

**Brookhaven Mental Health  
Rehabilitation and  
Recovery Service  
Preston**

**Enter and View Report**

**Tuesday 17 th July 2018**

**10.30am- 12.00pm**



**DISCLAIMER**

This report relates only to the service viewed at the time of the visit and is only representative of the views of the staff, visitors and residents who met members of the Enter and View team on that date.

### Contact Details:

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### Staff met during our visit:

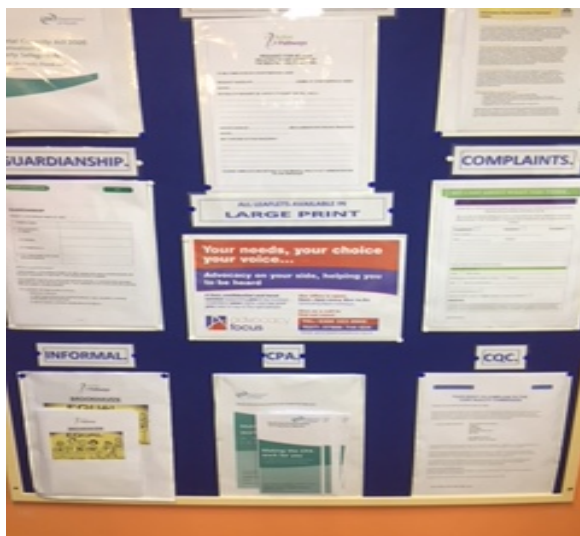
Katie Pilkington - Manager

### Date and time of our visit:

Tuesday 17<sup>th</sup> July 2018 10.30am-12.00pm

### Healthwatch Lancashire Authorised Representatives:

Michele Chapman Engagement Officer (Lead)  
Lesley Miller Engagement staff  
Jess Wood Engagement Officer



## Introduction

This was an announced Enter and View visit undertaken by authorised representatives from Healthwatch Lancashire who have the authority to enter health and social care premises, announced or unannounced, to observe and assess the nature and quality of services and obtain the view of those people using the services. The representatives observe and speak to residents in communal areas only.

This visit was arranged as part of Healthwatch Lancashire's Enter and View schedule. The aim is to observe services, consider how services may be improved and disseminate good practice. The team of trained Enter and View authorised representatives record their observations along with feedback from residents, staff and, where possible, resident's families or friends.

The team compile a report reflecting these observations and feedback, making comment where appropriate. The report is sent to the manager of the facility for validation of the facts. Any response from the manager is included with the final version of the report which is published on the Healthwatch Lancashire website at [www.healthwatchlancashire.co.uk](http://www.healthwatchlancashire.co.uk)

## Acknowledgements

Healthwatch Lancashire would like to thank Katie Pilkington, together with staff, residents and visitors, for making us feel welcome and taking part in the visit.

## General Information

Brookhaven Rehabilitation and Recovery Service is privately owned by Active Pathways Ltd with places for twenty two residents. The person in charge is Katie Pilkington.

Information obtained from carehome.co.uk states that the home provides care for people from the ages of 18 to 65 who are affected by dementia, mental health bipolar, manic depression, challenging behaviour, and schizophrenia.

## Methodology

The Enter and View representatives made an announced visit on Tuesday 17<sup>th</sup> July 2018 10.30am-12.00pm.

We spoke to five residents, six staff and one relative, where possible within the constraints of the home routine, people's willingness and ability to engage and access to people in public areas. Discussion was structured around four themes (Environment, Care, Nutrition and Activities) designed to gather information concerning residents overall experience of living at the home.

The team also recorded their own observations of the environment and facilities.

As some residents were receiving visits, or choosing to stay in their rooms, we spoke with five of the twenty two residents.

Our role at Healthwatch Lancashire is to gather the views of service users, especially those that are hard to reach and seldom heard, to give them the opportunity to express how they feel about a service regardless of their perceived ability to be able to do so. It is not our role to censor feedback from respondents.

Observations were rated on Red, Amber, Green scale as follows;

**Green** = We would choose this home for a loved one.

**Amber** = We may choose this home if some improvements were made

**Red** = We would not choose this home for a loved one unless significant improvements were made.

## Summary:

Brookhaven is an attractive and well maintained Rehabilitation and Recovery Unit situated close to public amenities.

Representatives were made very welcome by both staff and residents and the “enabling” culture of the home was notable. Both staff and residents were keen to interact with us and displayed confidence in their abilities and surroundings.

We were able to have interesting conversations with residents and they were happy to discuss their lived experience. Feedback was overwhelmingly positive with residents being particularly happy about care, food, and the variety of activities available.

Support for residents was delivered around Assessment, Care Programme Approach, and a Modular Transitional Rehabilitation Programme for those progressively engaged in their recovery. The service was delivered around a person centred focus with the regular attendance of an Independent Mental Health Advocate (IMCA) and residents encouraged to participate in MDT (multi disciplinary team meeting).

Links with the community and social responsibility were encouraged with fund raising events and opportunities to work, and attend leisure activities in the locality. Links with friends and family appeared to be similarly prioritised. A community environment was evident with the production of a newspaper by residents and a popular mutual recognition award scheme “Step up and Stand out.”

The facility was underpinned by a comprehensive range of professionals and a well organised management structure with the manager telling us that the owner was actively involved with the home.

Staff reported high satisfaction levels with training, and support describing Brookhaven as “a good place to work”.

Based on the criteria, the Enter and View Representatives gave the home an overall score of

**Green**

## **Enter and View observations**

### **Pre-visit and location**

Brookhaven was built approximately 25 years ago for the purposes of adult residential care. It has evolved into a specialist Rehabilitation and Recovery Service alongside a hospital unit The Hamptons. Both units are managed by Katie Pilkington the provider being Active Pathways Ltd.

The facility delivers a MTRP (motivational transitional rehabilitation programme) by referral and assessment with the aim of preventing long stay periods in acute mental health wards.

Brookhaven is situated on Gough Lane which is a secluded area adjacent to housing and industrial units. The brochure states that transport, shops and local facilities are a "20 minute walk away", the manager telling us that that the majority of residents are ambulatory.

Open public spaces are nearby with a resident reporting "I like walking in Cuerden Valley Park, it keeps me fit."

Representatives found the facility difficult to locate but once there, it was clearly signposted. The facility website was easier to find, and on arrival we were provided with a Brookhaven Welcome Guide.

The manager, Katie was very helpful and contacted us prior to the visit to arrange a coffee morning setting to enable us to engage with residents. When we arrived Katie had prepared a table with coffee and biscuits alongside informative literature about the home.

## **Green**

### **The external environment**

Brookhaven is a two storey building surrounded by pleasant and well maintained grounds described as being "1.3 acres of landscaped gardens." A small visitor parking area was situated close to the front of the building with several vacant spaces. One of the enclosed garden areas located by an external door housed a barbeque area, and at the time of our visit a barbeque was in the process of being served by the cook and other staff. Representatives also observed that the external areas to be complemented by hanging baskets tubs and planters.

The team felt there were some minor external painting requirements to the front of the property.

## **Green**

## **The internal environment/reception -first impressions**

Reception was easily identifiable and signposted, representatives felt it was a very welcoming and we were able to sign into a visitor's book and use the wall mounted anti bacterial hand gel provided. The manager met us at the door and gave us a short guided tour of the facility.

We saw that the building was secured from the outside by keypad and that key fobs were used by residents, staff, and authorised users to enter and exit the building. We asked the manager about restrictions around free movement and she told us that none of the residents were currently subject to Deprivation of Liberty safeguards. Residents subject to other measures such as Ministry of Justice orders and Community Treatment Orders had no restrictions around free movement.

Our first impressions were of a homely, well organised, clean and welcoming environment. Staff were eager to engage with us and comfortable and confident in their environment.

## **Green**

## **The observation of corridors public toilets and bathrooms**

Corridors were light and uncluttered with suitable flooring and in the public areas the walls were decorated with artwork and information boards.

We saw a comprehensive "Our Team" photographic notice board clearly identifying and introducing staff by name and department for example Occupational Therapy, Recovery Support staff and the Psychology Team. We observed from the board that Brookhaven had a large and regular bank staff base.

A general information board clearly informed residents of the external services to refer to in respect of support and information. We saw a "Your Right to Complain to the CQC" notice, a Care Programme Approach guide, an Advocacy Focus information poster, and advice in respect of Guardianship and the Deprivation of Liberty safeguards.

Bedrooms to the first floor of the building were on gender specific corridors. The majority of bedrooms were en suite with several public bathrooms. The manager showed the team the public bathrooms and we found them to be clean and sufficiently stocked with soap, toilet rolls, and towels.

The manager told us that whilst in residence one of the service users had had a stroke and this had compromised him to the point of him requiring to be hoisted. The facility demonstrated appropriate flexibility around this need recognising that adaptations would have to be assessed and made.

## **Green**

## **The lounges, dining and other public areas**

Care had been taken to zone the shared spaces to replicate a domestic environment with a lounge, dining room and kitchen. An activity room was an additional provision as was a "My Space" room (with plans to develop into an educational room) and a "Skills Kitchen."

The skills kitchen allowed residents to prepare their own meals, and promote independence and life skills.

Several shared space areas had large and comfortable sofas, one of these seating areas led directly outside to the barbeque area. Television being provided in shared spaces with the option of television in bedroom spaces if required.

Representatives observed a motivational mural in the dining area "Believe in yourself" and "Start every day with new hope."

The dining area appeared to be the main "hub" of activity in the home with support workers sat alongside residents in scheduled activity. A comprehensive observation allocation sheet detailed staff roles by the hour until 8.00pm in the evening. We noted staff detailed to individuals with personal care, and room tidy, laundry, and a visit to the dentist. General skills and activities were represented with outdoor games, a newsletter group and a baking group. Occupational Therapy staff being detailed to deliver "Exercises after breakfast."

Similarly, the information on the allocation sheet was presented to residents on an eye catching handwritten whiteboard.

Residents have the choice of cooking their own meals, eating outside the home or eating the food prepared by the catering team in house, although there are four set meal time periods residents can access snacks, salads and fruit outside these periods. On the day of our visit a BBQ had been prepared and residents and staff appeared to look forward to the occasion.

Catering staff had prepared an information guide detailing how some foods could help with various mental health issues for example wholegrains fish and vegetables for depression and this was available on the dining room notice board. The manager showed us a sample in house menu and we noted healthy main courses of chicken tikka, fish fingers, tuna salad, jacket potato, pork meatballs with deserts of yoghurt and fresh fruit.

A small private room with a public telephone was situated off the main corridor.

## **Green**

## **Observations of resident and staff interactions**

Representatives were impressed by the attention that the facility paid to the residents' recovery journey using active support plans, developing new skills, preparation for living in the community, and building on existing skills.

In terms of therapeutic intervention this was delivered in a holistic manner focusing on a psycho educational approach to general health and hygiene. Staff trained in CBT and drug and alcohol management delivered a more advanced modular transitional rehabilitation (MTRP) programme on a one to one basis or within a facilitated group work programme.

Staff interacted well with residents and showed genuine concern. We heard humorous banter and staff asking residents if they were ok. One resident seemed very upset due to the number of people in the dining room and we observed staff deal with this in a calm and controlled manner encouraging the resident to sit elsewhere for a little while.

Processes and Initiatives implemented by the home were inclusive and empowering of residents. The manager told us that residents had the opportunity to chair their own MDT (multi disciplinary team meeting). We observed an Advocacy Focus poster prominently displayed and the manger told us that the IMCA (Independent Mental Capacity Advocate) was in regular attendance at the home.

Social responsibility and community involvement was encouraged, and we saw a photographic noticeboard detailing the considerable fundraising achievements of the staff and residents; beneficiaries including Children in Need, The Alzheimer's Society, RSPCA, MIND, and MacMillan.

Staff and residents were similarly invested in the "Step up and Stand Out" initiative whereby staff and residents were able to nominate each other for exceptional achievements resulting in a presentation of a £ 25.00 prize.

Residents told us that they were able to access the local community exploring in nearby open space, using public amenities and being registered with local GP. They told us that their independence was encouraged with some enjoying part-time employment and others enjoying trips into local tourist spots like Blackpool.

Friends and family were encouraged to visit with one relative stating "I have good interactions with staff."

**Green**



## Case Study

Representatives were fortunate to be able to engage in meaningful conversation with residents who told us about their experiences of the home as they saw it.

S was an older lady who told us that she had lived at Brookhaven for some time and had previously been in prison. She told us that in the near future she was obliged to “move on” to a supported shared house in Haslingden but was worried about this because she loved Brookhaven so much and had no friends in Haslingden. S told us “I love it here, it’s nice and clean and staff are friendly.”

S described her life at Brookhaven as experiencing “lots of help and support” she said that most of the other residents were friendly and that her sister was a frequent visitor.

She told us that she has a partner “who comes to see me every day” and they went walking in Cuerden Valley Park because “it keeps me fit.”

S told us that she was encouraged to go out and enjoyed weekends in Blackpool with her partner, she also described trips out to Lytham St Anne’s and Avenham Park. She told us that she usually caught the 126 bus into Preston to “go round the shops and socialise” but “wasn’t allowed out on her own at the moment”.

S told us how staff at Brookhaven had encouraged her to maintain her independence and build her confidence and that she had previously undertaken a part time cleaning job.

Similarly, she described to us how she enjoyed “cooking her own meals twice a week” whilst enjoying the food at Brookhaven the rest of the time. She told us her favourite foods were spring rolls which were “delicious” and fish pie.

S described her room to us and offered to show us round she told us it was “spacious” and she really liked the wooden floor because it was “modern” and that she had chosen her own bedlinen which was pink.

S described the opportunities available to her at Brookhaven and how she enjoyed baking, gardening and particularly the opportunity to produce artwork.

S was keen to engage representatives in conversation and took time to sit down and have a coffee with us, she was clearly very happy at Brookhaven and concluded our conversation by stating “I am lucky aren’t I?”

## Feedback from residents

Representatives asked a further five residents about their experience of living at Brookhaven

### Environment

*"There is nothing to dislike about the place, and I am happy with my bedroom."*

*"My bedroom is nicely painted and coloured it's a perfect finish."*

*"It's always clean."*

*"I like the layout of the building."*

*"I like the tablecloths."*

*"I like the communal areas, I get to interact with my friends."*

*"It's a friendly environment."*

### Activities

*"I go boxing on Friday evenings, and I do light weights at the gym."*

*"I like the activities here there is such a variety. Creative arts are my favourite, I like making perfume and face masks."*

*"I like working with the staff and I go shopping every Monday."*

*"Staff brighten the place up."*

*"We create the newsletters ourselves interviewing the staff for it."*

*"I get to go horse riding every Tuesday."*

*"We get money to spend on hobbies and interests."*

*"We are hoping to get a football team together."*

*"I go to Asda and I go to the church."*

*"There are lots of activities and we play games."*

*"I like the relaxation group."*

*"We get to choose what we want to do."*

*"Sometimes it is really busy."*

*"There are not always enough forms out to nominate people for the Step up Stand out."*

## Care

*"Everyone is friendly, they are just lovely."*

*"I feel well cared for."*

*"The Step up Stand out idea is good."*

*"The staff give excellent care."*

*"Everyone's really friendly and they really help."*

*"All the staff are wonderful in my opinion."*

*"Every day is different and that's a good thing."*

*"I like routine and structure and staff support me with this."*

*"The staff look after me they are brilliant."*

## Food

*"The food is gorgeous it fills the appetite."*

*"The cooks are very good I've no complaints."*

*"It's a BBQ today and that's brilliant!"*

*"I like the food here."*

*"Dave makes me chilli con carne it's my favourite meal."*

*"The food is always fresh and hot and we get a lot of choice."*

*"The staff get fed too."*

## **Relatives and friends' views**

We spoke to one relative about their Mums experience of Brookhaven.

### **How do you feel generally about the service?**

*"The care given to my mother is very good. I am always on good terms with the staff and can talk to them."*

### **Do you think that you are kept informed about your relative e.g. Health and future care plans?**

*"They keep me informed on about my Mum's progress. The staff and I have good interaction."*

### **Do you know how to make a complaint if you need to?**

*"Yes, but I don't feel I need to."*

### **Are you aware of the social activities at the service and do you feel welcomed to join in?**

*"I am limited to what I can take part in, but I feel there is a lot for my Mum to be involved in."*

### **Would you recommend this service to others?**

*"Yes, My Mum isn't the easiest person to manage and care for, and they do an excellent job."*

## **Staff views**

We spoke to six members of staff, including managers, recovery support staff, and an administrator

### **Do you have enough staff when on duty?**

*"Most of the time."*

*"We do in admin."*

*"Yes the staff levels are reviewed every Friday."*

*"Yes we never have a shortage of staff."*

*"Yes definitely."*

*"Yes."*

### **Do you feel supported to carry out person centred care?**

*"Yes, I am supported in my role."*

*"Yes the owner supports us."*

*"Yes, definitely."*

*"Yes, as a nurse I feel supported in my role."*

*"Yes".*

### **Do you feel you have enough training to carry out your duties well?**

*"Yes, we are always doing training."*

*"Yes we have lots of training."*

*"Loads."*

*"Yes, our training is updated constantly."*

*"We have lots of training and support with specialisms."*

### **Are you happy working here?**

*Yes, I love it."*

*"Yes I am very happy."*

*"Yes, I came here as a student."*

*"Yes, I have been here a long time and it's a good place to work."*

*"Yes I have been here for a few years."*

*"Yes."*

## Response from provider

Thank you for the report; just one small amendment request please:

Page 5: Our MTRP programme is called the: modular transitional rehabilitation programme

Please let me know if you require anything else. I look forward to receiving the final report

Kind Regards

**Katie Pilkington** | Registered Manager | Brookhaven and The Hamptons | Active Pathways Limited |  
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