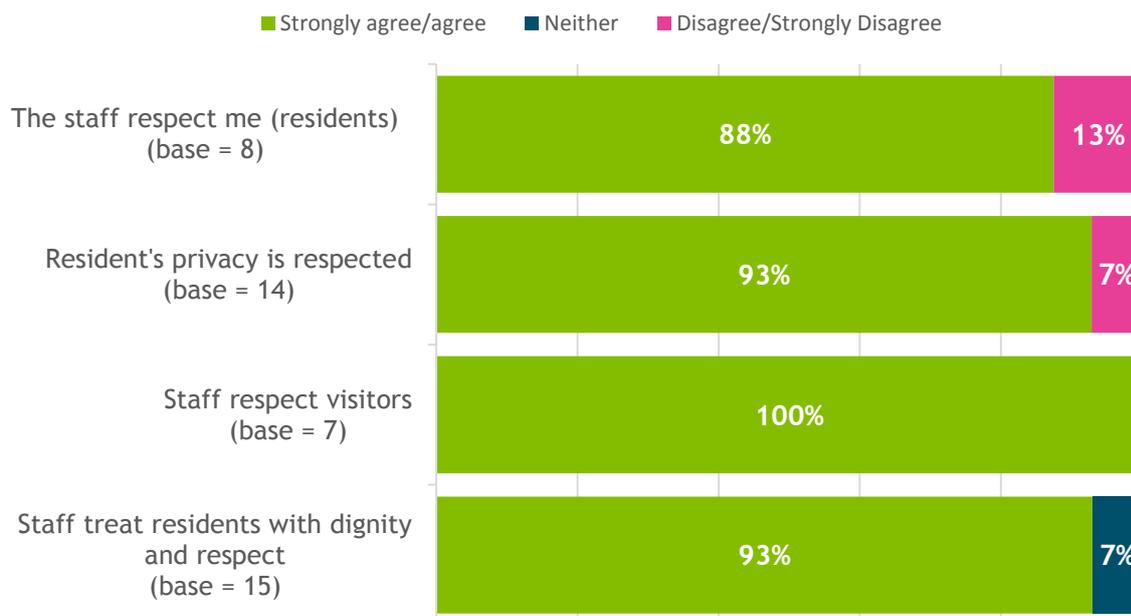
If something is nagging at you, if you want to know they tell you. They respond to you.

I have been I quite a few care homes. This one is exemplary. They listen to you and are very caring.

Experiences of residents and visitors

Three out of eight (38%) residents who answered the question ‘the staff treat me with kindness and compassion’ neither agreed nor disagreed with the statement. Their comments suggested that on occasions the kindness and compassion shown was inconsistent with the normally high standards, for example: *“It's 50/50. It revolves around if they've got time for you.”*

Figure 3 Staff treating residents/visitors with respect ratings



Note: Where base is less than 18 respondent(s) provided no response

In the questions that referred to staff showing dignity and respect to both residents and visitors, there were only two negative responses out of 44 (5%). Both comments referred to staff as being condescending to residents.

They treat me as if I was four. I'm quite sane.

They think we're all daft.

Experiences of residents

In the majority of comments residents - 41 out of 44 comments in total (93%) - and visitors agreed or strongly agreed that the staff treated them with respect. 100% of the visitors spoken to strongly agreed that staff respect them.

We've got a good working relationship. I feel I'm able to talk to all the staff really easily.

They definitely do. We know them all now. It's like being in your own home. They'd let you know if there was anything wrong. If we mention anything, they get it done.

Experiences of visitors

As with the questions focussing on staff care and compassion, residents and visitors spoke about how the positive communication between residents and staff and the relationships that have been built up between them, contribute favourably to the dignity and respect shown.

At all times [respect is shown]. They respect her values, even though she acts like a totally different person to how she used to be.

They show respect in all ways. They will not just ignore you.

Her privacy is respected at all times. They always respect her cultural and religious background.

Experiences of residents and visitors

We asked residents and visitors whether they felt the privacy of residents was respected. Eight out of the 14 (58%) that gave a response specified that the residents having their own rooms was a large contributing factor in establishing privacy within the home.

3.2 Activities

Five people (28%) told us that the home regularly organises trips out and that staff would take residents across the road to the Bowls Centre for lunch, when the weather allowed. No resident or visitor complained of a lack of activities in the home.

Our project team observed two activities when visiting the home. In the first activity, they observed that the activities coordinator was friendly, constantly talking, telling stories and laughing with everyone. She made an effort to ensure that all of the residents could join in. In the second activity the team observed that a staff member appeared to instigate the

activity in the main lounge spontaneously. Once residents began to join in, two other staff members also took part, to the apparent pleasure of those in the room.

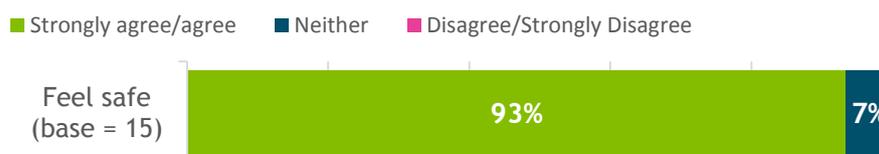
3.3 Facilities and surroundings

Fourteen comments were made about the facilities and surroundings by residents and visitors; of these comments 11 (79%) were positive. The positive comments reflected satisfactions with the cleanliness of the home. A visitor noted: *“It doesn't smell of urine like some other homes do. You can smell the cleanliness. It's welcoming.”* Multiple comments also mentioned the relaxed, welcoming atmosphere that engendered a sense of homeliness, with one visitor commenting: *“It does not feel like an institution. More like home. Mum calls it her home.”*

Two of the three negative comments regarding the facilities at Beechdale House related to the lack of car parking around the home, especially at the beginning and end of the school day. The third negative comment was related to a resident who felt their chair was uncomfortable. A members of the project team also noted that two of the residents did not have chairs in their rooms at the time they were surveyed.

3.4 Safety

Figure 4 Does the resident or their visitors feel they are safe



Note: Where base is less than 16 respondent(s) provided no response

Eight residents gave a response to whether they felt safe at the home. Three of the eight (38%) strongly agreed with the statement, with four (50%) agreeing. One resident neither agreed nor disagreed with the statement, saying *“[You] have to see how people are - anyone can be okay one minute and then not.”*

We asked visitors the extent to which they felt the person they visited was safe, all seven surveyed gave a response, with 100% strongly agreeing with the statement. One visitor said: *“I can sleep at night with her here, and that wasn't the case with the last place. I come in two or three times a week and I can forget about her when I'm not here.”*

Two of the visitors stated that they would not allow their family member to be resident at Beechdale House if they did not think it was safe. Three visitors spoke of how the staff team provided them with a sense of safety.

3.5 Administration and Management

Six comments were made about the management of the home. Three of these comments spoke of a positive change in the home since it has come under new management.

Got fed up with the previous manager, nothing changed if you raised anything... Now, with the manager, problems are dealt with straight away. I feel fine to go and talk to the manager, she's lovely.

It's much better since the manager's been here.

Everything, now - it's a million times better. The staff are better - they're allowed to have a laugh and a joke - it felt like they used to be scared. The staff seem to interact with the residents much more now, play games with them, and they seem to enjoy it.

Experiences of visitors

Three comments from visitors referenced the Care Quality Commission (CQC) report on Beechdale House - from August 2016 - which rated the home as Requiring Improvement. All three comments spoke of how the home has changed for the better since the report was published:

They've really turned it around since the last CQC report.

It's turned itself around, full credit to the management.

They've turned the home around. The owner has put the effort in after the report.

Experiences of visitors

Making a complaint

We asked both residents and visitors what they would do if they were unhappy with any aspects of their care. Ten of the residents gave a response; of these, seven (70%) felt comfortable taking up their issue with either a staff member or the manager, with two (20%) not knowing what to do. One resident said they were "used to seeing it." This comment related to the resident's concern with staff pushing residents back into their chairs, although the person qualified their remark by saying "I suppose they know what they're doing."

All seven visitors stated that they would take their concerns to a member of staff or the manager, with a majority of four (57%) saying they would go to the manager.

3.6 Overall experience

We asked people to rate their overall experience of the home, where one is poor and five is excellent. Three residents did not give a rating. The average rating from 15 respondents (eight residents, seven visitors) was 4.47.



Source: Responses from 15 people

The most frequently give score was five, with eight respondents (53%) reporting their overall experience of the home as excellent.

4. Conclusions and recommendations

Our evidence suggests that the experience of Beechdale House appears to be overwhelmingly a positive one for residents and in particular visitors, who consistently held the home and its staff in a high regard. It was encouraging to hear reports of recent improvements. The majority of staff were perceived to be doing their best and providing compassionate care, with their attentiveness and responsiveness to residents being a particular strength.

Recommendation 1: Ensure more consistent standards of care. Whereas the overall standard of care delivered by staff was rated as excellent, some residents felt that not all staff were consistently meeting these high standards. Standardising practices and investing in additional training to ensure all staff are aware of and are delivering these practices consistently could help standards of care become more consistent.

Recommendation 2: Provide chairs in all bedrooms. Whilst surveying residents, two members of the project team noted that there was not a chair in the resident's rooms. We feel that having a chair is important as it gives the resident more choice as to where they might spend their time, and would enable their visitors to spend time in their rooms.

5. Response from care home

I think the report is well written and I believe it is a true reflection of our home.

However, I feel that a couple of the comments from the residents may have been misinterpreted.

Sarah Smith - Home Manager

Appendix 1

What is Enter and View?

Enter and View is a power given to local Healthwatch through the Health and Social Care Act 2012. It enables Authorised Representatives of local Healthwatch to go into health and social care premises to see and hear for themselves how services are provided and to collect the views of service users at the point of service delivery. Service providers must allow our authorised representatives entry so long as it doesn't affect their provision of care or the privacy and dignity of people using their service.

Healthwatch Nottingham has this power across the whole remit of health and social care services (with the exception of social care services for children under 18) within the city. As residential care facilities are not open to the public, they may not be open to scrutiny as readily as other health and social care services. Using our Enter and View power within residential care facilities could potentially identify services in need of support to improve resident and visitor experience, and therefore provide us with the opportunity to influence quality for people who are likely to be vulnerable and seldom-heard when it comes to expressing their experiences and views of health and social care services.

Our approach

Nottingham has approximately 80 residential care facilities. To identify a suitable residential care facility to undertake an Enter and View exercise, the following steps were taken:

- All residential care facilities with an overall CQC rating of “Requires Improvement” were shortlisted. Any residential care facilities with an overall rating of “Good” or “Outstanding” were excluded because we felt that we were unlikely to identify any problems relating to service user experience. We also excluded any services with an overall rating of “Inadequate” as we felt that these services would already be subject to ongoing scrutiny from the CQC and local authority.
- We searched our database of service experiences for anything shared regarding care homes that may inform our decision. Experiences held on our database were collected through four main channels:
 - Direct methods including Healthwatch engagement activities, our website, telephone and email.
 - Through our online monitoring system which collects evidence from Twitter, blogs and news sites.
 - Patient Opinion, although this data has only been collected since May 2015.
 - Information sharing
- We liaised with CQC care home inspectors who shared intelligence with us about the three shortlisted homes and based on this, decided to focus on Beechdale House Care Home.

Beechdale House Care Home was notified of our intention to visit four weeks before the visit. The Enter and View leads met with the care home manager to discuss the Enter and View process, to answer any questions and agree how to make the best use of the visits.

The project team

The use of volunteer Enter and View Authorised Representatives was a key part in collecting experiences of residents and visitors. These individuals went through a formal selection process, including the taking up of references, a Disclosure and Barring Service (DBS) check

and an interview with a panel of Healthwatch staff. All received training over two days, which covered the role of an Enter and View Authorised Representative and how that would fit in with our rolling programme of visits into care home, confidentiality, safeguarding, equality and diversity and Dementia Friends awareness.

In addition to the Enter and View Authorised Representative training, all staff and volunteers in the Enter and View project team attending a training session regarding this visit specifically. The session covered the aims and objectives of the visit, contextual information about Beechdale House Care Home and review of data collection tools and how to use these. We wanted to prepare our volunteers as much as possible when they attended Beechdale House Care Home. Our project team was made up of four members of staff from Healthwatch Nottingham and Healthwatch Nottinghamshire and two volunteers.

Who are Healthwatch Nottingham?

Healthwatch Nottingham is an independent organisation that helps people get the best from local health and social care services. We want to hear about your experiences, whether they are good or bad.

We use this information to bring about changes in how services are designed and delivered, to make them better for everyone.

Why is it important?

You are the expert on the services you use, so you know what is done well and what could be improved.

Your comments allow us to create an overall picture of the quality of local services. We then work with the people who design and deliver health and social care services to help improve them.

How do I get involved?

We want to hear your comments about services such as GPs, home care, hospitals, children and young people's services, pharmacies and care homes.

You can have your say by:

 0115 859 9510

 www.healthwatchnottingham.co.uk

 @HWNNottingham

 [Facebook.com/HWNNottingham](https://www.facebook.com/HWNNottingham)

 Healthwatch Nottingham
21 Clarendon Street
Nottingham
NG1 5HR

1. Join our mailing list

We produce regular newsletters that feature important national health and social care news, as well as updates on local services, consultations and events.

You can sign up to our mailing list by contacting the office by phone, email or by visiting our website.

2. Become a Healthwatch volunteer

We need enthusiastic volunteers from around the City to promote the Healthwatch message, to feed information to and from groups, and help us collect people's experiences. We also need specialist volunteers to help us to assess services through Enter and View and other projects.

Interested? Get in touch and we'll let you know what roles are currently available and what to do next.

Acknowledgements

We would like to thank all of the residents and visitors who spent time talking to our project team. We would also like to thank the volunteers who supported this visit:

Lucy Cooper

Phil Thomas



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