

Enter and View Report

*Bennett House
Follow up visit
21st February 2024*

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What is Enter and View

Part of Healthwatch Telford and Wrekin's remit is to carry out Enter and View visits. Healthwatch Telford and Wrekin Authorised Representatives will carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement or highlight good practice.

The Health and Social Care Act allows 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, optometrist 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 that we can learn about and share examples of what they do well from the perspective of people who experience the service first-hand.

Healthwatch Telford and Wrekin Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Telford and Wrekin's Safeguarding Policy, the service manager will be informed, and the visit will end. The local authority Safeguarding Team will also be informed.

1. Provider details

Name and Address of Service: *Bennett House*

Manager: *Lisa Johnston*

Service type: *Residential Home*

2. Acknowledgments

Healthwatch Telford and Wrekin would like to thank all the staff/residents for their co-operation during our visit.

3. Disclaimer

Please note that this report is related to findings and observations made during our visit made on *21st February 2024*. The report does not claim to represent the views of all service users, only those who contributed during the visit.

4. Authorised Representatives

Jan Suckling

Denice Morgan

Christine Warren

5. Who we share the report with

This report and its findings will be shared with the service provider, Local Authority Quality Team (depending on the visit), Shropshire Telford and Wrekin ICB, Care Quality Commission (CQC) and Healthwatch England. The report will also be published on the Healthwatch Telford and Wrekin website.

6. Healthwatch Telford and Wrekin details

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7. Healthwatch principles

Healthwatch Telford and Wrekin Enter and View programme is linked to the eight principles of Healthwatch, and questions are asked around each one.

1. **A healthy environment:** Right to live in an environment that promotes positive health and wellbeing
2. **Essential Services:** Right to a set of preventative, treatment and care services provided to a high standard to prevent patients reaching crisis
3. **Access:** Right to access services on an equal basis with others without fear of discrimination or harassment, when I need them in a way that works for me and my family
4. **A safe, dignified and quality services:** Right to high quality, safe, confidential services that treat me with dignity, compassion and respect
5. **Information and education:** Right to clear and accurate information that I can use to make decisions about health and care treatment. I want the right to education about how to take care of myself and about what I am entitled to in the health and social care system
6. **Choice:** Right to choose from a range of high-quality services, products and providers within health and social care
7. **Being listened to:** Right to have my concerns and views listened to and acted upon. I want the right to be supported in taking action if I am not satisfied with the service I have received
8. **Being involved:** To be treated as an equal partner in determining my own health and wellbeing. I want the right to be involved in decisions that affect my life and those affecting services in my local community.

8. Purpose of the visit - to look at access

This was an announced follow up visit.

Our initial visit was on the 16th August 2023



Bennett House, Park Lane, Woodside, Telford

9. What we did

On arrival the car park is large. There is a new large sign at the entrance to the car park, this has the new providers name on it. This is easily seen from the road. The garden at the entrance to the home has been tidied from our last visit.

There are security cameras at the front of the home.

We rang the doorbell, and the door was answered by a member of staff. We introduced ourselves and showed our ID badges. We then asked to speak to the manager We were asked to sign in. The home now has an electronic sign in system, this also details the homes fire procedures.

We explained to the Manager what we would be doing, this was a follow up to our visit in August 2023. We had sent the manager a copy of the previous report, that we would be speaking to staff, residents and any visitors in the home, also looking at the recommendations we made last visit.

The home is divided into four households, Rosebud, Primrose, Jasmine, and Bluebell. The home can accommodate 45 residents, there were 43 residents on the day of our visit. The home caters for those living with Dementia and other cognitive impairments.

During our visit we spoke to the manager and Deputy of the home. We also engaged with members of staff and residents, however there were no visitors at the home to speak to at time of our visit

10. Findings:

a) Environment

i) External

On arrival to Bennett House the new signage was clear from the road, there was plenty of car parking places at the side of the home. The outside space around the entrance had been tidied and trees and bushes trimmed back or removed. The home has an enclosed garden in the middle which is easily accessible from all 4 Households. It was mainly paved with some patches of grass, flower/vegetable beds. The garden is currently in its winter state, but the home has plans for planting in the spring. We observed that the board with the broken phone had been removed. The Manger said it had been removed as soon as they were informed it was broken.

ii) Internal

There are 4 Households in the home. Each household is self-contained with 2 corridors of bedrooms accommodating up to 12 residents, with one bathroom and toilet per corridor, and a large day room containing lounge seating, dining/craft tables and a kitchen area for making hot/cold drinks and snacks. All are situated on the ground floor. All rooms have access to the garden. All bedrooms look out onto a garden space. Residents usually take their meals in the day rooms.

We did not observe any residents in their rooms they were all in the day rooms with staff. We observed lots of different activities that staff were doing with the residents, these included doing their hair, crafts, conversations. Even if the residents were not taking part in an activity, they were part of the conversations and included.

We observed an activity plan displayed in all the households. This was done in pictures and words. We also saw the activity folder and noted that the activity varies every week.

When we arrived, some residents were in the large day room singing.

The home has removed a lot of the posters on the walls in the home making it more homely and not as cluttered. The signs to bathrooms, garden etc are very bright and feature pictures making them very easy to follow for people living with dementia.

The bathroom doors are yellow with black writing and pictures, this makes them stand out. We did notice one of the toilets was painted white and the toilet seat was bright red, the handrails were blue making this stand out for residents living with dementia.

All the bedrooms had memory boxes outside so residents could find their rooms, these were all individual to the resident.

We did not enter any bedrooms as all residents were in the lounge areas. We did notice that one of the bedrooms had been wallpapered, making the room personalised.

b) Information

Staff we spoke said they were well supported by the manager and new provider.

The new provider has introduced all home cooked meals. The residents are very happy with this. This had been in consultation with the residents.

We observed lots of staff and residents' interactions.

11. Follow up on recommendations made previously

On our last visit in August 2023, we made some recommendations which we looked at on this follow up visit

- 1. Continue with the clearing of the gardens and the maintenance of pathways, include asking the residents around their favourite plants / flowers to encourage them to support the maintenance if able to.**

We observed that all the gardens' areas have been tidied and overgrown plants and tress had been removed. We are aware that the gardens are in their winter state. We have been informed of the plans the home has for spring and summer planting. We saw that residents have been involved in this planning with the activity's coordinator. The manager has said they would also like to plant some vegetables.

- 2. Consider putting together a plan and timeline for redecoration including the residents around colour etc. This would include their own personal rooms.**

The new provider and manager are putting together a plan to start the decorating in March of the communal areas, followed by the residents' rooms. Residents have been involved in the decisions around the colours. This will take some time as it is a big piece of work.

- 3. Consider clearing and repurposing the large day room.**

The Large day room has been cleared and is being used for activities. It was being used for music and singing during our visit. There are plans to repurpose the room and this is being looked at. One idea is to turn into a bar area.

- 4. Ensure that all old and unnecessary posters are removed from walls / noticeboards.**

The home has removed all the unnecessary posters and the home looks tidier and more homely. The manager has told us that when they decorate all information posters will then be in frames.

- 5. Consider larger print for the menus.**

The manager and activity co-ordinator have worked with the residents to come up with a different format for the menus. They did try pictures which the residents did not like. They have now got large print menus, which the residents prefer.

- 6. Ensure all residents choose when they have a bath/shower and is documented into their care plans.**

The residents do choose when they have a bath or shower, and this is documented in their care plan.

- 7. Engage with the residents around what activities they would like to engage in.**

We observed that the activity coordinator had meetings with the residents around what activities they would like to do. This was all documented.

- 8. Ensure that posters for staff are on a separate notice board, such as some of the health and safety posters displayed**

Posters have been removed as above.

12. Recommendations

- 1. We have no further recommendations following this Enter and View visit**

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