



Brook House Care Centre: Enter and View Report 2017





Details of the service

Care home information * Information received from the practice manager

Name:	Brook House Care Centre
Service Provider:	Bondcare (London) Limited
Surgery address:	20 Meadowford Close, London SE28 8GA
Telephone:	020 8320 5600

Number of beds:	74
Number of residents at the care home:	48
Number of privately funded residents:	10

Day centre at the care home:	No
Smoking policy:	Yes
Primary care services provided by:	Clover Health Centre, Equitable House, 10 Woolwich New Road, London SE18 6AB

Additional facilities available:

Respite, short term, and emergency beds.

Details of the visit

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<i>Care home:</i>	Brook House Care Centre
<i>Service Provider:</i>	Bondcare (London) Limited
<i>Surgery address</i>	20 Meadowford Close, London SE28 8GA
<i>Date and time:</i>	21.11.2017 10:00am-1:30pm
<i>Authorised Representatives:</i>	Clive Mardner - Volunteer Development and Outreach Officer, Healthwatch Greenwich Sophie Patterson - Community Research Officer, Healthwatch Greenwich
<i>Contact details:</i>	Healthwatch Greenwich Gunnery House, 9-11 Gunnery Terrace, Woolwich, London SE18 6SW Tel: 020 8301 8340 Email: info@healthwatchgreenwich.co.uk Website: www.healthwatchgreenwich.co.uk

Acknowledgements

Healthwatch Greenwich would like to thank the service provider, service users, visitors, and staff for their contribution to the Enter and View programme. Healthwatch Greenwich would also like to thank the Healthwatch volunteers and representatives who assist with the visits.

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 an 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 visit and strategic drivers

Brook House Care Centre is located in Thamesmead, Greenwich. Brook House Care Centre opened in 2002. The home has been registered with a new provider, Bondcare (London) Limited, in October 2017. The previous provider Lifestyle Care Management Ltd, also known as Orchard Care Homes from November 2015 until October 2017. This was our first inspection of the registered provider at this location.

The latest CQC (Care Quality Commission) inspection report was published on 8 June 2017. The service had been in Special Measures. Services that are in Special Measures are kept under review and inspected again within six months by CQC.

This unannounced inspection took place from 26 to 28 April 2017. At the last inspection on 27 and 28 September 2016, we found serious concerns at the home and it was rated Inadequate overall and placed in special measures. We took enforcement action in relation to some of the more serious concerns we found relating to staffing levels, risks to people's safety not being identified or monitored and the providers quality assurance systems not identifying or acting on issues. We placed a restriction on the provider's registration to prevent any new admissions to the home and to ensure the provider sent us regular update about staff training.

We expect services to make significant improvements within this timeframe. During this inspection the service demonstrated to us that improvements have been made and is no longer rated as inadequate overall or in any of the key questions. Therefore, this service is now out of Special Measures.

Brook House Care Centre is registered with CQC to provide accommodation and nursing care for up to 74 adults, including adults with disabilities and people with dementia. At the time of this inspection the home was providing nursing care and support to 58 people.



Latest CQC inspection report for Brook House: 8 June 2017 ²

Methodology

We created an observation form for Authorised Representatives to complete, which gathered their view of the service from a patient’s point of view. We also spoke to resident and staff if they wanted to share information with us.

We made sure to check with the staff if there were individuals who we should not approach or who are unable to give informed consent. As a Healthwatch Greenwich Authorised Representatives, we are there as lay persons, and are not considered to have the expertise to know whether a patient has the capacity to give informed consent to having their views presented.

Summary of findings

Location



Brook House Care Centre is located in Thamesmead, Greenwich and has bus stops located nearby. Thamesmead Shopping Centre is a short walking distance from the home. When we arrived, we noted rubbish in the driveway leading up to the home as well as some old furniture which looked like it was ready to be taken to the recycling centre. The car park is large and had a good number of spaces, including accessible bays, for residents and visitors. There is level access from the car park to the front entrance.



Views of the car park at Brook House Care Centre

- **Recommendation 1:** Ensure the car park is kept clear and free from waste.

Brook House has three floors; on the ground floor is the Diane Suite which is for young people with physical disabilities, on the first floor is older people nursing care in the Elizabeth Suite and dementia care is in the Victoria Suite on the 2nd floor. The home is fully accessible and there are two lifts which access all floors.

Reception areas

Brook House has a secure entrance and manned reception. When we arrived, the door was answered very promptly and welcomed warmly. All visitors are required to sign in upon arrival for security. The reception area is clean and neat with information for visitors about the home and upcoming events. There was no dedicated notice board, but posters of events were displayed on the door to the home. There is a unisex toilet and a drinking water fountain available in the reception area for visitors while they wait.



Views of the reception area

Public areas

These areas were clean, uncluttered and neat but décor was tired and could do with refreshing. There are nice colour themes which differentiate the suites from one another. The furniture is well maintained and kept. Lighting throughout the building was bright and well lit. The home felt warm and homely, but more could be done to ensure the interior decoration is brought up to a high quality.

Corridors

The corridors are wide, with good flooring through out the building. There are wooden hand rails, and these are painted, however this is not always in a contrasting colour so

not always clear for people with visual impairments. Also, we noted some paint chipping on these rails from wheelchairs or trolleys which needs to be repainted.

- **Recommendation 2:** Ensure all hand rails are in contrasting colours to the walls and that they are free from paint chipping or damage. If these rails were made from a more durable material (i.e. plastic) they would need less maintenance.



Views of two corridors at Brook House

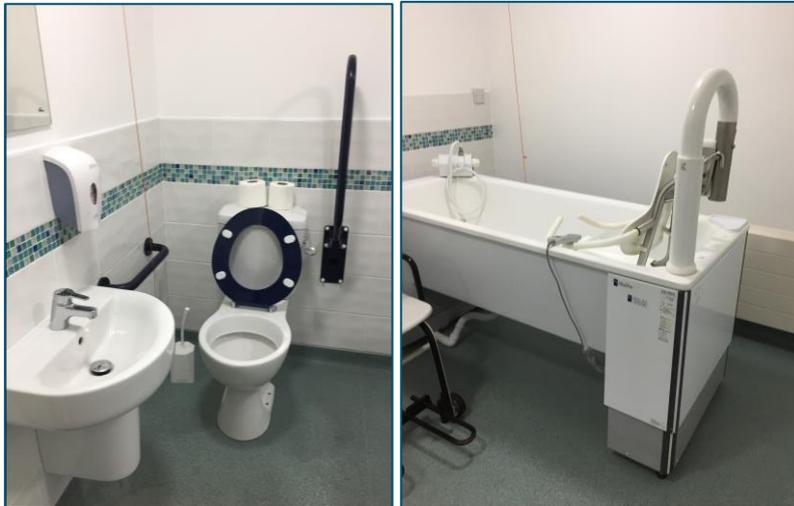
The signage to the emergency exits, as well as the communal spaces, is clear. Many of the doors included pictorial representation for residents with dementia. All cleaning cupboards and storage rooms were locked and only accessible by staff. The corridors on the different floors have clear colour themes and are decoration to distinguish them from one another.



Two examples of pictorial representation signage

Toilet and bathrooms

Most of the toilets and bathrooms have been newly refurbished and were clean and fresh. Some toilets still require refurbishment and we noted loose taps and unfinished elements in the new furnishings. The cleaning rotas were up to date and displayed in the rooms. There are handrails, and these are dark blue which makes them easy to see against the walls.



One newly refurbished bathroom with toilet at Brook House.

- **Recommendation 3:** Ensure all toilets and bathrooms are of an equal standard and all fittings are fixed and safe.

Lounge, dining room and other public areas

The lounge and dining rooms have a nice warm and cosy feeling, but the décor is tired and needs refurbishment. Seating in the lounge is communal with a good number of seating available. A TV was on and being watched by residents while others we seen chatting between themselves. The dining rooms were quite sparse with only small tables which were spread out which does not seem to promote social interaction at meal times.



Dining room at Brook House

Resident's rooms

The resident's rooms are of a good size and all have en suite wet rooms which include a toilet. They all include a window and radiator, and the temperature felt suitable. Each room has a lockable cupboard and the rooms are lockable from the inside. There is a call bell that can be reached if the resident needs to get the attention of a staff member. Rooms can be personalised, and residents can have a TV or phone installed if they would like.



Décor and layout of two vacant rooms

The doors have plaques which are created for each resident's room. They include a photo, the name they prefer to be called and the name of their keyworker. This makes the room easier to identify for the residents and their visitors as well as establishing a connection with the individual.



Plaque and location by the door

Staff and resident's interactions

We noted a great connection between staff and the residents at Brook House. Even though we were notified there was a shortage of staff we saw they were present with residents throughout the home. All staff members wear uniforms and name badges. We did not see the photos and names of the key staff members displayed for residents and visitors to see.

- **Recommendation 4:** Include photos and names of key staff for each suite.

We saw staff talking to the residents with respect and kindness. They listened to individuals and it was felt they knew them on a personal level. Calls for the rooms were not constant but were responded to promptly. The environment was friendly and relaxed we did not witness any rushing around.

A resident's meeting takes place every 3 months where feedback is gathered about upcoming activities and menu changes. However due to the change of care provider of Ashgreen House these have not taken place for a while.

- **Recommendation 5:** Ensure resident's meetings take place to ensure a regular feedback for the resident's.

Care, kindness, and compassion

The residents can choose what time they wake and all the resident's we saw were up and appropriately dressed. The resident's we spoke to were happy and there were activities going on for people to take part in. The care quality commission (CQC) report is displayed in the reception area and feedback is encouraged. We were incredibly impressed that all staff we spoke to had great passion about the work they do and go over and above for the residents at Brook House.

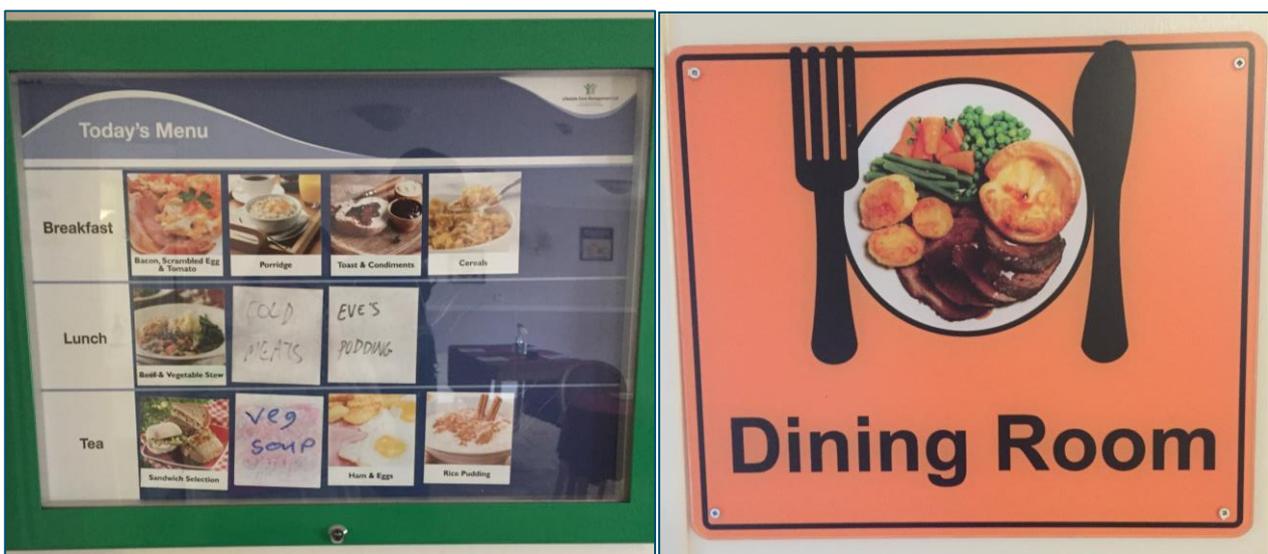
Primary care is currently provided by Clover Health Centre, Woolwich. It was previously supplied by Gallions Reach and most recently Lakeside Medical Practice but as this is a Bexley GP and not a Greenwich GP it has recently change. Since the change there has been a notable change in the level of service. They come every Wednesday, Thursday and Friday but it can be very difficult to get hold of them during the week of if we need a subsequent visit. They supply primary care services to many care homes in Thamesmead now.

- **Recommendation 6:** It is essential that a good relationship is built between the care home and the primary care provider. Clover Health Centre has to be

responsive and Brook House must be able to reach the provider easily especially in an emergency.

Food and nutrition

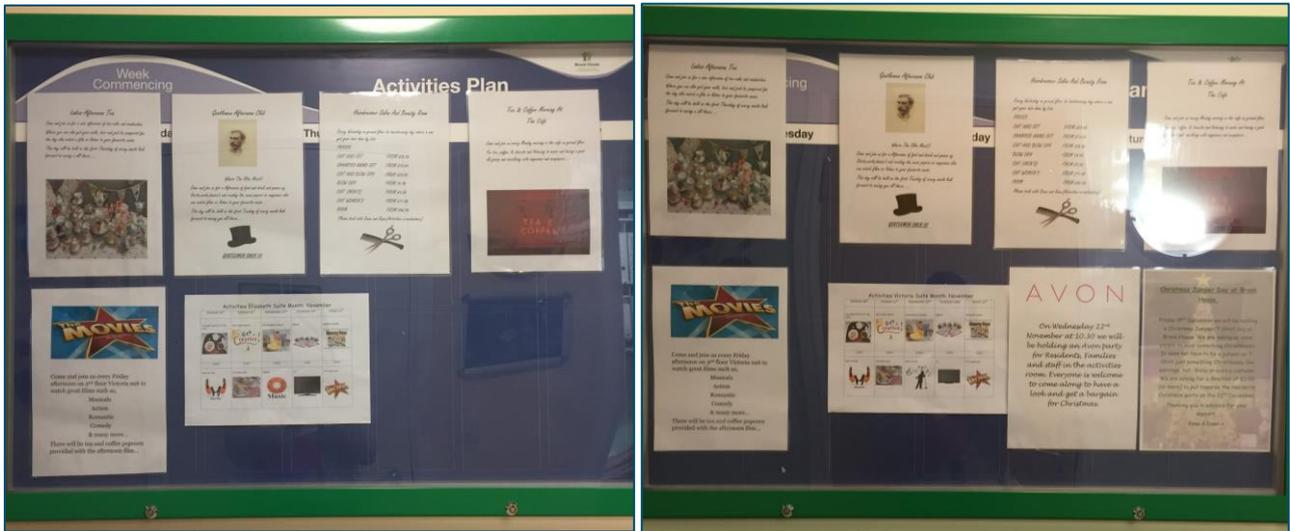
There seemed to be a good choice available on the menu with standard options should the variations not be appealing. The menu is displayed in each dining room for residents to view throughout the day. Resident's care plans include important information for e.g. allergies, if they are diabetic, if they require pureed food or have personal preferences with their food. This information is also displayed on a whiteboard in the kitchen. The food is prepared by the kitchen staff on site and then transported to the dining room areas. Drinks are available all day by calling the staff if the resident is in their room or they can ask a staff member while they are in the lounge areas. Residents can choose to have their breakfast in bed if wanted. Meal times are protected so visitors are asked not to visit during mealtimes. However, family members can request to assist their relatives with eating if this is desired.



Pictorial menu and signage

Activities, outings and general well-being

The activity programme at Brook House was very full and displayed throughout the building. They have full-time staff employed to ensure a diverse range of activities and events for the residents to take part in. The staff know the residents well and know what activities are the most popular but also try out new things to see if they are popular. It is also encouraged for residents from any suite to take part all together. We saw many displays of photos taken of residents taking part in some of the recent activities.



An activity board which could be found on each suite

Outings can be more difficult as the home does not have a mini bus. The cost of hiring transport is high and therefore is not always an option. Staff do what they can to arrange visits, but these can be limited to how many residents can go. The staff go over and above, on a limited budget, to ensure the residents have support and activities that they enjoy throughout the week. Due to resident's requests, the team had arranged an Avon event as it is coming up to the Christmas period.



Two examples of photos of residents taking part in activities and events

There is a hairdresser who comes every Wednesday to the home. Appointments can be pre-booked with a price list available for different treatments. Holistic therapies are also arranged upon request. The home holds a catholic communion every Tuesday for resident's and the Vine Church comes on the third Saturday of every month.

On the second floor Victoria Suite, which is for dementia care, staff are creating an indoor sensory garden. This has not yet been created but we were really impressed with the work so far.



Photos of the new indoor sensory garden in the Victoria Suite

Outdoor space/garden

Brook House has an open space which is accessible from the lower ground floor. It is well maintained, accessible, safe and with adequate seating. The Diane Wing have doors which lead out into the garden from the dining room and lounge. There is a no smoking policy in place at the home but there is a designated smoking area outside.

Service provider response

All providers are given the opportunity to review our Enter and View reports prior to publication, check for factual accuracy and provide a formal response.

No comments were received from the service provider by the time of publication.

Results of visit

Location

Observation Criteria	Yes	No	Comment
<i>Is the home located near to public transport routes so people can visit easily if they don't drive?</i>	X		
<i>Is there sufficient parking for visitors who drive?</i>	X		Plenty of empty spaces
<i>Are there disabled bays or pick and drop off points close to the entrance?</i>	X		Ambulance bay by the main entrance along with drop-off and accessible bays.
<i>Is there a disabled access ramp?</i>	X		
<i>Is the external environment pleasant and well maintained?</i>			Rubbish was noted in the drive way, along with a pile of refuse which was uncovered in the car park.
<i>Is access to the home secure?</i>	X		

Any other comments:

Ground floor: Diana Suite = Young people with physical disabilities (maximum 14 residents)

1st floor: Elizabeth Suite = Older people nursing ward (maximum 30 residents)

2nd floor: Victoria Suite = Dementia ward (maximum 30 residents)

Due to an inspection by the CQC an embargo was put on the beds, but this has subsequently been lifted. Recently the home has been taken over by Bondcare. It currently has 42 long term residents.

Reception areas

Observation Criteria	Yes	No	Comment
<i>Does the home have a secure entry system?</i>	X		For entry and exit.
<i>Was the door answered in a timely manner?</i>	X		Manned reception.
<i>Did the home's staff greet you warmly and make you feel welcome?</i>	X		Yes, all friendly, approachable, and interested.
<i>Is there sanitising hand gel available as you enter the home?</i>	X		Yes, available throughout the corridors of the home.
<i>Is the visitor's book in use?</i>	X		Two visitors book; one for visitors to residents and one for visitors to the home.

<i>Is the reception area homely and welcoming?</i>	X		Clean, open and welcoming.
<i>Are staff friendly and helpful?</i>	X		All very willing to help.
<i>Is there a notice board and is it up to date with useful information?</i>	X		
<i>Is the latest CQC report displayed?</i>	X		Displayed in the porch area.
<i>Are there activity notices with up to date information about social events, outings and entertainment?</i>	X		Some posters displayed.
<i>Are names and photographs of key staff displayed?</i>	X		
<i>Is your initial impression of the home one of a calm, friendly, caring and professional environment?</i>	X		Yes, nicely maintained, warm and no unpleasant smells.

Any other comments:

Water and hand sanitiser available in the reception area but not on the corridors of floors.

Toilet also located in the reception area.

Public areas

Observation Criteria	Yes	No	Comment
<i>Are these areas clean?</i>	X		
<i>Are these areas without discernible odours?</i>	X		
<i>Are these areas uncluttered?</i>	X		
<i>Are these areas well lit?</i>	X		Fresh and clean.
<i>Are these areas kept at an appropriate temperature?</i>	X		
<i>Do these areas have safe floors and carpets which are unworn and in good condition?</i>	X		
<i>Do these areas look and feel homely?</i>	X		

Are these areas well maintained and decorated to an acceptable standard?		X	
Any other comments:			

Corridors

Observation Criteria	Yes	No	Comment
Are the corridors wide enough to accommodate wheelchairs and walking aids?	X		
Do the corridors have hand rails? Are they painted in a contrasting colour to the walls?		X	Not all floors have contrasting rails. *
Is there clear signposting to emergency exits and key areas?	X		
Does the signage include 'dementia friendly' pictorial representation	X		In some places (dementia ward) but not all.
Are cleaning cupboards and storage rooms accessible from the corridors secured with keypads or kept locked?	X		
Are furnishings and pictures/features on the walls interesting and stimulating?	X		
Is there seating for residents to sit and rest?		X	
Has the home 'themed' their corridors?	X		Different theme on floors.
If there is more than one floor, is there a lift or chairlift facilities?	X		Two lifts.

Any other comments:

*The handrails on the dementia ward were painted in a contrasting colour but this was very chipped and in need of repainting. This was especially true in the corridor by the dining room where the trolleys are stored along the wall ready for serving.

Toilet and bathrooms

Observation Criteria	Yes	No	Comment
<i>Is there appropriate signposting indicating the route to the home's communal toilets and bathrooms?</i>		X	Could do with better corridor signage.
<i>Are toilets and bathrooms dementia friendly, if needed?</i>	X		On dementia floor yes
<i>Are there adaptations such as handrails?</i>	X		
<i>Are there accessible communal toilets close to lounge and dining areas?</i>	X		
<i>Are toilets and bathrooms clean?</i>	X		
<i>Are cleaning rotas or checklists displayed or up to date?</i>	X		

Any other comments:

Residents bathrooms have been recently refurbished. Some of the taps were loose and not finished to a good standard.

Toilets are clean, but décor is tired.

Lounge, dining room and other public areas

Observation Criteria	Yes	No	Comment
<i>Are public areas pleasant, comfortable and homely?</i>	X		Tired décor but homely and welcoming.
<i>Do seating arrangements promote social interaction?</i>	X		Round TV but in a half circle.
<i>Is there a quiet lounge or area which can be used for visitors?</i>	X		Different rooms available depending on individual's preferences.
<i>Is there enough seating for residents in dining and lounge areas?</i>			Lounge does but dining room felt a bit spread out. Tables of two and not much interaction allowed*
<i>Is there a TV? Is anyone watching it?</i>	X		Yes, and being watched.
<i>Are books / magazines / newspapers available?</i>	X		Shelves with books, reading materials and games.
<i>Does a mobile library visit and/or can trips to local libraries be facilitated?</i>	X		Activity coordinator has a library card and will often go and get requests.

<i>Is there internet access?</i>	X		Wifi available throughout the building.
<i>Can residents have easy access to the telephone?</i>	X		Yes, they can use a telephone but residents or their family can supply them with a mobile also.
<i>Is there mobile phone reception?</i>	X		Yes, good reception in the area.

Any other comments:

*Large room but it seems like a large joined table could be better for interactions between residents.

Resident's rooms

Observation Criteria	Yes	No	Comment
<i>Are resident's rooms spacious enough for the resident's needs?</i>	X		Good size.
<i>Are resident's rooms at a suitable temperature?</i>	X		Nice temperature. All have radiators and windows.
<i>Are residents able to watch TV in their own room?</i>	X		Residents or their family can supply a TV in their room. Often when a new resident moves in a TV can be found by the home if necessary.
<i>Can residents personalise their room and bring personal possessions?</i>	X		Yes, all look different and personalised.
<i>Is there privacy in the resident's rooms? Can the doors be locked if appropriate?</i>	X		Doors lock and a lockable cupboard in the rooms are also supplied.
<i>Is there a call bell in the room which is easily accessible at all times?</i>	X		
<i>Is there a phone point where a resident can make a private call in their room?</i>	X		Can be supplied by the resident or their family.
<i>For residents affected by memory problems has the home personalised the door to the resident's room?</i>	X		

Any other comments:

Staff and resident's interactions

Observation Criteria	Yes	No	Comment
<i>Does there appear to be enough appropriate staff on duty?</i>	X		Staff were always present throughout the home and especially in the lounge areas.
<i>Can you easily identify staff members? e.g. do they wear uniforms, wear name badges</i>	X		All wearing uniforms and name badges.
<i>Do staff talk to residents respectfully?</i>	X		Yes, from what we saw.
<i>Do staff respect resident's dignity?</i>	X		Staff we witnessed listening and responding to residents rather than doing things to people with out
<i>Do staff appear to know residents well?</i>	X		Yes, know them for many different aspects of their personalities.
<i>Do staff address residents by their name?</i>	X		Yes, from what we witnessed.
<i>Do staff respond promptly to residents asking for assistance?</i>	X		Yes, listen and respond quickly and with understanding.
<i>Do call bells get answered promptly?</i>	X		When the calls were heard they were answered promptly from what we saw.
<i>Is there a constant stream of call bells?</i>		X	No, we did not hear too many and certainly not constant.
<i>Are staff helpful and friendly?</i>	X		Yes, from the interactions we saw and the experience we had with the staff.
<i>Do you observe friendly interactions between staff and residents?</i>	X		See below*
<i>Does the home have a happy and caring environment?</i>	X		We felt it was a homely and pleasant environment.

Any other comments:

Resident's meetings are every 3 months but have not happened since the new provider has taken over. These meeting are used for feedback from residents about menus and activities etc...

Care, kindness and compassion

Observation Criteria	Yes	No	Comment
<i>Do residents have a choice about when they get up and</i>	X		

<i>go to bed or is this determined by the home?</i>			
<i>Do residents appear to be cared for?</i>	X		
<i>Do staff interact with residents in a kind way?</i>	X		
<i>Do residents appear to enjoy living in the home?</i>	X		
<i>Do residents appear to be treated with dignity and respect?</i>	X		
<i>Are residents dressed appropriately?</i>	X		
<i>Do they use 'One-page profiles' or similar? This is displayed on the door or in the resident's room</i>	X		On dementia floor. No memory boxes.

Any other comments:

Clover Health Centre supply primary care. It was previously supplied by Gallions Reach and most recently Lakeside Medical Practice but as this is a Bexley CCG GP and not a GCCG GP it has recently change. Since the change there has been a notable change in the level of service. They come every Wednesday, Thursday and Friday but it can be very difficult to get hold of them during the week of if we need a subsequent visit. They supply primary care services to many care homes in Thamesmead now.

Food and nutrition

Observation Criteria	Yes	No	Comment
<i>Is there a choice of menu at mealtimes?</i>	X		
<i>Can residents have something else if they do not want the meals on offer?</i>	X		
<i>Is the menu varied and are the ingredients of a high quality?</i>	X		
<i>Who prepares the food?</i>	X		In the kitchen (Diane).
<i>Are drinks available throughout the day?</i>	X		

<i>Are residents offered the option of having breakfast in bed, and breakfast over an extended period?</i>	X		
<i>Can visitors eat with residents or are the meal times protected and visitors discouraged from coming?</i>		X	Protected meal times.
Any other comments:			
*Best interest meetings are held if there is a concern about eating or behaviour.			

Activities, outings and general well-being

Observation Criteria	Yes	No	Comment
<i>Does the home have an appropriate activities schedule?</i>	X		Yes, very active schedule.
<i>Are residents included in choosing the activities?</i>	X		Always consulted and the team work closely with the residents to find what works and what doesn't.
<i>Is there evidence of a variety of activities, entertainment, and trips?</i>	X		Trips advertised.
<i>Are the residents asked what personal interests they have and can they pursue them?</i>	X		
<i>Does the home have use of a mini bus?</i>		X	A mini bus can be expensive to hire which limits opportunities for trips out. *
<i>Is there an activities coordinator employed by the home?</i>	X		
<i>Is there evidence that residents are involved in activities? e.g. photographs, upcoming trips</i>	X		Yes, many photos displayed.
<i>Is there a newsletter to keep you updated and informed?</i>		X	Normally yes but due to resources not currently.
<i>Does the home have a regular access to a hairdresser or barber?</i>	X		Every Wednesday.
<i>Does the home have access to any holistic therapies?</i>		X	If requested but not currently accessed regularly.
<i>Does the home have access to any beauty treatments such as manicure/ pedicure/ massage?</i>	X		Adaptable due to need.

<i>Is the home near places of worship?</i>	X		Third Sat of every month (vine church) Communion every Tuesday
<i>Are there opportunities for residents to practice their chosen faith should they wish to?</i>	X		As required.

Any other comments:

*Staff will often have to take residents out in limited numbers and use public transport.

**Extra activities for example Avon and Body Shop come which was good before Christmas to get presents.

Outdoor space/garden

Observation Criteria	Yes	No	Comment
<i>Is there a garden that residents can use and access?</i>	X		From the ground floor Diana suite.
<i>Can this be accessed freely?</i>	X		
<i>Are there an adequate amount of seating for the residents?</i>	X		
<i>Are there any special features in the gardens? e.g. pond, fountain, animals</i>		X	
<i>Is the garden well maintained?</i>	X		
<i>Is there pleasant and safe garden with appropriate furniture that residents may use in good weather?</i>	X		
<i>Is the garden accessible for walking frame and wheelchair users?</i>	X		
<i>Does the garden provide interesting focal points, such as bird table and flower beds?</i>		X	

Any other comments:

References

¹ <http://www.bondcare.co.uk/>

² https://www.cqc.org.uk/sites/default/files/new_reports/INS2-3075214328.pdf

Contact us



Get in touch

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