



# Enter and View revisit Report

**Milton Ernest Hall 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 the Care Quality Commission (CQC) will also be informed.

## Provider details

Details of Visit	
Registered Manager	Victoria Hornbrook
Service Address	Milton Ernest Hall Care Home, Bedford Road, Milton Ernest, Bedford, MK44 1RJ
Service type	Specialises in Residential, Nursing, Dementia, and short-term respite care
Date and Time	22.11.2024, 1.30pm
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 Manager of Milton Ernes Hall Care Home, Care Quality Commission (CQC) and Healthwatch England. The report will also be published on the Healthwatch Bedford Borough website.

## Healthwatch Bedford Borough details

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Website: [www.healthwatchbedfordborough.co.uk](http://www.healthwatchbedfordborough.co.uk)

Telephone: 01234 638678

## Purpose of the visit

The visit was a pre-announced follow-up visit following on from the recommendations that were made during our initial visit on 8th August 2023.

## What we did

The AR had difficulty in finding the correct car park, as the signage did not indicate it was the car park to the home. The sign was pointing toward the stables. Once inside the home, there was a calm relaxing feeling. The AR was asked to sign in.

It was noted that the home had been beautifully decorated for Christmas; each room had decorations up and Christmas trees.

The Registered Manager and Senior Nurse made the AR welcome.

The AR was informed that they don't use agency staff, preferring for the nursing team to support each other. They advised that they recruit to 110%, which enables them to cover each area when required.

They support residents living with dementia, those that require nursing and residential care. The Registered Manager expressed that their biggest challenge remained building maintenance and the limitations and restrictions that the historical listing causes.

The AR walked around the home with the Registered Manager and engaged with several residents that had just had their lunch, waiting to be supported to mobilise wherever they wished to go within the building.

## Outcome of Recommendations made at previous visit:

Recommendations made from findings	
1	<p>Ensure that staff name badges are easy to read for residents. <i>(Please refer to report for full recommendation)</i></p> <p><b>The Registered Manager explained that the company had ordered the badges, but the names were not big enough to read. Feedback provided by the residents themselves was that they didn't like the yellow 'My name is' styled badges as they felt like they were in hospital.</b></p> <p><b>The provider is looking at getting new badges that will be dementia friendly, and this initiative will be rolled out across all Majesticare settings.</b></p>
2	<p>Consider semi-regular drop-in-advice from Healthwatch. <i>(Please refer to report for full recommendation)</i></p> <p><b>This recommendation is still outstanding as the Registered Manager felt that it was up to Healthwatch Bedford Borough to arrange the drop-ins, and they would accommodate.</b></p> <p><b>*It should be noted that after the previous visit, Milton Ernest Hall Care Home were going through a period of change as the (then) Registered Manager left her post unexpectedly and there were difficulties in communication, with email correspondence not being picked up.</b></p>
3	<p><b>Additional Recommendation</b></p> <p>Consider having signage erected to the home at the entrance of the car park.</p>

# Provider feedback

## **Victoria Hornibrook, Registered Manager, Milton Ernest Hall care home**

The report reads well. I was under the impression from a while back that we were looking at new badges, but I am informed that we will be keeping the white and orange badges with the team's names printed in large, so this was my mistake.

Apart from this, the report reads well, and I thank you for your kind report.

I have been in touch with Emma to organise some drop-ins.

# healthwatch

Bedford Borough



ECS




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