



Enter and View revisit Report

The Houghtons

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

Provider details

Details of Visit	
Registered Manager	Denise Protty
Service Address	The Houghtons Care Home, 4 Sandy Lane, Bedford, MK41 9TH.
Service type	Care home for residents living with learning disabilities aged over 18 years.
Date and Time	21.11.2024, 4.30pm
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 The Houghtons, 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 19th December 2023.

What we did

The Registered Manager let the AR into the building, whereby the AR was asked to sign in. It was noted that the home was being decorated during this visit.

The AR was made very welcome from the beginning of the visit and spent time with the Registered Manager discussing the previous visit, as the Registered Manager had changed since the previous E&V visit.

The AR engaged with a resident who was happy to talk to them, noting that they described feeling safe and supported. However, they did express that they did not want to come to this home, as they wanted to be local to their father. They advised that they knew why they were there and advised that if they wanted to go into Supported Living, they needed to work with the staff to build up their confidence around day-to-day activities.

The Registered Manager explained that they have involved the resident in looking at the home's policy's and making sure they are in Easy Read format. The resident is supported by their Key Worker.

Outcome of Recommendations made at previous visit:

Recommendations made from findings	
1	<p>Consider dementia awareness training for all staff. Most staff have now undertaken dementia training (40%), and all staff have received STOMP (Stop Over Medicating People) learning disabilities and Autism training.</p>
2	<p>Consider holding staff meetings at various times / days of the week (<i>Please refer to report for full recommendation</i>) All staff are now offered a Zoom link to attend meetings. Staff meetings are held both online and face to face.</p> <p>Night visits – Senior staff undertake unannounced visits, and supervision takes place for those staff that work predominantly nights.</p>
3	<p>Ensure all staff have ID badges and wear them throughout their shifts. It was reported that staff do not wear ID badges due to moving & handling and infection control.</p> <p>It was reported that residents can recognise staff by touch from a sensory perspective.</p>
4	<p>The home may want to consider a noticeboard, displaying photographic imagery and the names of all staff. The home is currently being redecorated; however, staff have each been asked to provide a photograph to be put on a board when they are on shift.</p>
5	<p>The provider to ensure maintenance is carried out in a timely manner. The home is currently being redecorated. The bathroom/shower room is due to be retiled, and the residents can choose stickers to go on the tiles.</p>

6	<p>The provider to ensure that Managers are allocated adequate time in staff meetings to update on events that will include their residents.</p> <p>This recommendation has been actioned. Managers are now given ample time in Manager's meetings.</p>
7	<p>Consider restarting the residents and relatives' meetings</p> <p>This recommendation has been actioned. The Houghtons held a 'meet & greet' event in October and every other Tuesday the families get to meet at the home.</p>
8	<p>The provider to consider recruiting a Housekeeper to give the care staff more time to spend with residents.</p> <p>This recommendation has not been actioned. It was reported that this action was not doable due to financial costs that would be incurred.</p>

Provider feedback

Denise Proffy, Registered Manager, The Houghtons

We are happy with the report, and it was lovely that you captured the responses of the lady who lives at the Houghtons and expressed her views.

healthwatch

Bedford Borough



ECS



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