



Enter and View revisit Report

Kimbolton Lodge

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 Care Quality Commission (CQC) will also be informed.

Provider details

Details of Visit	
Registered Manager	Nicola Smith
Service Address	Kimbolton Lodge Care Home, 1 Kimbolton Road, Bedford, MK40 2NT
Service type	Nursing and Respite
Date and Time	21.11.2024, 2pm
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 the 21st of 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 Kimbolton Lodge, 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 the 6th of June 2023.

What we did

On arrival at Kimbolton Lodge the Authorised Representative (AR) noticed that the outside of the building had been updated since the previous visit, with a new door having been fitted. The AR was let into the building by the Admin Officer and asked to sign in.

The AR observed that there were resident's rooms off the entrance corridor and the doors were closed, ensuring that individual residents' dignity was maintained.

The Registered Manager was in an MDT meeting on arrival, so the AR engaged with Elaine Bagrie, Operations Manager.

The AR walked around the home chatting with some of the residents within the dining area, who were waiting for their lunch. They all shared with the AR that they had chosen what they were having for their meal.

The AR observed that not all the staff were wearing name badges and mentioned this to the Obs Manager. She explained that they were moving to having the name embroidered onto the staff uniforms. The AR observed a Health Care Assistant who had their name on their uniform.

Outcome of Recommendations made at previous visit:

Recommendations made from findings	
1	Look into Oliver McGowan training for staff. This recommendation had been actioned, and staff had received the training.
2	Consider the welcoming aspect of the front entranceway to families, visitors, and potential residents. <i>(Please refer to report for full recommendation)</i> This recommendation had been actioned. As well as the modifications noted above, the reception area was bright and airy. The Obs Manager explained that they had decorated throughout the building since our last visit.
3	Consider introducing a “You Said, we did” board for all the residents and relatives. <i>(Please refer to report for full recommendation)</i> This action has been actioned. The AR observed this within the dining area.
4	Consider engaging with the residents around bedtime routines, especially whilst you are waiting the new lift installation. This recommendation has been actioned. The new lift has now been installed, and the Activity Coordinator engages with all the residents that are bed bound.
5	Consider basic menopause awareness training for all staff. <i>(please refer to report for full recommendation)</i> This has been actioned with all staff having now had menopause awareness training.

6

Consider engaging with relatives to understand why they are not attending the meetings planned. *(please refer to report for full recommendation)*

This has been actioned. Residents and family members are engaging in these meetings.

Provider feedback

Nicola Smith, Registered Manager, Kimbolton Lodge

We appreciate the work you carry out on behalf of the local community and our service users and their families and value your input in ensuring we continue to maintain high standards of care and support.

healthwatch

Bedford Borough



ECS



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