



**Enter and View visit report**

**Bearwood Nursing Home**

2<sup>nd</sup> May 2018

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**Bearwood Nursing Home 86 Bearwood Road, Smethwick. B66 4HN**

**Healthwatch Sandwell**  
Enter and View visit report  
Bearwood Nursing Home – 25<sup>th</sup> April 2018

## Acknowledgments

Healthwatch Sandwell would like to thank the management of Bearwood Nursing Home, staff, residents and visitors for their contribution to our Enter and View visit.

## Disclaimer

Please note that this report relates to findings observed on the specific date of our visit. 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.

## Visiting Team

The team of authorised representatives carrying out this visit were Glenn Jones and Percy Eamus. They were accompanied by our staff support officers Anita Andrews, Melissa Elders and Ian McGarry.

## Purpose of the visit

- A program to examine the delivery and quality of care provided at Residential and Nursing homes in Sandwell
- To engage with service users of care homes and understand how dignity is being respected in a care home environment
- Identify examples of good working practice.
- Observe residents and relatives engaging with the staff and their surroundings. Capture the experience of residents and relatives and any ideas they may have for change.

## Methodology

**The visit was announced to the home prior to our arrival.**

Whilst our team were in possession of the latest Care Quality Commission (CQC) Inspection report, we were not basing our visit on the content of this report.

Bearwood Nursing Home is situated on the Bearwood Road in Smethwick. It is registered to provide care for 63 service users, supporting care for Alzheimer's, Dementia and Physical and Sensory impairments.

The most recent Care Quality Commission visit was in August 2017 and was rated as good.

Our visit took place on 25<sup>th</sup> May 2018

## Overview

The ratio of resident to staff is 5 members of staff to 30 residents

At the time of our visit there was 10 care assistants, 2 nurses, 1 laundry assistant, 2 cooks and 3 cleaners.

The manager told us that retention of staff is an issue, particularly nurses.

There were 62 residents at the time of the visit.

When we visited, renovation work was being carried out at the main entrance.

At the time of our visit a representative from Birmingham and Solihull Clinical Commissioning Group was carrying out a follow up inspection at the home.

We observed hoists and wheelchairs stored safely in a dedicated area.

Our Healthwatch Sandwell poster was displayed on the first-floor hallway.

In the reception area was a board with photographs of residents involved in various events and activities such as flower arranging, cupcake decoration, day out at ASDA café, birthday party and Christmas dinner.

## Summary of findings

At the time of our visit, the evidence is that Bearwood Nursing Home:

- Is well led in terms of management
- Meets the varied range of residents needs including physical, social and cultural
- Offers a good choice of food
- Staff are kind and attentive

## Additional findings

The manager told us that it is hard to retain nurses even though some are sponsored by the home. Upon qualification some nurses leave. The home, therefore, does not benefit from recruiting overseas nurses and conduct training programmes.

## Recommendations

We would recommend that Bearwood Nursing Home continues with its refurbishment to other areas of the home.

## Service Provider response

## Results of Visit

### Residents

We had some difficulty communicating with the residents in the lounge as there were two televisions at opposite ends of the room showing different programmes, a resident also commented on this.

We spoke to seven residents:

- Told us they were looked after, well and happy
- Enjoyed the food
- Staff were kind
- Plenty of drinks are available
- Staff are helpful

### Staff

We spoke to one of the cleaners who had been in the role for 2 years and said that the company was very good to work for.

We spoke to another member of staff in the dining room who has been employed for 3 years who said that the training available is good.

We met three healthcare assistants and one nurse. Two of the healthcare assistants were new to the home as well as the nurse.

We were informed by the manager that all staff receive supervision bi-monthly and an annual appraisal.

### Visitor and Relatives

We received feedback from five relatives, some of the comments are:

- The majority of the staff are very respectful
- The intercom could be answered a bit quicker
- Staff are helpful and try to resolve any problems
- This is a very good nursing home that caters for a wide-range of residents. For me, safety is the most important thing and I know mom is always safe
- A relative told us that residents were treated with dignity and respect

## Environment

We felt that some areas of the home i.e. the lounge and reception area were in need of attention due to wear and tear.

The dining room was clean and tidy, there were tablecloths on the tables and pictures of food on the walls.

In the hallway we saw another notice board which displayed thank you cards.

There were several residents in the lounge. The room was bright, clean and tidy talking to staff, watching TV. There was a notice board displaying today's weather.

Residents' rooms have the resident's name on the door; some had pictures or mementos. We were able to observe inside one of the rooms as the door was open. It looked clean and tidy with its own TV.

In the first-floor lounge residents looked well cared for. Some were having a cup of tea. There were pictures on the wall and a radio on, one of the residents was singing along to 'you lost that loving feeling'. There were a wide range of board games available. A TV was on, but the sound was muted because of the radio being played.

## Interaction between Residents and Staff

We observed staff engaging with residents in a friendly and caring way. We observed a staff member helping a resident to get up in a chair in a safe and professional way.

In one of the lounges, we observed a member of staff helping a resident in an activity both looked very happy and were laughing.

## Assessments of Needs, Care Planning and Complaints procedure

Relatives say that they are involved in decisions made about the care of the residents.

There are meetings every two months between residents, relatives and staff although attendance varies.

The manager informed us that each resident has an individual care plan, which is reviewed and updated monthly, which identifies their needs.

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Once the resident has settled there is a six-monthly review which includes family members.

The manager informed us that there had been eleven complaints during the past twelve months and these had been successfully resolved.

We were informed that there was good spiritual support with chaplains from different faiths visiting.

## Local NHS Services

On one of the hallways we saw a notice regarding a GP visiting every Wednesday, and a continuing healthcare team poster.

We were told by the manager they get good support from the continence team.

The manager told us that the tissue viability team had been reduced, they now have access to telephone support and advice. The tissue viability team have provided in-house training for the home nurses to support the residents in this important area.

The home has a dedicated GP and a practice nurse who both visit the home weekly.

## Food

We were told that residents are very vocal regarding food. For breakfast we were told that there is a choice of cooked, cereal and/or porridge.

We were informed that there are three choices of main meal and these include two English dishes and one Asian. There are also vegetarian options available. For residents that have problems with chewing food, the food is made digestible.

There is access to drink hourly and we observed a trolley for this purpose.

We were shown a comprehensive menu. This is not displayed, and we were told this is because residents forget what they ordered. Menus are rotated weekly, there is a very good choice and that cultural needs are catered for.

Residents told us that they had plenty of cold drinks and hot drinks regularly available.

We were told that if residents change their minds when offered the meal they could have an alternative choice.

A resident told us that the food is very tasty and enjoyable.

## Activities

In one of the hallways we saw an activities plan including movement exercise, knitting, play, soft toys, crafts, watching movies, manicure, massage, sensory and coffee mornings.

One resident told us that there were trips and sometimes entertainments, restaurants, parks etc.

## 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.

To find out more about Healthwatch Sandwell, or to tell us your views on residential and nursing homes in Sandwell, please visit our website.



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