



**Enter & View**

**BIRCHWOOD HOUSE**

**March 2023**

**Enter and View – Virtual Visit Report**

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Name of Establishment	<b>Birchwood House</b> 97 Browning Rd, London E12 6RB
Staff Met During Visit	- Home Manger - Deputy Home Manager
Dates of Visit	Thursday 17 <sup>th</sup> March 2023
Healthwatch Authorised Representatives	Nicole Bello Estelle-Maria Chambourd-Smith
Healthwatch Volunteers	

Introduction and Methodology	<p>This was an announced Enter and View (E&amp;V) visit undertaken by Healthwatch Newham’s trained volunteers as part of a programme to look at a range of homes within the London Borough of Newham, to obtain a better idea of the quality of care provided.</p> <p>Healthwatch has statutory powers to enter publicly funded health and social care premises, announced or unannounced, to observe the nature and quality of services and to obtain the views of people using them. Questionnaires are provided for relatives and carers wishing to give us their feedback.</p> <p>The aim of E&amp;V is to consider how services might be improved and how good practice can be disseminated. A report on our visit is produced which can include recommendations based on what we have found. The report is sent to the manager of the facility for correction of facts, and for their response to any recommendations and then sent to the London Borough of Newham, Newham’s Clinical Care Commissioners, Healthwatch England and Care Quality Commission and becomes a public document on Healthwatch Newham’s website: <a href="http://www.healthwatchnewham.co.uk">www.healthwatchnewham.co.uk</a></p> <p><b>DISCLAIMER:</b> <b><i>This report relates only to the service viewed on the date of the visit, and is representative of the views of the staff, visitors and residents who met members of the Enter and View team on that date.</i></b></p>
General Information	<ul style="list-style-type: none"> <li>• The home had 5 residents at the time of the visit with a capacity of 7 residents.</li> <li>• The home has three units, Ground floor: Dementia, Second floor: Nursing, Third floor: Complex conditions.</li> <li>• The home was reviewed in August 2022 by the Care Quality Commission and was graded Good – although details of their map and directions needed improving.</li> <li>• On the day of our visits, we spoke with 2 members of the management team, 3 support workers, 3 residents and no relatives.</li> </ul>
Care Planning	<p><u>Manager’s comments</u></p> <ul style="list-style-type: none"> <li>• All residents have a care plan, which are reviewed as and when required and every 6 months. 6 monthly with family/friends, as and when there are changes to their medications with the GP.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Each resident also has a key worker within the home.</li> <li>• Residents with capacity will lead on the development of their care plan.</li> <li>• For residents that do not have relatives, the council worker will be brought in.</li> <li>• All residents always need to be supported and accompanied if they wish to attend activities outside the home.</li> </ul> <p><u>Support Worker’s comments</u></p> <ul style="list-style-type: none"> <li>• Workers agreed that residents are heavily involved in the care planning and will assist the resident if they needed help.</li> </ul> <p><u>Residents’ comments</u></p> <ul style="list-style-type: none"> <li>• 3 out of 3 residents said they have a care plan.</li> <li>• 3 out of 3 residents agreed that they felt involved in planning their care.</li> </ul>
Safeguarding	<p><u>Manager’s comments</u></p> <ul style="list-style-type: none"> <li>• Safeguarding concerns are recorded on an internal database where they can be accessed for internal discussion. If an investigation is required, this concern will be raised with the Safeguarding team.</li> <li>• Relative are also kept up to date with developments where there is a safeguarding concern relating to their relatives.</li> <li>• Residents are kept aware of safeguarding on a regular basis.</li> </ul> <p><u>Support Worker’s comments</u></p> <ul style="list-style-type: none"> <li>• All 3 support workers are aware of safeguarding and have been fully trained by external trainers either on site or online.</li> <li>• Extra safeguarding training is available in their e-learning.</li> <li>• All 3 completely agreed that they are mostly trained for safeguarding.</li> </ul> <p><u>Residents’ comments</u></p> <ul style="list-style-type: none"> <li>• 3 out of 3 residents knew what a safeguarding concern was and how to raise it.</li> <li>• 1 out of 3 residents felt that although he knew how to raise a safeguarding concern, he would not get involved if someone else was being abused.</li> </ul>
Management of Health and Wellbeing	<p><u>Staff’s comments</u></p> <ul style="list-style-type: none"> <li>• 3 out of 3 workers agreed that they felt welcomed in the care home</li> <li>• 3 out of 3 workers agreed that they receive enough emotional support from the care home</li> <li>• 1 out of 3 workers felt supported by management following a bereavement of one of the residents whilst accompanying him to an appointment on the bus.</li> <li>• 3 out of 3 workers felt that they are supported by management on site and through the Employee Assistance Programme</li> </ul> <p><u>Residents’ comments</u></p> <ul style="list-style-type: none"> <li>• 3 out of 3 residents agreed that they felt welcomed in the care home.</li> <li>• 3 out of 3 residents agreed that staff respond appropriately when unwell.</li> <li>• 3 out of 3 residents said that they would call upon a staff member if they felt unwell</li> </ul>

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	<p>and the staff would arrange a doctor’s appointments for them and if necessary,</p> <ul style="list-style-type: none"> <li>• accompany them to their appointment.</li> <li>• 3 out of 3 residents agreed they have either been to a dentist, or an optician but did not require a chiropodist.</li> </ul>
Meals	<p><u>Staff’s comments</u></p> <ul style="list-style-type: none"> <li>• 3 out of 3 workers agreed that the care home attends to the residents’ cultural dietary needs as well as dispensing appropriate prescribed medication.</li> <li>• 3 out of 3 workers mentioned that some residents need a support work to assist them to eat their food</li> <li>• Food menus are created and have been adapted to meet the residents’ cultural needs.</li> <li>• 3 out of 3 workers said that residents are given choices for their meals and have access to the menu in the communal areas.</li> <li>• 1 out of 3 workers said that one resident sometimes order food via the Uber Eats app.</li> </ul> <p><u>Residents’ comments</u></p> <ul style="list-style-type: none"> <li>• 2 out of 3 residents said that they enjoy the meals at Birchwood, 1 resident said that he does not mind the food but also likes to order take aways.</li> <li>• 3 out of 3 residents agreed that the care home considers their dietary and medical needs.</li> <li>• 2 out of 3 residents said they can consume food and drinks independently.</li> <li>• 2 out of 3 residents prefer to dine with others in the dining area, however, there are occasions when they eat in their rooms.</li> <li>• 1 out of 3 residents prefer to dine alone.</li> <li>• 1 out of 3 residents said that they welcome new options and a variety of meals especially fish fingers.</li> </ul>
Premises	<p><u>Management comments</u></p> <ul style="list-style-type: none"> <li>• All rooms are ensuite and the basic furniture is provided i.e., bed, wardrobe, chest of drawers. However, residents are allowed to bring in their own furniture if they so wish.</li> </ul> <p><u>Staff comments</u></p> <ul style="list-style-type: none"> <li>• 3 out of 3 workers agreed that the care home is tidy and has no bad smell.</li> <li>• Some staff is assigned to cleaning duties and ensure that sanitisation stations were topped up.</li> </ul> <p><u>Observations</u></p> <ul style="list-style-type: none"> <li>• 1 out of 3 residents showed us his bedroom and it was clean, tidy, and personalised to the resident’s taste.</li> <li>• Worker gave us a tour of the care home and the premises were very clean.</li> </ul>
Activities	<p><u>Manager’s comments</u></p> <ul style="list-style-type: none"> <li>• The home organises various activities for residents which are led by the staff as there isn’t an Activities Officer in post. These include arts &amp; craft, games, poem writing, singing, and preparing meals. Those who do not want to participate, play games on their phones or tablets, or watch the television.</li> <li>• Where possible staff are available to support residents on activities taking place outside the home, such as attending the pub, the church or taking a walk to the park.</li> </ul> <p><u>Support Worker’s comments</u></p>

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	<ul style="list-style-type: none"> <li>• 3 out of 3 workers agreed that they allocate time to do recreational activities with the residents.</li> <li>• 3 out of 3 workers agreed that they can assist the resident in setting up the activity and providing the materials that they need.</li> </ul> <p><u>Residents' comments</u></p> <ul style="list-style-type: none"> <li>• 2 out of 3 residents use the recreational facilities. 1 said was not interested in the activities that were provided.</li> <li>• 3 out of 3 residents said that they are never lonely</li> </ul>
Technology and Communication	<p><u>Manager's Comments</u></p> <ul style="list-style-type: none"> <li>• Birchwood provides wifi throughout the home so that residents can communicate with their relatives and friends using technology and for recreational online activities.</li> <li>• Workers are trained to set up smart devices.</li> </ul> <p><u>Staff comments</u></p> <ul style="list-style-type: none"> <li>• 3 out of 3 workers agreed that they offer technological assistance to resident.</li> <li>• 3 out of 3 workers confirmed that they are trained in setting up smart devices.</li> </ul> <p><u>Residents' comments</u></p> <ul style="list-style-type: none"> <li>• 3 out of 3 residents confirmed they use technology for entertainment.</li> <li>• 3 out of 3 residents confirmed that they use technology to contact their loved ones.</li> <li>• 2 out of 3 residents know how to use smart devices, 1 resident is unsure.</li> <li>• 3 out of 3 residents agreed that the care home assists them in setting up the technology and provides the support if required.</li> <li>• 2 out of 3 residents agreed that they can maintain smooth communication with their family and friends except for 1 resident who needs assistance.</li> </ul>
Staffing	<p><u>Manager's comments</u></p> <ul style="list-style-type: none"> <li>• The home has 13 staff (including bank staff) to 5 residents.</li> <li>• On the day of the visit there were 3 staff on duty. In addition to the 3 staff on the day shift there will be 3 for the night shift.</li> <li>• Therefore, this shows that there is a shortage of staff on both the day and night shift.</li> </ul> <p><u>Staff comments</u></p> <ul style="list-style-type: none"> <li>• 3 out of 3 workers agreed they received adequate support to do their job.</li> <li>• 3 out of 3 workers said that there was a very low turnover over of staff within the organisation.</li> <li>• 3 out of 3 staff agreed that the home was short of staff.</li> <li>• 3 out of 3 staff members were unhappy as they do not receive sick pay nor holiday pay.</li> </ul> <p><u>Residents' comments</u></p> <ul style="list-style-type: none"> <li>• 3 out of 3 residents agreed that workers had the right skills for the job.</li> <li>• 3 out of 3 residents agreed that workers delivered appropriate care.</li> <li>• 3 out of 3 residents agreed that workers are kind and respectful to them.</li> <li>• 3 out of 3 residents agreed that workers respect their privacy at all times.</li> </ul>
Staff Training	<p><u>Manager's comments</u></p> <ul style="list-style-type: none"> <li>• All staff completes both their mandatory and statutory training such as Infection Control, Health and Safety, First Aid, Safeguarding, Food Hygiene, COSHH, and Manual Handling to name a few completed online in the care home's office.</li> <li>• Training courses are refreshed yearly, and e-learning is regularly updated.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Staff are aware of safeguarding and receive an annual online training.</li> <li>• The home also has a whistleblowing policy, and this is covered during induction.</li> <li>• Onsite training happens yearly, trained by external representatives.</li> <li>• Monitoring of training courses are done through supervision and appraisals.</li> </ul> <p><u>Staff's comments</u></p> <ul style="list-style-type: none"> <li>• 3 out of 3 workers agreed they have received adequate training to support them in their various job roles. This includes manual handling, infection control, food and hygiene, fire safety, end of life and all other mandatory training except for dementia care.</li> <li>• 3 out of 3 workers agreed that all the training they had received was relevant and useful in performing their various roles within the organisation.</li> <li>• All staff were knowledgeable about safeguarding.</li> </ul>
<p>Compliments/ Complaints/ Incidents</p>	<p><u>Manager's comments</u></p> <ul style="list-style-type: none"> <li>• Residents are made aware of the Complaints Procedure and those with capacity can access it. However, for residents who lack mental capacity behaviour patterns are monitored through staff observation and then raised directly with residents to find out what is concerning them. It was not clear if any concerns were then raised with family members.</li> <li>• Residents also have an Annual Review with their families or social worker in a more formal process.</li> <li>• Resident surveys are also conducted to assess satisfaction with the home.</li> </ul> <p><u>Support Worker's comments</u></p> <ul style="list-style-type: none"> <li>• 3 out of 3 workers agreed that they would report a complaint to either a senior member of staff or management if there was an issue but expressed there hasn't been a reason to do so.</li> <li>• 2 out of 3 workers mentioned that most residents with mental capacity would know how to make a complaint where some with complex conditions or dementia may need assistance.</li> </ul> <p><u>Residents' comments</u></p> <ul style="list-style-type: none"> <li>• 2 out of 3 residents were aware of the Complaints and Compliments procedure whilst 1 resident did not know about it.</li> <li>• 2 out of 3 residents said they would complain verbally if they were unhappy about anything.</li> </ul>
<p>Conclusions</p>	<p><b>We noted the following points about the home:</b></p> <ul style="list-style-type: none"> <li>• There are good positive relationships between staff and residents</li> <li>• There are lots of training opportunities available to staff to support their learning and development within their role</li> <li>• Staff are fully trained in understanding safeguarding and able to raise concerns</li> <li>• Staff and residents are aware of the Complaints and Compliments procedure</li> <li>• Residents are happy with the snacks and drinks provided by the home.</li> </ul>

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	<ul style="list-style-type: none"> <li>Residents are happy with the overall service.</li> <li>Birchwood Care Home is very clean and tidy.</li> <li>Management knows the service very well.</li> </ul>
Recommendations	<p><b>Based on our visit we recommend the following:</b></p> <ol style="list-style-type: none"> <li>1. Provide the avenue for staff and residents to be interviewed without the presence and involvement of management so that a true assessment of the service could be made on future visits.</li> <li>2. Offer more in house activities to residents either on a 1-2-1 basis or in a group where possible, especially during the winter months to ensure they remain mentally stimulated.</li> <li>3. Continue the recruitment drive for permanent staff to ensure that there is the right number of staff on both the day and night shifts.</li> </ol>
Provider Response	<p>The care home was contacted on the 6<sup>th</sup> of July through email and again on the 17<sup>th</sup> of July for a response to the points raised, however, they did not get back to the Healthwatch team with any of the correspondence.</p>

Signed by Healthwatch	Nicole Bello and Estelle-Maria Chambourd-Smith Interview & Engagement Officer
Dated	28/04/2023