



Enter and View revisit Report

Cinnamon Lodge Care Home
Announced

22nd 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 Care Quality Commission (CQC) will also be informed.

Provider details

Details of Visit	
Registered Manager	Pauline Zwazanewako
Service Address	Cinnamon Lodge Care Home, 27 Crawley Road, Cranfield, Bedford, MK43 0AA.
Service type	Care home for residents living with learning disabilities aged over 18 years.
Date and Time	22.11.2024, 10.30am
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 Cinnamon Lodge Care Home, the 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 up on the recommendations that were made during our initial visit on 22nd January 2024.

What we did

A member of staff let the AR into the building, whereby the AR was asked to sign in.

The Registered Manager expressed that they had recently had CQC visit the home. The AR explained that the visit would go over the recommendations that had been made at the previous E&V visit.

Walking throughout the home, the AR observed that the glass doors in the lounge and dining area had been changed to wooden ones. There were also new radiator covers in the dining area.

The Registered Manager explained that they now have an individual that engages outside. The AR observed that a resident had been successful on their weight loss journey since the previous visit and was aware that the staff had been working with the resident and their family.

Outcome of Recommendations made at previous visit:

Recommendations made from findings	
1	<p>Consider having a "You said, we did" board by the comments box.</p> <p>This recommendation had not been actioned. The Registered Manager explained that due to confidentiality it was not allowed in the communal areas, however there is a folder within the Manager's office.</p> <p>The Quality Assurance Lead sends forms out to parents, and they hold a forum, meeting online, where parents have an opportunity to discuss things if required.</p> <p>Key Workers go through activities with the residents and the family receive monthly summary's which include the individual's weekly timetable.</p>
2	<p>Consider having a ramp from the dining area to the conservatory.</p> <p>This recommendation had not been actioned. The Registered Manager explained that all the residents are mobile, and whilst one resident uses a wheelchair this is not within the home.</p> <p>The AR was advised that if in the future they have a resident that uses a wheelchair to get around the home, they would make the necessary adaptations then.</p>
3	<p>Consider putting up signs to exit routes inside the house.</p> <p>This recommendation has been actioned. The AR observed the signs in place.</p>
4	<p>The Registered Manager to consider re-arranging their office. <i>(Please refer to report for full recommendation)</i></p> <p>This has been actioned. The AR observed this whilst talking to the Registered Manager in her office.</p>

Provider feedback

Pauline K Zwazanewako, Registered Manager, Cinnamon Lodge

Thank you for your patience. I have read the draft report and I think it is fine. I have nothing to add to it.

healthwatch
Bedford Borough



ECS



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is a hosted Healthwatch delivered by
Engaging Communities Solutions CIC (ECS)
Meeting Point House
Southwater Square
Telford
TF3 4HS
W: www.weareecs.co.uk
T: 0800 470 1518
X: @EcsEngaging