

Enter and View – Visit Report

Name of establishment: Heathgrove Lodge 837 Finchley Road NW11 8NA

Staff met During Visit: Joanna Duke - Manager

Date of visit: 10th April 2018

Healthwatch authorised representatives involved: Derrick Edgerton
Lisa Robbins (staff member)

Introduction and Methodology

This is an announced Enter and View (E&V) visit undertaken by Healthwatch Barnet's E&V Authorised Representatives, as part of a planned strategy to look at a range of care and nursing homes within the London Borough of Barnet to obtain a better idea of the quality of care provided. Healthwatch E&V representatives have statutory powers to enter Health and Social Care premises, announced or unannounced, to observe and assess the nature and quality of services and obtain the views of the people using those services. The aim is to report the service that is observed, to consider how services may be improved and how good practice can be disseminated.

The team of trained volunteers visit the service and record their observations along with the feedback from residents, relatives, carers and staff. Questionnaires are provided for relatives/carers/friends who are not able to attend on the day of the visit, but wish to provide some feedback. These are returned directly to Healthwatch. The volunteers compile a report reflecting all of this, and making some recommendations. The Report is sent to the Manager of the facility visited for validation/correction of facts, and for their response to the recommendations. The final version is then sent to interested parties, including the Head Office of the managing organisation, the Health Overview and Scrutiny Committee/Adults and Safeguarding Committee, CQC, Barnet Council and the public via the Healthwatch website.

DISCLAIMER: 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, and those who completed and returned questionnaires relating to the visit.

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General Information

A team from Healthwatch Barnet had visited Heathgrove Lodge on 18th July 2017. At that time Joanna Duke had, the previous day, just taken on the post of Manager. The purpose of this visit was to meet with her and clarify issues from the previous visit.

Access

There had been concerns raised about relatives entering areas of the premises that were inappropriate. After a review, it had been decided to install additional doors (card controlled) to prevent this. Discussions are also going on about the best way to control access to a steep internal staircase.

Following a difficult incident signs are displayed throughout the home asking relatives to respect the staff's work and to raise concerns appropriately.

Following discussions at our last visit, careful placing of heavy patio furniture now ensures that the sunken drains in the patio area do not cause a problem to residents.

At the last visit the team discussed the difficulty of moving wheelchairs out of the patio doors onto the patio. It has not been possible to permanently resolve this despite efforts to do so, and it will therefore have to remain with a ramp and the staff taking extra care at this point.

Care Planning

A considerable amount of work was being done to improve care planning. This was in cooperation with the Care Quality team from Barnet Council who have been visiting to support this. We were told that hospital admissions had been reduced as a result of this.

There was an awareness of the hospital discharge process involving "trusted assessors", but we were informed that if the resident had been in hospital for more than 7 days, a staff member would visit to assess before discharge.

Management of Residents' Health and Wellbeing

In the previous report, the team expressed surprise that the number of residents in the lounge or sitting down to lunch was low. We were told then that this is the choice of the individual residents. On this visit, we

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were told that residents are being encouraged to come out of their rooms more and this has increased the number that sit down for meals in the dining room. Again, we were told, that it is the choice of the individual as to when they leave their room, and where they wish to eat, but the manager was aware of trying to make mealtimes more sociable and enjoyable for the residents.

Staff

There is an issue with recruiting and retaining staff, which it was suggested was common to the sector. Care staff move for increased remuneration and nursing staff for increasing their experience. BUPA had introduced several staff benefits and inducements to try and overcome this. A new deputy manager was about to start and would be supernumerary to the compliment of nursing/care staff usually on duty.

Staff Training

All new staff attend a 4 day induction course, centrally run by BUPA, before starting at the home. These were frequently run.

Activities

The range and promotion of activities had been revamped and more effort was being made to encourage residents to participate. We saw some residents very engaged in an activity with the co-ordinator and they spoke very positively of their experience. It was planned to make more use of the garden and to involve residents in gardening. The manager would like to involve volunteers, but finding volunteers was an issue.

Food

We met one of the 2 chefs, who appeared enthusiastic and dedicated. We were informed that BUPA is seeking to improve the food choices to take in to account cultural variations.

Engagement with Relatives/Residents/ Carers

The manager sits with residents, relatives and carers on a regular basis to discuss likes and dislikes. It is the home of the residents and this was emphasised.

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Deprivation of Liberty Safeguards (DoLS)

We were told that the time taken to process DOLS applications had improved.

Conclusions

We came away with the feeling that the manager had made a very positive impact on the home, and staff liked and supported the her, and the manager supported her staff. We also felt that attitude of the manager towards the residents was to make them feel “at home”. We were left with the impression of a well-run, caring environment.