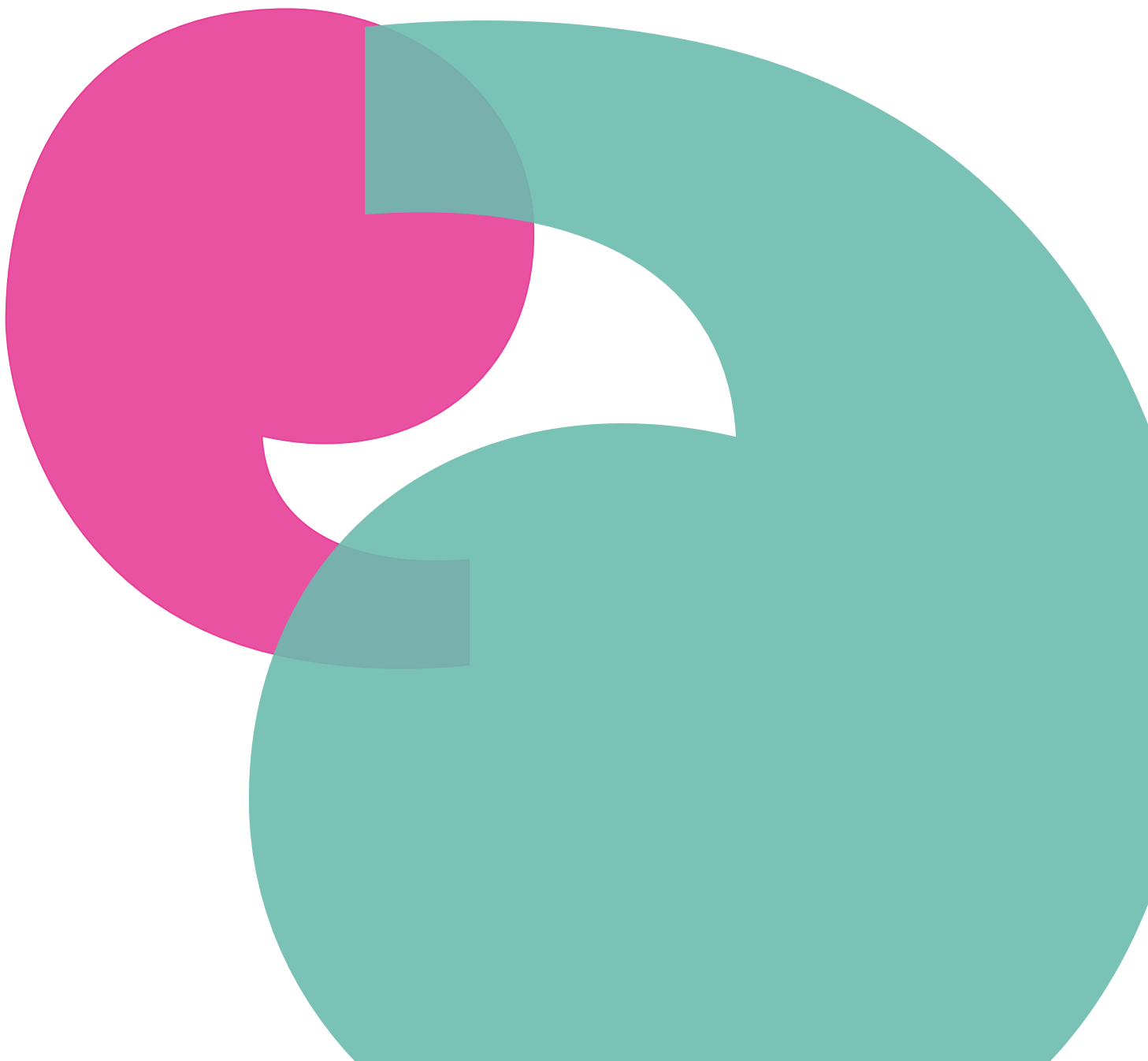


healthwatch
Blackburn with Darwen

Birchfield Care Home

Enter and View

11th December 2015





Details of visit

Service address: Birchfield Care Home 9A Gorse Rd, Blackburn BB2 6LY

Time & Date: 11th December 2015. 10-12pm

Authorised Representatives: Mark Rasburn, Dorothy Ross, Rita Adams.

Contact details: Healthwatch BwD, Suite 20, Blackburn Enterprise Centre, Blackburn, BB1 3HQ

Acknowledgements

Healthwatch BwD would like to thank the service provider, service users, visitors and staff for their contribution to the Enter and 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.

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 what they do well from the perspective of people who experience the service first hand.

Healthwatch Enter and Views are not intended to specifically identify 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. In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC where they are protected by legislation if they raise a concern.



Purpose of the visit

The visit is part of an ongoing planned series of visits to services looking at the care provided, specifically around how the homes are able to support residents with additional needs. This includes residents with physical disabilities, learning disabilities, dementia, and mental health conditions.

Methodology

This was an announced Enter and View visit. With the service Manger on duty, we discussed many areas of the home including resident's needs, staff training, and resident involvement.

With the aid of an observation sheet Healthwatch representatives walked around the home to observe the environment in the communal areas and the interaction between staff and residents. Healthwatch representatives were also invited into Residents rooms to observe the environment in there.

Using semi-structured questions, which were prepared before the visit, we spoke with residents and staff. All residents in the communal area were invited to share their experience with us. We also approached staff to engage with us, mindful not to disrupt the care being provided.

During the visit we spoke to 5 of the homes residents and 2 members of staff.

Our findings were briefly discussed with the Team Leader before leaving. This was an opportunity to feedback the findings and highlight any safeguarding issues or quality issues which needed immediate attention. If there were any issues the service Manager would have been informed, along with the Safeguarding team and Adult Social Care Services at Blackburn with Darwen Council.

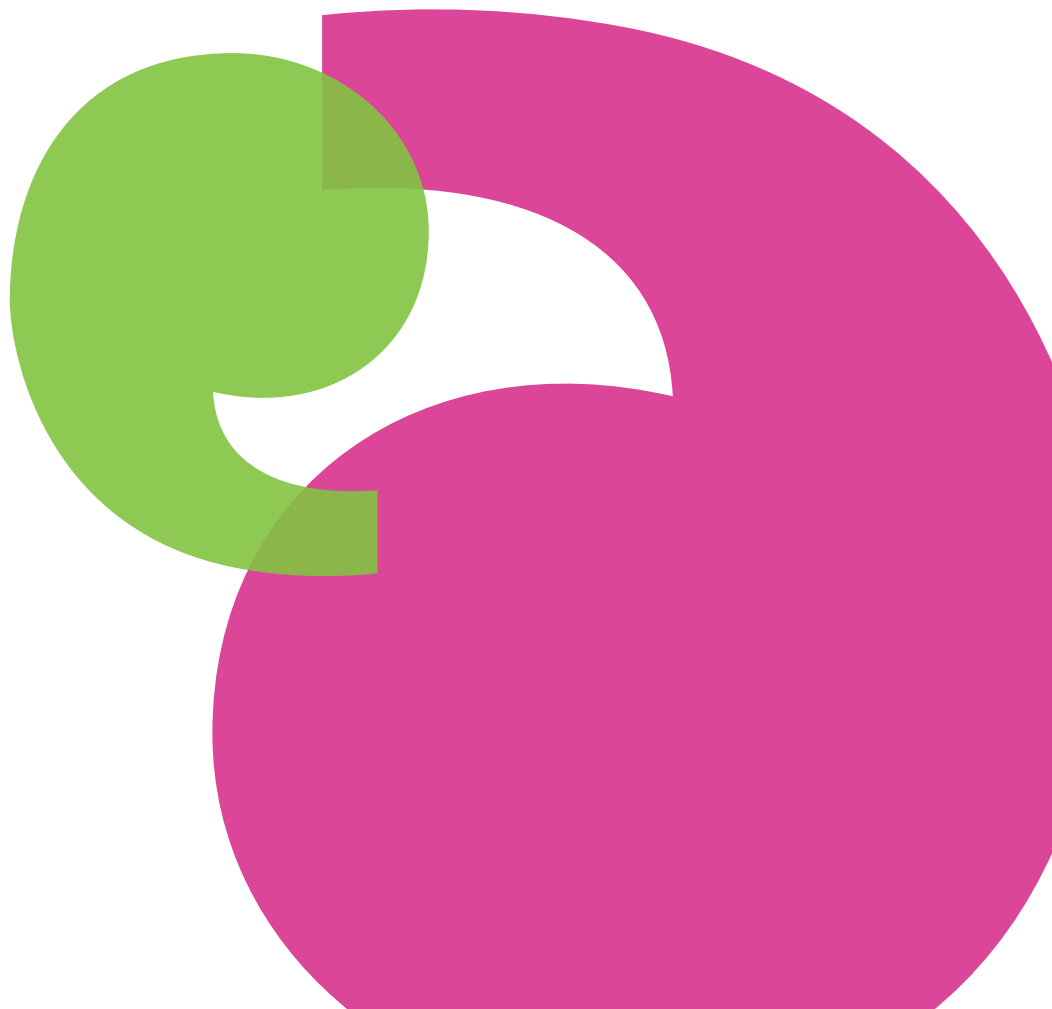
Summary

Birchfield Residential Home is a 24 bedroom residential care home. The home had 22 residents living there at the time of the visit.

Five of the residents had been diagnosed with Dementia, 10 with depression, and the majority with a physical disability.

Each day the home has 4 care workers on duty. The home also has two work experience students a week, and had recently been awarded a 'vocational excellence award' from Blackburn College for their 'excellent support'. The home also has one UCLAN social work student volunteer at the home.

The Home has a residents meeting every two months with minutes taken and actions developed. The home also has a quality improvement group with staff, carers, and regulators.



Results of the Visit

The general environment

Birchfield Residential Home is a clean, airy and welcoming home.

The three communal spaces visited were all located on the ground floor. All three were clean and nicely presented.

The furniture was in a good condition, although residents bedroom doors were scratched and in a poor condition.

There was a secured outside area for residents to sit, but no garden.

The home had adequate lighting and hand rails throughout. This helped residents move freely though the home. There was no lift, but there was a stair lift which assisted residents to their rooms on another level.

Residents View

5 residents (100% of those who answered) told us they were happy in the home

5 residents (100% of those who answered) thought the home was clean and tidy.

Staff View

2 staff (100% of those who answered) told us they enjoyed their job.

Staff felt having a dedicated activity co-ordinator would be beneficial to take residents out more frequently.

*“I enjoy allowing residents to be as free as possible”
- Staff Member*

Dignity and Respect

The home recently completed a survey, which found residents would not like male carers to provide personal care.

All care plans are reviewed monthly by staff and every three months with the residents. The care plans are very detailed, and even document how many pillows the resident's prefer. This helps staff provide care as the resident requests.

Residents View

4 residents (80% of those who answered) felt they were treated with dignity and respect. One residents told us there was some staff who enter their room before knocking.

4 residents (100% of those who answered) told us they always received personal care in private

Staff View

Two staff members (100% of those who answered) felt they were able to make time to talk and listen to residents as well as delivering their services.

"I always chat to residents when working. I can be reasonably flexible to talk when needed"

-Staff Member

Meeting individual needs

Each resident has a personal care plan and risk assessment to inform staff of the support they require.

There are call bells in all communal and personal rooms in the home. During the visit no call bells were used, but staff were observed to be continuously offering support in a friendly manner.

Social Isolation

Staff informed Healthwatch representatives that residents were encouraged to socialise in the communal areas and not spend a full day in the bedroom. Every two hours staff visit residents who are socially isolated. Residents without visitors are often taken out, and the mental health team assess residents frequently.

Residents View

5 residents (100% of those who answered) felt staff met their individual needs

5 residents (100% of those who answered) told us staff always helped them when needed.

5 residents (100% of those who answered) told us call bells were answered promptly.

Staff View

Two staff members (100% of those who answered) told us they had the flexibility to meet resident's individual needs.

"If I don't like the food they'll make you something else. The Chef knows what I like and know me"

- Resident

Training

The manager of the home is a moving and handling trainer, and is able to adapt training to make it more specific to the homes residents. Training is also delivered through Blackburn with Darwen Council.

The management are bringing in mandatory training for all staff in a number of areas, including dementia, record keeping, and value training.

Staff currently have dementia training through NCFE and Qualifications and Credit Framework (QCF), along with Deprivation of Liberty, Equality and Diversity, and the Mental Capacity Act.

The home does not provide staff training to support residents with learning disabilities as they do not currently have any residents with a learning disability. Management informed the Healthwatch representatives training would be provided to staff if required.

Staff View

Two staff members (100%) told us they were given enough support by the Homes management to provide residents with a safe, caring environment.

Recreational / social Activities

There was a large range of activities available. There was a visible and simple noticeboard which showed what activities were on and when using words and pictures.

The homes management informed Healthwatch representatives that some residents ran a shop each Wednesday selling pens, sweets, and other items. All the money from these sales are used to replenish stock and put into a communal fund



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