



Enter and View revisit Report

Waterloo House

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	Sharon Paul
Service Address	Waterloo House Care Home, 36 Waterloo Road, Bedford, MK40 3PQ
Service type	Care Home for residents living with Dementia, general, care needs and complex care.
Date and Time	21.11.2024, 12.30pm
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 Registered Manager of Waterloo House, 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 recommendations that were made during our initial visit on 24th May 2023.

What we did

The Registered Manager let the AR into the building and asked her to sign in. After this the AR was shown into the Registered Manager's office and refreshments were both offered and provided. The AR then explained the reason for the visit.

The Registered Manager explained that the home was full to capacity at the time of this visit. She also went on to describe a good working relationship with Queens Park Surgery.

The Registered Manager updated the AR that the staff had received a pay rise since the last E&V visit and were actually due for another one.

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>This recommendation had been actioned. Name badges have been provided to staff but they are not the ones that Healthwatch Bedford Borough E&V Authorised Representatives recommended. During the visit the AR did not observe any staff not wearing their name badge. They had also not agreed to have their photos on a board.</p>
2	<p>The Registered Manager to consider stepping back from her original carer role. <i>(Please refer to report for full recommendation)</i></p> <p>The Registered Manager explained that a large part of her work was going around and talking to the residents.</p>
3	<p>Consider re-investigating the move to electronic care plans in the near future. <i>(Please refer to report for full recommendation)</i></p> <p>This action has been actioned. All staff members have been trained on electronic care plans, however the home has come across some challenges from staff, with resistance from those staff members who are not computer literate. These members of staff are being supported by younger members of staff that are tech savvy.</p> <p>The Registered Manager went on to explain that they are 70% complete in their electronic switchover, as it is very time consuming.</p>
4	<p>Additional Recommendation</p> <p>Registered Manager to check to see if their Dignity at Work policy has been updated for all staff as per government guidelines released in October 2024.</p>

Provider feedback

Sharon Paul, Registered Manager, Waterloo House

We are happy with the report. We don't have any concerns.

healthwatch
Bedford Borough



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