



# Enter and View revisit Report

The Glades  
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	Emily Horne
Service Address	3 The Glades Care Home, Bromham, Bedford, MK43 8HJ
Service type	Residential care for residents living with Dementia, Learning Disabilities and Autism aged over 18.
Date and Time	22.11.2024, 11.15am
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 The Glades, 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](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 report recommendations that were made during our initial visit on 19th December 2023.

## What we did

On arrival at The Glades, there was an ambulance in the driveway and the front door was open. The AR entered the building, however there were no staff visible. The AR waited in the entrance until they saw a member of staff and asked to speak to the Registered Manager.

The Registered Manager apologised and expressed that they were dealing with a resident and paramedics. The AR advised that if they needed to deal with the resident that she would wait somewhere. The manager expressed that they were happy to continue with the visit.



The AR explained that why she was there and advised that she would not keep her too long. The AR signed in using the folder provided by the Registered Manager.

## Outcome of Recommendations made at previous visit:

Recommendations made from findings	
1	<p>Ensure all visitors are asked to sign in when entering the home for fire risk and safety.</p> <p><b>This recommendation had been actioned. The AR witnessed this first hand.</b></p>
2	<p>Consider holding the staff meetings at various times of the day/days of the week. <i>(Please refer to report for full recommendation)</i></p> <p><b>This recommendation had been actioned. A Zoom meeting link is available for all staff to join either remotely or in person. It was noted that the meetings are now well attended in person. Waking night's meetings take place between 9pm and 9.30pm.</b></p>
3	<p>Ensure all staff have ID badges and wear them throughout their shifts. <i>(Please refer to report for full recommendation)</i></p> <p><b>This has been part actioned. Staff have been presented with ID badges; however, it was reported that they don't wear them due to infection control. The Registered Manager assured the AR that staff instead carry them with them.</b></p>
4	<p>Consider restarting the relative's meetings. <i>(please refer to report for full recommendation)</i></p> <p><b>This has been actioned. Family members are invited to social events such as coffee mornings. This is an opportunity for engagement with the home and monthly updates on individual's family members. This provision is taken up by active family members.</b></p>
5	<p>Consider having more than 1 shift working throughout the night. <i>(Please refer to report for full recommendation)</i></p> <p><b>The Registered Manager explained that they still have 24hour on-call, all staff carry an alarm with them and the home is introducing hourly walks around the building, especially at night.</b></p>

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Consider keeping the gate to the home closed at all times due to health and safety risks

**The Registered Manager explained that the gate and door is normally closed, however it had been opened to allow the paramedics access.**

## Provider feedback

**Emily Horne, Registered Manager, The Glades**

I am happy with the report, I don't have any further comments to add.

# healthwatch

Bedford Borough



# ECS



Healthwatch Bedford Borough  
is a hosted Healthwatch delivered by  
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