

CARE HOME REPORT

Brymore House



March 2018

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Enter and View Report:

**Brymore House
243 Baring Road,
Grove Park, London
SE12 0BE**

1. Introduction

What is Healthwatch Lewisham?

We are the independent champion for people who use health and social care services. We exist to ensure that people are at the heart of care. We listen to what people like about services, and what could be improved and we share their views with those with the power to make change happen. We also help people find the information they need about services in their area.

We have the power to ensure that people's voices are heard by the government and those running services. As well as seeking the public's views ourselves, we also encourage services to involve people in decisions that affect them. Our sole purpose is to help make care better for people.

In summary - Healthwatch Lewisham is here to:

- Help people find out about local care
- Listen to what people think of services
- Help improve the quality of services by making sure that the views of the public are taken into account by those running services and the government.

2. What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch 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 good practice from the perspective of people who experience the service first hand.

Enter and Views are not intended to identify specific safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit.

3. Strategic Drivers

Healthwatch Lewisham gathers information and views of service users and those who are affected by a service such as family members. In order to have quality/high level services for residents we will seek to establish best practices and areas for improvements to enhance service provision. These are formally reported back to the service provider. The needs of customers receiving a service is an important part of the Healthwatch Lewisham engagement programme.

On the 13th March 2018, Healthwatch Lewisham visited Brymore House to speak with residents, family members and staff about their experience of the residential care home. Ten residents engaged with us during this visit and four family members. In addition seven staff completed our staff questionnaire and we also spoke with them on an individual basis. The Authorised Representatives were also observing the home for comfort and security.

Prior to the visit the Manager Kate Zhi Li completed a provider information document to give some background to Brymore House and this document has been included within this report.

4. Methodology

This was an announced Enter and View visit.

A member of the Healthwatch team contacted Brymore House prior to the review taking place to set out the purpose of the visit with the Home Manager, Kate Zhi Li.

The manager confirmed that she was happy for us to visit and said that she would let the staff, residents and visitors know that we were coming.

A poster, setting out the details of the visit was sent to the home prior to visit. Residents were also given our contact details, should they wished to provide more information at a later date.

healthwatch
Lewisham

Talk to us about your care service

Date 13th March 2018 Time 14.00

Brymore House

Healthwatch Lewisham is your local, independent health and social care champion. We are visiting Brymore House to find out what you think about the services it offers and would like to hear from residents about your experiences.

www.healthwatchlewisham.co.uk
info@healthwatchlewisham.co.uk

Tel: 020 8315 1927
Community House
South Street
Bromley
BR1 1RH



5. Disclaimer

This report relates to findings observed on the specific date set out below. Our report is not a representative portrayal of the experiences of all residents, only an account of what was observed and contributed at the time.

Details of the visit:

Name/address of premises visited	Brymore House, 243 Baring Road, Grove Park, SE12 0BE
Name of Service provider	Brymore Care Homes Limited
Nature of service	Residential Care Home with Nursing
Registered Manager	Kate Zhi Li
Date and time of visit	13 th March 2018
Authorised Representatives	Carolyn Denne, Jovia Nsereko and Peter Todd



6. Pre-visit Information

Brymore House is located in Grove Park, South Lewisham. The home has 53 rooms most of which have on-suite facilities. The care home with nursing provides care, treatment and accommodation for up to 53 people. The service has two units, one with 31 beds which provides nursing care to older people and the other with 22 beds which provides intermediate care and rehabilitation. Please refer to the provider information sheet below:-

7. Provider Information sheet



Provider Information Sheet

Provider: Brymore House

Date: 13.03.2018

About the service

Vision, mission and values

We are committed to providing high-quality services and to constantly seek ways to improve the quality. This is supported by evidence-based practice and on-going training and development of staff to achieve our aim of providing support and care to all who come into contact with our service.

We will promote an open, transparent, honest and enabling service which is receptive to advice and comments from others, thus ensuring best and safe practice.

Staff at Brymore House Nursing Home offer a highly professional care service for the elderly, with a personal touch.

When people have worked hard throughout their life and have been committed to helping others, we think they deserve extra cherishing. They need a Home where individuality is emphasised, with staff who have time to give attention to small details and where they have the choice of enjoying the company of like-minded fellow service users.

Our main aim at Brymore House is to provide the highest quality of Care Home with a happy and homely atmosphere, in which each service user feels at home, cared for and contented.

Our core value is: Privacy, Dignity, Independence, Choice, Rights and Fulfilment.

How do you evaluate your work?

Internal audits, quality assurance monitoring visit for local authority, regular residents' and relatives' meeting and annual survey for both residents and relatives.

How are staff recruited and trained? Any issues with attracting staff with the right qualities and skills? What do you look for when recruiting care staff?

We have a robust recruiting procedure, including interview, two references and enhanced DBS check. All staff have one week induction and completing all mandatory trainings before started working. The Mandatory training including Health & Safety, Safeguarding of vulnerable adult, fire safety, COSHH, Emergency first aid, emergency evacuation, Moving and Handling, equality & diversity, mental capacity act, Deprivation and liberty safeguarding, food hygiene, infection control.

We look for compassion and caring attitude from the candidate rather than qualification and experience as these can be achieved by training.

Do any of your staff have specialist medical skills? What is your hospital admission policy? What are your emergency procedures?

<p>As a Nursing Home, the two units were managed by trained nurses. The company arranged various training for the nursing and care staff except the mandatory trainings. For example: the nurses had training in wound care, catheterisation, phlebotomy, care planning, management and leadership, end of life care and administration of medication etc. The Care staff have additional trainings e.g. pressure ulcer prevention, induction for end of life care, dementia care and nutrition care etc.</p>
<p>How do you engage families? How many residents have regular contact with their family or their friends? How many are mainly without visitors?</p> <p>Staff always involve the family in care planning and inform the families if any changes in the residents' condition and needs even for those residents with capacity as we feel that is good practice.</p> <p>We have quarterly relatives' meeting and annual survey so that all relatives are informed of any changes ad plans in the service. They also give feedback about he service from relatives' prospective to help us to identify the areas need improvement.</p> <p>Most of our residents' have regular visitors. Only one resident has no visitors at the moment but he had interaction with staff and other families.</p>
<p>What does a usual day look like? What activities are planned during the day and across the week? What is take up like?</p> <p>Personal hygiene care, breakfast, morning tea, morning activities/ exercise, lunch, afternoon activities/ one to one sessions, afternoon tea, having visitors, supper, TV time then bedtime.</p>
<p>Who are the main providers of primary care services – dentists; pharmacy; optician; podiatry?</p> <p>In order to provide the best care possible and ensure the service users have all treatment, we work closely with the multidisciplinary team, e.g. GP, dietician, dentist, Mental Health Team (CPN and Psychiatrist), optician, podiatrist, diabetic nurse specialist, Speech & Language Therapist, Macmillan Nurse, Social service, local Lewisham CCG and Tissue Viability Nurse and winter assessment team (will be cancelled) from the next financial year.</p>
<p>Who are the main providers of other personal services such as hair dressers?</p> <p>Independent hair dresser who visits twice a week.</p>
<p>What is your evaluation of the quality of these providers – do you think residents receive a good service?</p> <p>Yes</p>
<p>How easy is it for residents to access aids e.g. walking sticks?</p> <p>Quite easy. They have the walking aids within easy reach when they are in bedrooms. The walking aids are placed in the gym when they are sitting in the lounge due to Health and Safety reason but can be obtained but by asking a staff member.</p>

8. The Visit

On the day of the visit.

Upon arrival, the Authorised Representatives (AR's) were met by Kate Zhi Li, the Home Manager, who explained the different types of care and support offered by Brymore House. The building layout was explained to the AR's and we were directed to the communal areas.



During the visit we spoke with ten residents and took notes of their responses through our resident questionnaire forms. In addition seven staff questionnaires were received providing valuable feedback. We also received four completed family and friends questionnaires.


The Premises

The overall impression of Brymore House was that the home is welcoming, with a reception desk near to the entrance. It was noticeable that this area was considerably brighter than on the pre-visit and we were told by the manager that the lighting system in the home was being updated. There is a seating area for visitors/guests and a sign in book. The temperature was appropriate for the residents. The home was generally tidy but some communal areas had been used inappropriately for storage, in particular the conservatory which needs to be addressed.

The home is well situated with good transport links and is dementia friendly. The main information notice board is situated near to the entrance and at the time of the visit held appropriate and up to date information. There is ample parking space at Brymore House for visitors and guests.

Healthwatch received the following comments on the premises:-

-  A resident said - "I am really happy here, I was lonely at home and it is nice to be around other people".
-  Another resident who has come for a short stay commented - "I am going home soon but I have enjoyed my stay here." "My room is small but very nice and I spend most of my time in the lounge."
-  A residents' daughter told us "I think the facilities here are very good for my mum", "she is able to get around with support and no longer sits in a chair all day which she was doing when she was at home".

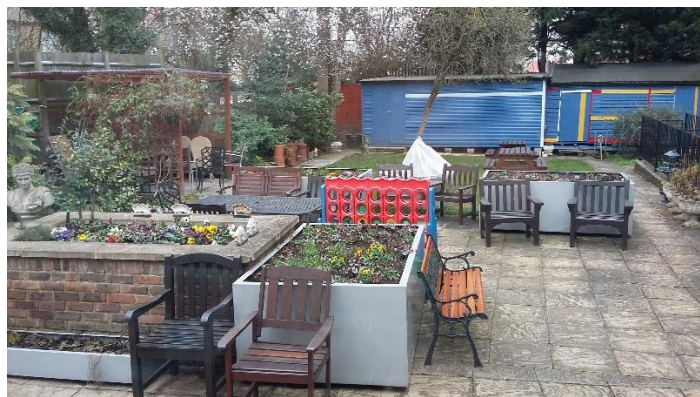
 A son said “I visit my mum every day and find the facilities very good”. “I have seen an improvement in her ability and mood since she has been at Brymore House”.

Recommendations

1. It is recommended that the inappropriate boxes, old/broken chairs and general storage are removed from the communal areas.

The Garden


The garden is mainly a patio area with a small lawn, but it does benefit from raised flowerbeds which can be used by the residents to plant bulbs/flowers as an activity. There is plenty of seating and shady areas for residents to enjoy the space.



Access to the garden is through the conservatory and is mobility friendly. This includes access for people in wheelchairs.

Comments received about the outdoor space:-

 A resident told us that they liked the garden space because they were able to smoke in the garden.

 Another resident said “I have always liked sitting outside and I use the garden when the weather is warmer”. “Unfortunately, I am unable to do any gardening but I like to see the colours in the garden”.

There were lots of cigarette ends scattered around the door to the garden.

Recommendations

2. It is recommended that the cigarette ends are removed from the area around the back door on a regular basis.

Activities


Residents, told us that the number of activities taking place at Brymore House has increased. Exercise is an important part of the activities programme and this is provided for one hour on a daily basis. There is an afternoon activity and these are shown in the sample activities sheet below.


Weekly Activities Programme								
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	
9-10am	Day of Rest.	Reception, Newspapers	Reception, Newspapers	Reception, Newspapers	Reception, Newspapers	Reception, Newspapers	Family Day	
10-11am		Reading Newspapers to residents visiting residents in their rooms- massaging hands and feet	Reading Newspapers to residents visiting residents in their rooms- massaging hands and feet	Reading Newspapers to residents visiting residents in their rooms- massaging hands and feet	Reading Newspapers to residents visiting residents in their rooms- massaging hands and feet	Reading Newspapers to residents visiting residents in their rooms- massaging hands and feet		Reading Newspapers to residents visiting residents in their rooms- massaging hands and feet
11-12am	Afternoon	Exercise class with music to encourage & stimulate using balloons and musical instruments	Exercise class with music to encourage & stimulate using balloons and musical instruments	Exercise class with music to encourage & stimulate using balloons and musical instruments	Exercise class with music to encourage & stimulate using balloons and musical instruments	Exercise class with music to encourage & stimulate using balloons and musical instruments		
12-1pm		Prepare for PM activities. Lunch	Prepare for PM activities. Lunch	Prepare for PM activities. Lunch	Prepare for PM activities. Lunch	Prepare for PM activities. Lunch		
1-2pm		Movie	Writing up Residential social activities notes.	Writing up Residential social activities notes.	Writing up Residential social activities notes.	Writing up Residential social activities notes.		Writing up Residential social activities notes.
2-4pm			Bingo	Arts & Crafts	Reminiscence	Board Games in the dining room.		Cooking.

Evidence of craft work that had taken place during previous activities was displayed.

During the visit residents were observed playing skittles in the lounge. The Activities Manager was very engaging with the residents and provided a lot of encouragement and praise during the activity.

Healthwatch received the following comments on the activities programme:-

-  A resident told us “I like to exercise in my own space so I don’t join the group but I am able to do this in my chair outside the lounge”.
-  Another resident said “I like playing the games and even though I am not very good, I like to have a go”.
-  A lady told us “I am still quite mobile and I like to help the other residents when I can, that is my activity”.

 A residents' daughter told us “Mum likes the activities, she is very sociable and the activities get people together which she enjoys, she is able to talk to other residents during these sessions”.


While the range of activities is good, a more varied programme would enhance the resident experience. This could be achieved through additional volunteer support or community involvement.

Recommendations


3. It is recommended that the home encourage family members, and other local community groups in the activities programme.

The Food

Residents were full of praise for the food with positive comments made about the breakfasts and main meals. There are a number of short term residents and a couple of them told us:-

 “I am going home next week and I am looking forward to it but I will really miss the food”.

 “I like the choice of food here and it is really tasty”.


 A member of staff said “We get lunch here which is the same choice as the residents, so I know how good the food is”.


Staff


Residents gave positive feedback about the staff and the Authorised Representatives observed staff being very attentive towards the residents during the visit. We also saw the carers respond promptly to requests from residents. Two residents required moving, the hoist was used properly and the required safety procedures and checks were carried-out before lifting the residents.

Healthwatch received the following comments from residents about the staff:-

 “The staff here are really good and attentive”.

 “I like the fact that staff are always smiling and they are happy in their work”.


 “All very pleasant but sometimes shout”.

 “I will miss the staff here when I go home, they spend time with me and I appreciate what they do for me”.

Family members told us:-

 “I think that the people here are all fantastic and dedicated to their work”.

 “The staff are very good, kind and professional”.

 “I have recommended this home to a friend and when they have a vacancy their father is going to come in for some respite care”.

The staff told us that they felt supported by the management team and that they had received appropriate training. All staff commented on there being a positive team ethic within the care home.

The cleaners also engaged with the residents in a positive manner but one cleaner was vacuuming around a resident while they were watching television which was not appropriate. A family member commented “I would like to mention how well staff interact with residents on outings”.

All of the residents had a good appearance in terms of their clothing, hair and fingernails.

Other comments

Two family members told us that they go to the regular monthly meetings which they find very helpful.

9. Summary of Recommendations

1. It is recommended that the inappropriate boxes, old/broken chairs and general storage are removed from the communal areas.
2. It is recommended that the cigarette ends are removed from the area around the back door on a regular basis.
3. It is recommended that the home encourage family members and other visitors to get involved in the activities programme.

10. Acknowledgements

Healthwatch Lewisham would like to thank Brymore House, including their residents and staff, for their valuable contribution and for participating in this survey. In addition to the support of the Healthwatch AR's who conducted the review.

11. Feedback from Brymore House



Community House
South Street
Bromley
BR1 1RH

Healthwatch was established in 2013 in accordance with the Health and Social Care Act 2012.

Within this legislation [Arrangements to be made by relevant bodies in respect of local Healthwatch Organisations Directions 2013] Healthwatch has a right to a reply within 20 working days to Reports and Recommendations submitted by Local Healthwatch to a service provider.

Report & Recommendation Response Form

Report sent to	Kate Zhi Li
Date sent	March 2018
Details of report	This report covers Enter & View visit made by Healthwatch Lewisham to Brymore House. It incorporates resident, staff and management feedback on the service provided to residents by this care facility.

Date of response provided	
Response (If there is a nil response please provide an explanation for this within the statutory 20 days)	
Response from	
Name	Kate Zhi Li
Position	Home Manager

<i>For office use only</i>	
<i>Date response received</i>	
Within 20 days	

Enter and View Visit to Brymore House,
13th March 2018

Resident Questionnaire

1. Do you think that living here is an enjoyable experience?
2. Do you feel Brymore House is a comfortable and secure living environment?
3. Does Brymore House have a welcoming environment?
4. Do you socialise with other residents here?
5. Are there regular opportunities to go out?
6. Do you have a regular visitor?
7. Do you have the opportunity to influence changes to your daily living or activities.
8. What are the staff like?
9. Do you have support with your personal care? Is it sufficient?
10. How do you make appointments for your health and care? Do you receive home visits?
What do you think of the service?

- GP
- Nurse
- Pharmacy
- OT
- Dentist
- Hairdresser

Observations

Physical wellbeing

Note the appearance of the resident in terms of clothing, hair, fingernails etc.

Good / Acceptable / Poor

Appendix B

Enter and View Visit to Care Home Facility, Brymore House Healthwatch visit 13th March 2018

Staff Questionnaire

Thank you for taking the time to complete this survey, which will feed into our report giving a review of care facilities in Lewisham. All responses will be anonymised.

1. Please describe your role at Brymore House.
2. How long have you been working at Brymore House? Are you permanent, agency or bank staff?
3. Do you like your work? Please say why.
4. What training have you had while working at Brymore House?
5. Do you feel you supported in your work?
6. How well do you know the residents?
7. What do you think of the social activities provided for residents?
8. What are your thoughts on how the service is run?
9. What else could be done to make things better for the residents?
10. Do you get on well with your colleagues?
11. Do you have any further comments or observations?
12. Would you recommend Brymore House to your own friends and family? Please say why.

**Enter and View Visit to Brymore House
Healthwatch visit
13th March 2018**

Family Questionnaire

Thank you for taking the time to complete this survey, which will feed into our report giving a review of care facilities in Lewisham. All responses will be anonymised.

About Brymore House

1. How do you feel generally about *Brymore House* services and the care your relatives receive?
2. Does your relative have friends at *Brymore House*? Yes / No / Unsure
Please comment:
3. Do you think your relative is safe at *Brymore House*? Yes / No / Unsure
Please give your reasons below:
4. Do you feel that you are kept informed regarding concerns about your relative e.g. falls, ill-health and future care plans? Yes / No / Sometimes
Please comment:
5. Do you know what the arrangements are for your relative in an emergency?
Yes / No / Unsure Please comment:
6. Does your relative take part in any social activities at *Brymore House* or elsewhere?
Yes / No / Unsure Please comment:
7. Does your relative have a say in how *Brymore House* is run?
Yes / No / Unsure Please comment:
8. Are you encouraged by the staff team to get involved in activities at *Brymore House*?
Yes / No / Sometimes Please comment:
9. How often do you visit your relative at *Brymore House*?

Other services

10. Are you satisfied with the level of support your relative receives from other local health and care services e.g. GPs, dentists and pharmacies? Yes / No / Unsure
Please comment:

Your relative's health

11. Does your relative have dementia? Yes / No / Unsure
12. Does your relative have any other long-term conditions? Yes / No / Unsure
If yes, please list them here:
13. Since moving to *Brymore House*, has your relative been admitted to hospital?
Yes / No / Unsure

If yes, please can we telephone you to ask more about your relative's experience of coming home from hospital? Your phone number:

12. Getting your feedback

At Healthwatch we are constantly encouraging feedback on health and social care services provided in Lewisham. So if you have a story or experience that you would like to share with us, you can make contact in five different ways. Please see the list below to find out how you can give us feedback.

Thank you.

<p>Tell us your experiences of your care at Brymore House</p>										
<table><tr><td data-bbox="213 1055 320 1155"></td><td data-bbox="459 1077 667 1149"><p>By telephone 020 8690 5012</p></td></tr><tr><td data-bbox="213 1167 320 1267"></td><td data-bbox="459 1167 1027 1272"><p>By post Healthwatch Lewisham, Old Town Hall, Catford Road, London SE6 4RU</p></td></tr><tr><td data-bbox="213 1285 320 1386"></td><td data-bbox="459 1294 903 1368"><p>Through the internet www.healthwatchlewisham.co.uk</p></td></tr><tr><td data-bbox="213 1417 320 1518"></td><td data-bbox="459 1426 879 1498"><p>By email info@healthwatchlewisham.co.uk</p></td></tr><tr><td data-bbox="213 1536 320 1637"></td><td data-bbox="459 1559 651 1592"><p>Face to Face</p></td></tr></table>		<p>By telephone 020 8690 5012</p>		<p>By post Healthwatch Lewisham, Old Town Hall, Catford Road, London SE6 4RU</p>		<p>Through the internet www.healthwatchlewisham.co.uk</p>		<p>By email info@healthwatchlewisham.co.uk</p>		<p>Face to Face</p>
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	<p>By email info@healthwatchlewisham.co.uk</p>									
	<p>Face to Face</p>									

This report was produced by:

Healthwatch Lewisham

Old Town Hall

Catford Road

London, SE6 4RU

Telephone: 020 8690 5012

March 2018



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