



Beech Dene Residential Home

Follow Up Enter & View visit 14th June 2017

Part of the Healthwatch Staffordshire remit is to carry out Enter and View Visits. Healthwatch Staffordshire 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, 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 Staffordshire 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 Staffordshire 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: Beech Dene Residential Home
Address: Westwood Road, Leek, Staffordshire, ST13 8DL
Service Type: Residential Home
Date of Visit: 14th June 2017

Authorised Representatives

Name: Glenys Robinson
Role: Author / Observer
Name: Sandy Turner
Role: Observer

Purpose of Visit

To follow up on the visit of 8th July 2016, where a number of recommendations were made in the Healthwatch report of that visit.

A summary of the report July 2016 is as follows:-

It was the opinion of the Authorised Representatives that in many areas highlighted in the previous report standards had improved since our last two visits, the Home no longer smelt of urine and the corridors and bedrooms had been decluttered. However, planned refurbishment needs to take place as soon as possible to enhance the resident experience of this home.

Personalisation of the room doors still needs to be done and the bedrooms on the front of the building would benefit if the brick wall and fence immediately outside their windows was painted white in an effort to lighten their outlook.

The outside of the building still looks neglected and would benefit from a good clean up to improve the image of the building for residents.

The large poster board in the main lounge area has now been moved into a corner of the room into a safer position and is not as obtrusive, however, as this lounge is designed to replicate the resident's home surroundings, perhaps a more suitable room would be better.

It was pleasing to see the dining room in a much cleaner condition but the blinds are still broken and need replacing.

The stair carpet is still in serious need of replacement; it is dirty, greasy and unsightly, we believe it could prove hazardous to both residents and staff. The bedroom we went into on the top floor felt very slippery underfoot, as was the carpet on this landing. The environment for residents would benefit from new curtains on the upper floors.

The fire escape still requires cleaning and the moss removing for safety reasons.

We observed an open commode in room 3 which should have a lid on it.

The downstairs bathroom which the hairdresser uses in to wash residents hair requires a door stop on it, as at present she uses a rubbish bin in order that she can push the residents in and out. The rubbish bin being used as a door stop had the lid partly open which gave concern regarding infection control.

On talking to the Manager today it appears that some of the information we were given on our last visit by staff members was incorrect - corrections are listed below:-

The Manager assured us that she alone is responsible for completing the DOLS assessments and not the Deputy Manager.

There are outings arranged for the residents.

There is no official reason (ie Data Protection) why resident's names were not on their doors.

The recommendations made following the July 2016 visit were as follows:-

The gardens and outside of the building would be greatly enhanced for residents if the area was tidied up.

Personalising the rooms would make it easier for residents to identify their rooms and make them feel more personal.

The fire escape needs cleaning of moss to make it a safe point of evacuation in the event of a fire.

The stair carpet should either be cleaned or replaced to prevent a hazard to residents, as it is both greasy and dirty and slippery underfoot.

A door stop needs to be provided for the hairdressing room instead of having to use a rubbish bin.

Findings of this follow up visit are as follows:-

Have the room doors been personalised yet?

We spoke with the Manager who told us that this had not yet been done but was 'in hand', she needed to speak with relatives to see if they wanted any identifying things to be put on the doors or in the boxes on the wall adjacent to the rooms

Has the outside of the building been smartened up?

We found that nothing has been done to the outside of the building, it still looked untidy and run down with peeling paintwork etc. We were advised that they are hoping to replace all the windows in the Conservatory soon which should help the overall look, although the other paintwork urgently needs doing.

Has the stair carpet been replaced?

This has now been replaced, along with all other downstairs carpets, with laminate flooring. This is a considerable improvement and reduces risk to both residents and staff.

Check condition of fire escape

We were assured by the Manager that this was now clean and safe to use

Are the gardens now tidy and in use for the residents?

We found that nothing has been done to make this area safe - ie. secure fencing and gates, residents can only access it if there are enough carers on duty to take them out there. Sometimes carers also take residents for a walk on the recreational ground opposite to Beech Dene.

How have activities changed since the new system was put in place?

What now takes place and how is it funded?

The proposed merging of ideas between various Homes within the same group does not seem to have materialised. Beech Dene now have a Carer who arranges activities with the residents during the afternoon on three days a week which include - colouring - discussing Leek news - painting - bingo - word searches etc. They are allocated £100.00 every 4 weeks for activities. There are no trips arranged as these proved to be too expensive to run and cash would have to be raised for these themselves

Additional information

We were advised that the Dining Room is due for refurbishment soon.

Recommendations and Follow-Up Action

There does not seem to be much progress in the following areas and we recommend that these areas of concern are addressed as soon as possible:-

That the gardens are made into a secure, safe and a pleasant environment for the residents.

That work is carried out to improve the outside of the building as it still looks rundown and untidy and some of the paintworks looks in urgent need of refurbishment.

That the Manager consults with residents and relatives regarding the personalization of residents rooms.

That improvements are made to the range of activities on offer to residents as they appear to be limited in both range and time available for activities, as opportunity seems to be restricted to three afternoons a week.

Healthwatch Staffordshire will send the home a copy of their recent report on Activities in Care Homes.

We will schedule a further follow up visit in the hope that we might be able to report some improvements.

Provider Feedback

No feedback has been received

DISCLAIMER

Please note that this report only relates to findings we observe on the specific date of our visit. Our report is not a representative portrayal of the experiences of all residents and staff, only an account of what was observed and contributed at the time.