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## **Healthwatch Peterborough Enter & View of Care Homes Programme**

**Location:** Broadleigh, 213 Broadway, Peterborough, Cambridgeshire PE1 4DS

**Date:** Friday 5th February 2016

**Authorised representatives:** Barry Henson, Annette Beeton,

**HWP Staff:** Heather Lord; Samuel Lawrence

Residents 33 – 4 temporary beds bought by NHS.

Staff 32

Last CQC inspection: 11 Sept 2014

### **Overall Observations**

Reception was clean, warm and welcoming, if a little dark due to wood panelling, a professional reception area and service. Everyone required to 'sign in' on entrance and exit.

Information about local organisations, advocacy service, events and days menu displayed as well HWP poster. Hand gel in reception.

No CQC Notice or information. Not legally required.

A separate staff notice board.

Manager had good knowledge of home, the residents and staff, and issues and challenges facing providers in the residential care sector. Manager was knowledgeable on the training staff had received, wanted and was planned.

Staff were seen throughout the home, never felt as though there was lack of staff presence. All observed appeared (including non-caring roles) very friendly and welcoming. Staff were very busy cleaning and attending to residents needs including a birthday party for a resident.

Bedrooms clean and well presented.

General comments about premises: Several small lounges, all rooms including bedrooms homely. Lift to top floor.

Garden: Very pleasant, sheltered, a small bright conservatory where residents were playing dominoes.

Resident bedrooms: All rooms en-suite, spacious, with Television, Call bell in all rooms which can only be turned off in room. Spacious, comfortable and well lit.

Equipment; appeared clean and safe

Laundry: on site

Activities: Activities Co-ordination post vacant- interviews for post being held that day. However residents spoke about activities including Zoolab, Singing; Pantomime. Residents also mentioned enjoying walks in the park and balloon games.

Residents comments about staff: Staff were mostly described as friendly and helpful, some could be a 'bit quick' and occasionally 'grumpy'\*\*. Most staff had time to chat – respected people's dignity and treated residents with respect.

This was backed up by comments from the manager, Amanda Potter, who had been in-post 1 year 9 months. Manager believes it is a good home, enjoys her work, is striving for perfection but not there yet. They are looking at improving "Key worker - interaction". Says she is strict in terms of how care is delivered - people should be treated as if they were your relative. AP has addressed issues with staff in the past and how they treat and interact with staff.

Manager stated some of her training had included:-Train the Trainer; Nutrition; CHOSH; Care Plans and Infection Control.

Another member of staff who had many years' service, described the home as 'homely' and family orientated, where residents are encouraged in daily living. They wanted to see high standards of care maintained. Their training had included Induction Training, Health and Safety, Safeguarding.

**Issue of concern raised by the Manager at interview:** Following a ten day visit to hospital (hospital not identified) one resident returned and presented with a pressure sore on her heel and bottom, it was felt the presenting sore could have been as a result of the hospital stay.

Visitors interviewed: (2) one was very pleased with every aspect of care, describing it as excellent and attentive, given by supportive staff. They were confident that prescriptions would be properly managed.

One other visitor reported that staff had been rude on a previous occasion and had shouted the door security code when they had asked to leave. However more recently they had found staff kind and helpful.

**Meal time observations:** Food served in dining room - 2 staff in attendance. In the lounge - 2 staff feeding residents. In private rooms where residents were served and offered help if they wanted it. All food served from a hot trolley in hall/reception. Temperature checked before serving.

Staff in the dining room and 2 in the large lounge were helping as appropriate and encouraging people to eat more. Staff appeared knowledgeable about food requirements. The mealtime was quiet, residents were not talking to each other, and this may be their preference or due to dementia.

Serving times: the food was ready on a hot trolley in the hall for 12 pm; soup was served and eaten from 12.10 to 12.20. The main course was served and eaten from 12.25 to 12.45 and the pudding 12.50 to 13.05.

Staff offered help and choice from the menu.

Timing: seemed to allow residents enough time.

Choice: There was soup, 3 choices of main and pudding or ice-cream. The food smelt good and seemed to be kept warm.

**Conclusion:** The Enter and View Team of 4, visited Broadleigh from 11am to 1pm on 5<sup>th</sup> February 2016, particularly to observe the home at mealtime.

The Manager, one other member of staff, two visitors and seven residents (two of whom gave indications of dementia) were interviewed.

The home appeared to be well run by a committed manager and staff. The home was secure and residents felt safe.

The main impressions from observations and feedback from residents, staff and carers are that residents were happy and content with the home, well cared for by trained staff who were, caring and patient. Most residents said they were treated with respect and given privacy when required. The words used included 'happy place', 'good', 'nice', 'big rooms', 'good views', 'works well', 'we all get on well'. Where there was criticism it was minor but people felt able to voice their feelings.

The premises were secure and were observed to be homely with several small general areas as well as a large lounge and a dining room. Six residents interviewed felt safe.

A pleasant sheltered garden was appreciated.

Most residents interviewed praised the, well prepared fresh, usually hot, food. At the lunchtime meal it was observed, there was a three course meal with a choice of mains and pudding. There was however a limited vegetarian option. Staff were encouraging and ready to assist where required.

**Recommendations:**

- On the date of the visit the manager reported that you were interviewing for the post of Activities Coordinator – please could you update us on the recruitment?
- We look forward to seeing outcomes for the residents following the successful appointment of the Activities Coordinator.
- Whilst you are not required to display the CQC inspection rating or report, the guidance suggests this is good practice, we would therefore recommend this is displayed.

