



**Enter and View visit report**

**Bloomfield Court**

**7<sup>th</sup> September 2017**

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Bloomfield Court, 27 Central Avenue, Tipton. DY4 9RR

## Acknowledgments

Healthwatch Sandwell would like to thank the management of Bloomfield Court, 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 Khush Chahal and Brenda Jones. 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 visit.**

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.

Bloomfield Court is a contemporary residential and dementia care home located in the heart of the Tipton community. Each single bedroom in the purpose-built home has an en-suite wet room, along with a TV with built in DVD player, mini fridge and telephone point.

The home, is operated by Anchor and provides dementia care, which is personally tailored to meet the individual needs of customers and enhance their quality of life.

The manager of Bloomfield Court is Susan Shelley who has been in situ for 4 ½ years. She is supported by a deputy manager, 3 team leaders and a team of carers. She is also supported by her district manager who visits the home twice a week.

## Overview

Bloomfield Court is a modern building sited within a residential area in Central Avenue in Tipton. On arrival we introduced ourselves and waited in the reception area to meet with the manager. The reception area was pleasantly clean and tidy with ample information about the home itself and Anchor. Also available was information regarding the latest CQC report and a compliments folder containing letters and cards etc.

Bloomfield Court has the capacity to support 47 residents and at the time of our visit there were 44 residents.

All the rooms are en-suite and we were invited to view one of these. This room was spacious, clean and tidy. Residents are encouraged to make their rooms as homely as they wish by using their own possessions i.e. televisions, ornaments etc. The en-suite was clean, tidy and equipped sufficiently to meet the resident's needs. During our visit, we saw one staff member cleaning the rooms and another changing the bedlinen etc.

At the time of our visit we were informed by the manager that there were 9 members of care staff on duty across the 3 floors of the building. This includes 2 senior members of staff.

## Summary of findings

At the time of our visit, the evidence is:

- That Bloomfield Court provided a high level of care for its residents
- Staff are dedicated, caring and professional
- Relatives are very happy with the care delivered at Bloomfield Court
- Food and activities are varied and to a good standard

## Additional findings

During our visit, the manager told us she would like to access additional funding to provide enhanced services for residents with dementia. This is separate to funding provided by local authorities for resident's care needs.

## Recommendations

We would recommend that Anchor consider replacing the procedure for resetting alarm buzzers in resident's rooms to avoid staff using name badges as a tool for this purpose.

## Service Provider response

## Results of Visit

### Residents

At the time of our visit there were 44 residents.

We interviewed 9 residents. All appear happy and contented, well dressed, clean and tidy.

A resident told us she is very happy that staff meet her medical needs

Other residents said:

- This is the best care home around
- I am very happy here
- Gets on well with the staff

### Staff

We interviewed three members of staff; one told us she had been at Bloomfield Court for 5 years, another for 4 years and another for 1 year.

Training is comprehensive. We were informed that staff induction training lasts for 12 weeks, and there are regular supervision sessions for staff every 6 to 8 weeks or sooner if there are any issues identified. There is an ongoing training programme, some provided online and some in-house with external trainers e.g. pharmacy

All of the staff members on duty wore a uniform. We noticed that some staff members were not wearing a name badge and one staff member we spoke to said she had her badge in her pocket which she used to reset the alarm after the resident had pressed the call buzzer. This was confirmed as practice by the manager as the magnet in the badge is more effective than the fob that is provided.

Staff handovers take place at the end of each shift includes sharing information, particularly about the needs of residents, this includes end of life care, wishes relating to do not resuscitate (DNR) and their needs concerning deprivation of liberty standards (DoLS). One member told us that she knew what to do regarding safeguarding situations.

## Visitor and Relatives

Prior to our visit a poster was sent to the home with questionnaires for relatives accompanied by stamped addressed reply envelopes. We did not receive any responses from this nor did we observe our poster on display.

We had the opportunity to speak to the two daughters of one of the residents. They told us that prior to choosing this home they had visited 9 care homes and spoke very highly of Bloomfield Court. Their resident burst into tears on arrival. They told us they had complete peace of mind about their mother and you could not put a price on this.

They had been involved in reminiscence work with their resident i.e. background information, likes dislikes etc.

The friend of another resident told us that he visits her regularly and that she is in a much better situation due to her vulnerability.

Relatives told us that:

- They have saved her life. If she had been in hospital she wouldn't be with us now
- Mom calls her room her flat - she has her own key

The manager informed us that currently Bloomfield Court has a supportive and active group of relatives who regularly visit the home.

## Environment

- Each room has a display on the door showing the residents name and a picture.
- The home is very well decorated and maintained, is clean, tidy, well-lit and furnished to a high standard.
- There are pictures on most of the walls that are reminiscent for the residents.
- The gardens are gated and well kept.
- Toilets and bathrooms clean and tidy
- There is a room dedicated for a hairdresser.
- Every floor had notice boards that displayed menus, activities, complaints procedure, advocacy leaflets, diabetes pledge, whistleblower poster, information about Anchor and indicator arrows

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to the emergency exits.

- We also noticed a notice board that displayed a suggestion board with 'you asked, you said, we did'.
- Each lounge area includes a small kitchenette where staff can use a hot water flask and microwave.
- Hand sanitising gel dispensers were available on all floors.
- Each floor had a folder which is used to hold the residents post.

## Interaction between Residents and Staff

We observed staff in the day room helping residents to eat and drink. This was done with professionalism, care, patience and attention.

We heard a staff member tell a resident she would come back shortly and take her for a little walk.

## Promotion of Privacy, Dignity and Respect

Throughout our visit we saw staff attending to residents needs displaying a high level of dignity and respect.

## Involvement in Key Decisions

Staff facilitate regular residents' meetings and we observed a timetable of meetings that take place monthly. At these meetings residents like to talk about the choice of food and activities.

## Assessments of Needs, Care Planning and Complaints procedure

The manager informed us that she visits prospective residents in their own home prior to admission to assess suitability. On admission a care plan is completed, this is reviewed and evaluated monthly. Care plans are administered by senior members of staff.

We were told that relatives are involved in the care planning process and reviews. The

manager operates an open-door policy meaning that she is accessible at all times.

Since Anchor had taken over management of the home care planning documentation was being updated regularly.

The manager advised us that, following bespoke training, team leaders have lead responsibility to administer medication, they can be assisted by suitably trained care workers.

We observed a member of staff with a trolley identified as being the administrator of medication. In administering controlled drugs we were told two members of staff undertake this task and both members of staff sign to confirm that the drugs have been administered.

We were shown a fluid intake chart.

Most residents are weighed monthly, although those with particular concerns are weighed weekly.

Residents have access to GP, opticians, and other services.

## Food

In the main reception area, we saw a comprehensive menu.

Bloomfield court operates a protected mealtimes policy which was indicated on each floor of the building.

Cold drinks were readily available on the tables in each of the lounges.

## Activities

An activities timetable was on display showing: Pamper sessions, sing a long, games afternoon, cooking, life history, draughts/cards and film afternoon.

During our visit residents were listening and singing along to music, playing cards and doing jigsaw puzzles.

We were told that residents often have trips out; for example Bingo, Black Country Museum etc. These trips are dependent on staffing levels.

We saw a resident being taken out by a relative who was dressed appropriately for the weather.

We were told that residents are able to have a stroll in the garden.

## 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.



Healthwatch Sandwell CIC Company No. 8956077  
Walker Grange, Central Avenue, Tipton DY4 9RY  
Tel 0121 569 7210  
[info@healthwatchesandwell.co.uk](mailto:info@healthwatchesandwell.co.uk)

[www.healthwatchesandwell.co.uk](http://www.healthwatchesandwell.co.uk)

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