

Date of visit: 27th June 2016

Enter and View Report: Brinsworth House

72 Staines Road, Twickenham, TW2 5AL

Brinsworth House is a fully-equipped nursing and residential care home in a large converted mansion house, with extensive grounds, near Twickenham Green. It has accommodation for 36 residents.

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Contents

- CONTENTS 2
- INTRODUCTION 3
- RATIONALE 3
- THE VISIT 3
- METHODOLOGY 4
- LIMITATIONS 4
- FINDINGS 5
 - GENERAL5
 - ACCOMMODATION.....5
 - RESIDENTS6
 - STAFF6
 - Staff Training*6
 - MANAGEMENT6
 - RESIDENTS AND STAFF INTERACTIONS7
 - Resident Involvement and Satisfaction*.....7
 - COMPLIMENTS AND COMPLAINTS7
 - ACTIVITIES8
 - MEALTIMES8
 - MEDICATION.....9
 - CARE PLANNING9
 - CONTINUITY OF CARE.....9
 - Local services*.....9
 - Hospital Visits, Admissions & Discharges*9
- CONCLUSIONS..... 10
 - GOOD PRACTICE..... 10
- FOLLOW UP 10

Introduction

Brinsworth House is an adult residential home owned by the Royal Variety Charity at 72 Staines Road, Twickenham, TW2 5AL. Mrs Tatree Preece is the registered Manager and responsible for the services provided. At the time of the visit Brinsworth House was registered with the Care Quality Commission (CQC) as a residential and nursing home for 36 adults over 65, 19 beds are registered for nursing. The home is a converted mansion house and provides accommodation for people in primarily en-suite single rooms.

On the day of the visit the Manager, Mrs Tatree Preece was present.

The home can be contacted on (020) 8894 1351

Website: <http://www.royalvarietycharity.org/brinsworth-house>

Healthwatch Richmond is a registered charity that acts as an independent voice for people in the London Borough of Richmond upon Thames. It helps to shape, challenge and improve local health and social care services. Healthwatch Richmond was set up by local government following the health and social care reforms of 2012. The Act and its regulations granted Healthwatch powers to request information from health and social care providers and receive a response within 20 days, and to enter and view premises that provide health and or adult social care services.

The reports of Healthwatch Richmond's Enter & View visits can be found on our website: www.healthwatchrichmond.co.uk or are available from the Healthwatch Richmond office, please contact us on: 020 8099 5335

Rationale

In 2016 Healthwatch Richmond began a new programme of visits to residential homes. In selecting Brinsworth House we analysed a range of data available to us from the CQC, the Local Authority and community sources including if the home was due to have a CQC inspection or a Local Authority visit or whether these visits had occurred recently. This enabled Healthwatch Richmond to identify which homes to visit aside from those with which there are ongoing concerns.

Brinsworth House was a home that Healthwatch Richmond had never undertaken an Enter & View Visit to before and it was not scheduled to have visits from either the CQC or the London Borough of Richmond in the near future, neither had it been visited by these organisations recently.

The Visit

An announced visit was arranged with the care home manager Mrs Tatree Preece to commence on Monday the 27th of June 2016. The visit was conducted by a team of three volunteers and one member of Healthwatch Richmond staff between 11:30 and 15:30.

A description of the visit is given within the Methodology (below) and undertaken using the Residential Care Enter and View tool.

Methodology

Enter and View representatives were authorised via Healthwatch Richmond's Appointment of Authorised Representatives for Enter & View Policy. This includes a written application; satisfactory references; an enhanced Disclosure and Barring Service (DBS) check; training in safeguarding adults; and training in how to undertake Enter and View visits. The visit was planned in accordance with Healthwatch Richmond's Enter & View Policy and undertaken in the spirit of partnership and openness.

Healthwatch Richmond requested Mrs Preece to provide the following information:

- Total numbers of staff and residents
- Management Structure
- Registration Details
- Any guidelines that Brinsworth House had for visitors
- Complaints Policy & Procedures
- Any other information provided for residents and their families

Brinsworth House supplied Healthwatch Richmond with all the information requested.

Healthwatch Richmond visited the manager to discuss arrangements for the visit and agree a mutually suitable date. Posters and leaflets for the visit were supplied to the home to advertise the visit to residents, staff, families and friends.

All the background information available on Brinsworth House was drawn together by Healthwatch Richmond and made available to the team undertaking the visit. The team met prior to the visit to plan what areas of interest they would like to focus on during the visit. The aim was to gather the experiences of residents, their families and staff and to observe how Brinsworth House met the needs of its residents and, if appropriate, to make recommendations about anything that may be improved.

The areas for focus were:

- Residents' views on life at Brinsworth House
- The views of their families and friends
- Staff's views on working at Brinsworth House
- Support for residents in the home
- Quality and choice of food
- Administration of medication
- Provision of activities
- Care planning and new computer system

Limitations

The report relates only to the specific visit by Healthwatch Richmond on the 27th of June 2016 and the report is not representative of all the service users - only those who contributed within the restricted time available.

Findings

During the visit the Healthwatch volunteers spoke to 23 residents and 14 members of staff including the Manager. There were no family members or friends present that we were aware of during our visit.

General

Brinsworth House is a fully equipped nursing and residential home and looks after residents with both physical and mental health needs, including dementia. There are currently 33 residents at the home, 14 of whom required nursing care.

There were notices in the reception area advertising the Healthwatch Richmond visit. We were asked to sign the Visitor Book on arrival in the reception area, information was available for visitors and there was a locked Comment Box at the front door, allowing for anonymous comment by visitors.

We were warmly welcomed by the Manager, Mrs Preece and there was a welcoming atmosphere throughout the home. The staff and Manager were friendly and helpful and the residents spoken to were generally happy and content with life at Brinsworth House. The residents we met were interested to talk to us about the home and themselves and their comments included:

“Wonderful staff and food”

“It is excellent, a marvellous place. Nothing to complain about”

“Here I can get all the care I need, it’s worth a guinea a minute”

“Lovely, I consider myself most fortunate. To finish my days here would make me very content”

Accommodation

Brinsworth House is an elegant Victorian building with an extension in keeping with the main house. It is well decorated and appeared very clean and generally in very good condition with large, well maintained gardens to the front and rear. The entrance porch had removable ramps for wheelchair access and a security intercom. On the ground floor there was a large dining room, kitchens, 2 lounges with a conservatory leading off one of them and a bar with some seating. All the public rooms were light and airy and most of the walls are covered with photographs and posters of past and recent celebrity entertainers. The rear garden was accessed from the conservatory and this had ample seating areas and sheltered spaces. A large staircase in the entrance hall led upstairs and a lift also provided access to the upper floor. The residents’ rooms were at the rear of the ground floor and on the first floor, the only room visited was homely with many personal touches and three other residents who discussed their rooms with a volunteer were content with them.

There are regular fire drills and weekly fire alarm tests, each resident has a personal evacuation plan and they had their annual Fire Service check 2 months ago.

Following Healthwatch Richmond’s visit to Brinsworth House we consulted the Fire Safety Regulation Team for Richmond to discuss their inspection of Brinsworth House and we were informed that Brinsworth House had passed their last inspection in April 2016.

Residents

The residents were mainly in their 80s and 90s, all seemed well cared for and those we engaged with seemed happy to be there and appreciated the staff, as evidenced by their comments (see Staff below). A number of the residents needed help with mobility and eating and we observed that great care and attention was given to these residents. Those residents requiring help with mobility were given good assistance by carers being helped to sit and stand and to use walking aids. A few independently mobile.

Staff

On the day of the visit the Manager, Activities Co-ordinator and Administrator were all present and we met a range of the nursing, care and domestic staff. The staff were very friendly and welcoming and engaged very positively with the Healthwatch Volunteers to explain their roles and how they worked with the residents. A new member of staff said how much she enjoyed working there. The staff's friendliness was also commented on by the residents, they said that:

“Everything I want is done for me”
“Wonderful staff and wonderful food”
Matron is “a very nice woman”
“People put themselves out for me”
“Much better than I expected it to be”

A copy of the Management and Staffing Structure was provided for Healthwatch Richmond prior to the visit. The majority of the staff are employed by Brinsworth House and the few care staff vacancies they have are filled by the same staff from one agency only, to maintain continuity. They do not use agency staff for nursing posts and they are currently recruiting more permanent care staff and an extra nurse for the weekends.

There are 34 nursing and care staff plus an Activities Co-ordinator, housekeeping, catering, maintenance and ancillary staff.

Staff Training

The nursing and care staff that Healthwatch Richmond spoke to enjoyed working there, they felt the staff were well supported and that they were given good training. The care staff had their NVQ qualifications and were able to take further training as and when needed, they had an annual appraisal where their training needs were identified. There is specific dementia training for staff using the ‘Butterfields’ programme of training.

Brinsworth House has an In-house assessor for the care training who told us that the training for the new care management computer system had been successful and that the system is easy to use.

Management

The Manager of Brinsworth House was very committed to the residents, she demonstrated a very caring attitude and sought to make ongoing improvements as necessary. The Manager told us that she is well supported by Board of the Royal Variety Charity that owns the home, the finance director visits regularly as do other Board members.

They use a management company to support them with risk assessment and risk management, Health and Safety policies and procedures and HR issues. Mrs Preece was very happy with how this was working.

Residents and Staff Interactions

There was a pleasant, warm atmosphere to the home and in the sitting rooms staff were observed chatting to residents, who overall seemed very content. The Healthwatch Richmond volunteers observed very positive interactions between the residents and the staff, who ensured that each resident had everything necessary to make themselves comfortable. There was a 'can do' attitude from the staff, this was illustrated by the trouble taken to ensure a resident could get to the polling station to vote despite the very wet weather. They had also written a letter for another resident to help them remember where they were, what had happened to their own house and where they were now.

All the residents spoken to about safety said that they felt safe in the building and grounds and with all the staff and they knew they could approach the Manager or their carer at any time they needed. We also observed that great care and attention was given to residents who were not independent, particularly at mealtimes and when helping them move around the home.

Comments from residents about the staff included:

“Brinsworth House has changed a lot over the 12 years I have been here, but it is all to the good”

“Everyone so friendly and helpful”

“I feel so looked after”

Resident Involvement and Satisfaction

There is a residents' and Manager's meeting every month, organised by the residents and they are able to bring up any issues they wish regarding life at Brinsworth House. Minutes of the meetings plus an action plan are produced and put on the noticeboards. The Manager told us she is now looking at how best to involve residents in staff meetings as well.

There was a comment from one resident that the chairs and toilet seats were too low to get up and down comfortably and they would have benefitted from a higher seat or the use of a riser. Another resident said they had to share a toilet with members of the opposite sex and found that unsatisfactory. When we raised this with management we were told that it was one of the issues of the old building and plans had been presented to the management committee of the Charity and the proposed building extension would resolve this problem.

Another resident said they thought that there were not enough staff and sometimes felt they had to wait too long for a carer.

Compliments and Complaints

The Complaints Procedure is displayed in the reception area and there is a locked Comments Box at the front door to allow for anonymous comments to be made. There are a number of opportunities throughout the year for residents to comment on the quality of care at Brinsworth House: Comments, Complaints and Suggestion Book; Residents' Meetings; Annual Quality Assurance Questionnaire and a Food Questionnaire. One of the residents commented that if they weren't happy with things he could speak to the Manager.

Activities

The Activities Co-ordinator explained how a structured programme of group activities had been designed which, where possible, are personalised for each resident. A wide range of activities are provided each day in Brinsworth House and residents are encouraged to participate. We were told that all of the residents' individual interests and needs were considered and included. Where possible individual activities were initiated, exemplified by two of the residents having their own mini-garden. Activities included: quizzes, music, arts and crafts, bingo, scrabble, exercises, yoga, computer skills and they were re-issuing residents with i-pads so that they could watch themselves in past performances. Three major parties are being held this year, including for the Queen's birthday and musical events and shows are held every other week. A number of outings are also arranged during the year and we were told they aim to be as inclusive as possible.

It was observed that the Activities Co-ordinator had a very good rapport with the residents and she made every effort to stimulate participation, she was dedicated to the programme of events and to including all the residents in any capacity she could. There was also a bar manager who had been there 23 years and came every day at lunchtimes and evenings and interacted very positively with the residents. A range of visitors come in to run activities and visit the residents and students from a local school come in for work experience, helping out with general duties.

The residents commented that:

"The entertainment is very good, the co-ordinator makes a good effort, it's very pleasant here"
"I enjoy the singing"

Mealtimes

There is a large airy dining room and the Healthwatch Richmond representatives joined different groups of residents for lunch. The carers and dining staff made every effort to make the dining experience a pleasant and social occasion. The food on the day we visited was good and the general opinion of the residents we spoke to was that the food was very good, although there were a few minor negative comments.

"Food is very good most of the time"
"Wonderful staff and food"
"Food not great, usually adequate"

There are 2 sittings for lunch, the first for residents who needed extra support for eating and we observed that the carers made every effort to make the dining experience for these residents as positive as possible by very sensitively helping with feeding and engaging them in conversation. They were treated with great respect and patience.

Brinsworth House had recruited a new chef a year ago to help improve the standard of dining on offer, they aim for a 'fine dining experience' most of the time and the new chef is starting to train up other staff in kitchen skills. However the tables were laid without tablecloths and the crockery was rather plain, the flowers on tables we observed were past their best with no water in the vase. The food was served already plated, which is perhaps a missed opportunity for more interaction between residents and staff over the lunch. The manager told us that they were currently looking at improving the kitchen equipment.

We did observe that the kitchen had a hatch opening onto the dining room which looked rather dated. The kitchen had a glazed door that opened outwards and was close to tables and chairs in the dining room and this was potentially a hazard for staff and residents as well as being very noisy. The home informed us that to minimise this hazard the door is open at all times with a fire magnet system and is kept closed only during cleaning, with a sign on the door.

The Chef and catering staff we spoke to were very positive about their work, they really liked talking to the residents at mealtimes.

Medication

Medicines are administered by nursing staff only and two of them check the medication given. A new Bio Dose system has been introduced, set up by their Pharmacist, who regularly inspects how the system is working and provides Medicines Management Training. Residents can sign a risk assessment document if they choose to refuse medication or wish to self-medicate.

Care Planning

Risk assessments are carried out on each new resident and reviewed regularly, the care packages are monitored and adapted by the Manager. The Clinical Nurse Lead told us that when a resident needs special care, the care plan would reflect this and an up to date list of required procedures would be in that resident's room. Additional carer workers training would be flagged up as necessary.

A new computerised system for care management has been introduced recently and the care staff enter the information on a tablet sized terminal in the residents' room. However, only the Manager and nursing staff can update the care plan. The manager was pleased with how well this was working and staff spoken to confirmed that they had had sufficient training in its use and found it user friendly. The Home also uses Skills for Care Minimum Set. The system is capable of being linked into by the CQC.

Continuity of Care

Local services

Brinsworth House residents are well served by a local GP practice at Cross Deep Surgery and with the surgery and their own nursing staff they look after most of the residents' health needs. There is a weekly visit from a physiotherapist who any of the residents can arrange to see and they will develop an exercise programme for the resident. Currently there is a weekly Occupational Therapy group session and the home is also hoping to introduce a weekly group physiotherapy session. Community physiotherapy services are used but there is a waiting time of six weeks to be seen. Chiropractors also visit regularly particularly for diabetic residents.

Hospital Visits, Admissions & Discharges

When a resident needs admitting to hospital a carer will stay with them until a family member arrives or the carer can stay if necessary. They do think that there is often a lack of preparation by the hospital for a resident being admitted, with the home having to check that they are expected.

When residents are discharged from hospital sometimes there is no accompanying letter or information. The Manager usually visits residents in hospital to assess their progress and needs and she commented on how busy the ward staff always seem to be in the hospitals.

Conclusions

Good Practice

We observed that Brinsworth House is a well run home with good systems in place to care for the residents and worked to a high standard. We observed good practice throughout our visit to Brinsworth House and there was a welcoming atmosphere with good interaction between the staff and residents.

Follow Up

1. Can Brinsworth House look into the provision of higher level seats and toilets or suitable adaptations?
2. Will the plans to upgrade the kitchen take into account the open hatch and the outward swinging kitchen door? We did observe the door swinging open and considered this a potential hazard.
3. What progress is there on the proposals for an extension in relation to the provision of en-suite toilets and can anything be done in the interim to improve this provision?