

Enter & View Report

Brockshill Woodlands

July 2023

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Report details

Details of Visit	
Service Address	Briar Walk, off St Margaret's Anne Way, Oadby, Leicestershire, LE2 5UF
Service Provider	Prime Life Limited
Date and Time	Wednesday 26 July 2023, 10am
Authorised Representatives undertaking the visit	Kim Marshal-Nichols and Morag Yates

Acknowledgements

Healthwatch Leicester and Healthwatch Leicestershire would like to thank the service provider, residents, and staff for their contribution to the Enter & 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.

This report is written by volunteer Enter and View Authorised Representatives who carried out the visit on behalf of Healthwatch Leicester and Healthwatch Leicestershire.

Purpose of the visit

Independent Age, a national charity, supported by Healthwatch, have developed a set of eight quality indicators for care homes. We are including an evaluation, based on our findings on the visit, of these quality indicators.

A good care home should:

1. Have strong, visible management.
2. Have staff with time and skills to do their jobs.
3. Have good knowledge of each individual resident, their needs and how their needs may be changing.
4. Offer a varied programme of activities.
5. Offer quality, choice and flexibility around food and mealtimes.
6. Ensure residents can regularly see health professionals such as GPs, dentists, opticians or chiropodists.
7. Accommodate resident's personal, cultural and lifestyle needs.
8. Be an open environment where feedback is actively sought and used.

For further information: www.independentage.org/policy-and-research/our-8-care-home-quality-indicators

Methodology

Our Authorised Representatives (volunteers who have undergone specialist training and are DBS checked) attend and make observations.

Where possible, talk to residents about aspects of their care and whether this is delivered in a way that promotes their dignity and independence including the ability to make choices about their daily lives.

Where possible, talk to relatives, if they are available to ask if they are happy with the care provided to their relatives and whether they are aware and feel able to report any concerns/ complaints.

Speak to staff about training, turnover, support and staff levels.

Observing interactions between residents, staff, manager and visitors.

Results of the visit

External

The entrance was well-signposted and accessible and the grounds were well-kept. There is a marquee outside the home which was built during COVID-19, it is still used. There are car parking facilities for visitors to use.

Internal

Upon entry to the home, a staff member who answered the door was unsure of our visit and wasn't expecting us, however after checking our ID, the staff member directed us to the manager's office to inform the manager of the visit. The manager found us and introduced us to the Regional Manager, who stayed with us for a tour of the home and then took leave.

The property was old, the furniture was clean and in good condition as were the soft furnishings. The home has three lounges for residents. There is a dining area for residents to use. Not all the residents sit in the dining area and we were told that they prefer to eat in their rooms.

The corridors were clean and free from clutter, there was no odour upon entry to the lounges and the only odour was from one of the resident's rooms, where the bed was not made.

Residents

Currently, the home has 22 residents. The resident's rooms are furnished. Some rooms have shared bathrooms.

Notices

All noticeboards were up to date. The food hygiene rating was five stars indicating that the hygiene standards are very good. The home had the complaint procedure displayed.

The website had stated there are cottages on the ground but we were told that the cottages no longer belong to the home.

Staffing

There are 15 staff members and the home uses five Bank staff. They have 5-6 staff on duty including domestic staff. Maintenance staff are on call and grounds staff are.

Quality Indicators

Quality Indicator 1: Have strong, visible management.

We observed the manager interacting well with the residents. The manager has good ideas for the future.

Quality Indicator 2: Have staff with time and skills to do their jobs.

The staff are trained in-house by the learning pool.

Quality Indicator 3: have good knowledge of each individual resident, their needs and how their needs may be changing.

The staff interact well with the residents. We observed the staff sitting and talking to residents. Staff have good knowledge of each resident, their needs and how their needs may be changing.

The staff seemed very caring towards the residents and knowledgeable.

Quality Indicator 4: offer a varied programme of activities.

There are no activity coordinators and we did not see an activity timetable. We were told that activities are done in an ad hoc way. There are activities every day and the residents can join if they wish to join in. Residents seem well cared for and their needs are maintained, outings are organised if the minibus is available.

Quality Indicator 5: offer quality, choice and flexibility around food and mealtime.

Residents have a choice of two different menus and their needs are being met.

There was a hygiene certificate visible with a 5-star rating.

Quality Indicator 6: ensure residents can regularly see health professionals such as GPs, dentists, opticians or chiropodists.

The staff do not attend hospital appointments. Family members are asked to take residents to the dentist or chiropodist. The district nurse attends if requested.

Quality Indicator 7: accommodate residents' personal, cultural and lifestyle needs.

The home accommodates and meets residents' personal, cultural and lifestyle needs.

Quality Indicator 8: be an open environment where feedback is actively sought and used.

During the visit, we did not speak to any relatives.

There are no residents meetings but if they need to have one we were told it would be arranged. We were told that there are no regular family meetings as people never turned up.

There were no visitors at the time of our visit and we asked if this was usual. The staff said they had very few visitors.

Summary

The report reflects the good practice that we observed on the day of our visit. We found the staff, management and residents welcoming. We observed that the residents seemed well cared for.

The home accommodates and meets residents' personal, cultural and lifestyle needs.

There are activities every day if residents wish to participate. Residents seem well cared for and their needs are maintained and outings are organised if the minibus is available.

Recommendations

1. To consider having regular resident meetings.
2. To have a display with details of activities for the week.
3. Website to be updated with correct information about the cottages.
4. Consider having an activity coordinator which would help to provide activities and more structure to the residents' day.

Service provider response

The report was shared with the service provider – no response was received.

Distribution

The report is for distribution to the following:

- Brockshill Woodlands
- LLR Integrated Care Board (ICB)
- Care Quality Commission (CQC)
- Leicestershire County Council (LCC)
- NHS England (Leicestershire and Lincolnshire) Local Area Team
- Healthwatch England and the local Healthwatch Network
- Published on www.healthwatchll.com



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