



Enter and View revisit Report

Holly Tree Lodge

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 the Care Quality Commission (CQC) will also be informed.

Provider details

Details of Visit	
Registered Manager	Jake Sasko
Service Address	Holly Tree Lodge, 122 Spring Road, Kempston, Bedford, MK42 8NB.
Service type	Care home for adults with learning disabilities, Autism, mental health issues, sensory impairment, physical disability, dementia and associated complex needs.
Date and Time	22.11.2024, 9am.
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 Holly Tree Lodge, 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
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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 31st July 2023.

What we did

Holly Tree Lodge is situated on a busy residential road, with limited parking outside the home. The AR was welcomed by the Registered Manager and asked to sign in. Refreshments were offered.

The AR explained the reason for the visit. The Registered Manager was not the same person as on the previous E&V visit.

The layout of the building was explained. It was noted that there were 7 residents within the house, and capacity to house another 3 residents in the bungalows at the rear of the site. During the visit only 2 of the bungalows were being used, as the vacant one was being refurbished.

The Registered Manager explained that the majority of the residents were able to do things for themselves, with encouragement and support in relation to personal care, preparation of meals, setting the table for mealtimes, washing their clothes etc.

During the visit the AR observed a resident being supported to make a drink.

The Registered Manager expressed that they have a good working relationship with the GP at King Street Surgery, who carries out weekly rounds within the home. They advised that they have access to other health professionals if required to support the residents.

The AR observed residents and staff proactively engaging throughout the visit.

The AR walked around the home which had a relaxing feel to it. Worth noting it was bright and airy.

Outcome of Recommendations made at previous visit:

Recommendations made from findings	
1	<p>Tidy up the front garden. <i>(Please refer to report for full recommendation)</i></p> <p>This recommendation had been actioned. The Registered Manager explained that a lot of work was being carried out and all the bushes and trees in the front and back gardens had been cut back a few months ago.</p>
2	<p>Clear plan and timeline for programme of work. <i>(Please refer to report for full recommendation)</i></p> <p>This recommendation had been actioned. Most of the building works have now been completed with the exception of one shower still to be updated in one of the bungalows. It was noted that the resident has been reluctant to have had it done until recently.</p>
3	<p>Decor. <i>(Please refer to report for full recommendation)</i></p> <p>This has been actioned. The lounge now displays pictures and a map that residents had chosen. There was also now a quiet area with board games. Pictures were visible throughout the hallway and in the dining area there was a surfboard that the residents had decorated.</p>
4	<p>Badges. <i>(Please refer to report for full recommendation)</i></p> <p>The Registered Manager explained that having staff wearing badges makes it feel less like a home. However, after a discussion with the AR, they advised that they will consider having a board with the photo's/names of staff on for visitors and new residents.</p>

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Activities. *(Please refer to report for full recommendation)*
This has been actioned. The Registered Manager explained that they had put together an activity timetable for each resident and also group activities. It was noted that they have several day trips planned.

Provider feedback

Jake Sasko, Registered Manager, Holly Tree Lodge

Thank you. We have discussed staff signs for visitors but have opted against this as we feel it makes the service less like a home for our service users.

healthwatch

Bedford Borough



ECS










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