



Enter and View revisit Report

Bushmead Court

Announced

21st November 2024

What is Enter and View

Part of Healthwatch Bedford Borough's remit is to carry out Enter and View visits. Healthwatch Bedford Borough Authorised Representatives will carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement. Revisits will also take place.

The Health and Social Care Act allows 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 that we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Bedford Borough's Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Bedford Borough's Safeguarding Policy, the Registered Manager will be informed, and the visit will end. The Local Authority's Safeguarding Team, Care Standards Team and the Care Quality Commission (CQC) will also be informed.

Provider details

Details of Visit	
Registered Manager	Anne Bentley
Service Address	Bushmead Court, 58-60 Bushmead Avenue, Bedford, Bedfordshire, MK40 3QW
Service type	Care Home for residents living with Dementia/Alzheimer's, old age/elderly care, physically disabled general, care needs and complex care.
Date and Time	21.11.2024, 11am
Authorised Representatives undertaking the visit	Tracy Cresswell

Acknowledgements

Healthwatch Bedford Borough would like to thank the Registered Manager, staff and residents for their cooperation during our visit.

Disclaimer

Please note that this report is related to findings and observations made during our visit on 21st November 2024. The report does not claim to represent the views of all service users, only those who contributed during the visit.

Who we share the report with

This report and its findings will be shared with the Registered Manager of Bushmead Court, Care Quality Commission (CQC) and Healthwatch England. The report will also be published on the Healthwatch Bedford Borough website.

Healthwatch Bedford Borough details

Address:
21-23 Gadsby Street
Bedford
MK40 3HP

Website: www.healthwatchbedfordborough.co.uk
Telephone: 01234 638678

Purpose of the visit

The visit was a pre-announced follow-up visit following on from the report recommendations that were made during our initial visit on 6th June 2023.

What we did

The Registered Manager let the AR into the building, where she was asked to sign in.

The AR was made very welcome from the beginning of the visit and spent time with both the Registered Manager and Deputy Manager going through the report recommendations that had been made during the previous visit.

The Deputy Manager explained that they felt pressure from the previous visit especially around ensuring staff received basic menopause awareness training when other homes within the local area did not have the same report recommendations.

The AR walked through the home and chatted with some of the residents, who were happily sitting in the conservatory observing the birds and squirrels eating the nuts in the garden.

The residents described being included in planning for Christmas, such as meal options for Christmas foods, festive activities etc. They advised that they also enjoy the exercise activities that take place within the home.

The home has had their windows and frames changed since our previous visit which has made the home feel warmer.

The home was full to their capacity during the visit, with the majority of Bushmead Court's residents being in their 80s and 90s and very frail. They had 9 bedbound residents during this visit. Some of their residents were receiving End of Life care.

Outcome of Recommendations made at previous visit:

Recommendations made from findings	
1	Ensure that staff name badges are easy to read for residents. <i>(Please refer to report for full recommendation)</i> This recommendation had been actioned. Name badges have been changed and all staff were observed to be wearing their name badges.
2	The management team are encouraged to have more faith when needing to report concerns to NHS providers and safeguarding. <i>(Please refer to report for full recommendation)</i> This recommendation had been actioned. The relationship with health professionals has improved. They have a dedicated phone line with the GP practice, which they described as always being answered within 2 minutes. Also, they have a dedicated email address. This wasn't working during our initial visit last year. They have a weekly walk around at the home from primary care clinicians at the practice. The Registered Manager explained that their relationship had improved with the District Nurses and Complex Care Team and thanked Healthwatch Bedford Borough for the support with this.
3	Consider re-investigating the move to electronic care plans in the near future. <i>(please refer to report for full recommendation)</i> This recommendation has been actioned. The home is set up for electronic care planning, with ongoing work to input all the care notes onto the system. Staff have received training, however they had a few months

	where they had no internet and were therefore grateful they still had paper copies to refer back to.
4	Consider investing in website design. <i>(please refer to report for full recommendation)</i> This has been actioned. This was completed within a few weeks of the initial visit.
5	Consider basic menopause awareness training for all staff. <i>(Please refer to report for full recommendation)</i> This has been actioned. All staff have received menopause awareness training.
6	Consider basic introduction to British Sign Language. <i>(Please refer to report for full recommendation)</i> This has been actioned. Staff have received basic BSL training. It was noted that the profoundly Deaf staff member felt embarrassed by this training.
7	Consider semi-regular drop-in-advice clinics from Healthwatch Bedford Borough. <i>(Please refer to report for full recommendation)</i> This recommendation is still outstanding as the Registered Manager felt that it was up to Healthwatch Bedford Borough to arrange the drop-ins and the home would accommodate. It was noted however that staff have been signposted to Healthwatch Bedford Borough to report their own experiences. A member of staff explained they had received support from Healthwatch Bedford Borough.
8	Additional Recommendation Registered Manager to check to see if their Dignity at Work policy has been updated for all staff as per government guidelines released in October 2024.

Provider feedback

Anne Bentley, Registered Manager, Bushmead Court

I have read through the report and am quite happy with it. I checked my Dignity Policy, and it is up to date.

healthwatch

Bedford Borough



ECS










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