

# Brook House Residential Home Burnley

Enter and View Report

Thursday 7<sup>th</sup> April 2022

1.00pm - 2.15pm



## 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:

Lisa Walker (Registered Manager)

Date and time of our visit:

Thursday 7<sup>th</sup> April 2022

1.00pm - 2.15pm

Healthwatch Lancashire Authorised

Representatives:

Maria Lord (Engagement Officer)

Lesley Miller (Engagement Officer)



## Introduction

Our role at Healthwatch Lancashire is to gather people's views and experiences, especially those that are hard to reach and seldom heard, to give them the opportunity to express how they feel about a service. This was an announced Enter and View visit undertaken by authorised representatives from Healthwatch Lancashire (HWL) who have the authority to enter health and social care premises, announced or unannounced. The aim is to obtain the views and experiences of residents, relatives and staff and observe and assess the quality of services.

The team compile a report reflecting observations and feedback. Healthwatch Lancashire is an independent organisation, therefore we do not make judgements or express personal opinions. The report identifies aspects of good practice as well as possible areas of improvement. This is sent to the manager for their opportunity to respond. Where appropriate, Healthwatch Lancashire may arrange a revisit to check the progress of improvements. The report is then published on the Healthwatch Lancashire website at [www.healthwatchlancashire.co.uk](http://www.healthwatchlancashire.co.uk) and sent to the Care Quality Commission, Healthwatch England and any other relevant organisations.

## Acknowledgements

Healthwatch Lancashire would like to thank registered manager Lisa Walker and the rest of the staff and residents at Brook House for making us feel so welcome, for sharing their passion for person-centred care, and for taking the time to speak to us during the visit.

## General Information

Brook House Residential Home is privately owned by Haych Care Homes Ltd. It can accommodate ten residents, and all places were filled at the time of our visit.

Brook House provides residential care for people with learning disabilities, physical disabilities, or sensory impairments. The service is for younger adults and older adults.

## Methodology

The Enter and View representatives made an announced visit on Thursday 7<sup>th</sup> April 2022 from 1.00pm - 2.15pm. We spoke to five residents and one member of staff. Five further members of staff and one relative responded to our questions in writing.

Healthwatch Lancashire obtain the views and experiences of residents, relatives and staff. Conversations with each are adapted to capture individual experiences to help assess the quality of services. Conversations with residents were structured around four themes (Environment, Care, Food and Activities). Conversations with staff included their experiences of staffing levels, support and training. Relatives were asked to speak about their general experiences including how they feel about the service and if they feel involved and informed. The team also recorded their own observations of the environment, facilities and staff-resident interactions.

## Summary:

Brook House Residential Home provides residential care for people with disabilities or sensory impairments. It is a domestic-style property located on the outskirts of Burnley town centre, making it easily accessible for residents who wish to use local amenities.

The property has plenty of outside space which includes: garden areas, enclosed areas with all-weather seating, and parking. All exterior areas of the property were observed to be very well-maintained and aesthetically pleasing. The interior of the property was equally well-maintained, with a high standard of decoration throughout the vast majority of rooms. With permission, our representatives was shown three of the bedrooms at Brook House and observed them to be personalised with a high standard of decoration, including choices of furniture and bedding. En-suite facilities were observed to be of an excellent standard and very clean. It was thought that with modernisation, the same could be achieved with the public bathroom.

All residents spoken to during the visit from Healthwatch Lancashire, told us that they were happy at Brook House. Residents experienced autonomy, and independence was promoted throughout all parts of their lives. For example, when asked about the décor, one resident said, *“My room has just been decorated and I was able to choose the colour, I’ve also just got some new drawers that I chose.”* Choice was also evident with the activities at Brook House, with one resident explaining, *“There are activities on every day to do when I want.”* The residents we spoke to said they felt cared for by the staff, and three residents told us, *“They look after me”* or *“They look after me well.”* The value given to independence at Brook House was again demonstrated with one resident saying, *“I can go out when I want and come back when I want as long as the carers know that I am safe.”*

Healthwatch Lancashire managed to get feedback from one relative, and their experience of Brook House was positive. The manager explained that some residents did not have contact with relatives, and for this reason, the staff would make every effort to make residents feel part of the Brook House family. It was also explained that some relatives were not able to engage in communications using technology, such as the messaging service on the Person-Centred Software application, but that regular phone calls and a monthly newsletter were used as an alternative.

Feedback from staff working at Brook House was incredibly encouraging. Staffing levels were viewed positively, with one member explaining, *“On-call is provided for extra support if and when needed, and there are three staff on each shift at all times.”* Two staff explained they thought there were enough staff *“most of the time.”* The manager told us that staff retention was excellent, and for this reason, Brook House did not have to rely on agency workers. Staff all felt supported to carry out person-centred care and told us that they had received *“plenty of training.”* All staff we spoke to were very happy in their work, with one member of staff saying, *“I love working here and thoroughly enjoy my job.”* In addition to this, all staff said they would recommend Brook House to a close friend or relative without question.

## Enter and View observations

### The external environment

Brook House is a large, domestic-style property, located in a residential area, approximately one mile outside of Burnley centre. The exterior appears well-maintained and aesthetically pleasing, with a raised bed for planting, and decorative pots filled with spring flowers and evergreen plants. The tarmacked driveway provides plenty of space for staff and visitor parking, and the fencing and mature trees at either side offer privacy from adjacent properties.

To the side of the property, is an enclosed area with flagstone paving, wooden bench seating and a beautiful fish pond. The trickling sound of the waterfall feature helps to create a relaxing setting where residents can sit and enjoy the sensory experience in all weathers. To the rear of the property, there is also a large garden area, made accessible by a sloped pathway and handrail. Here, there is a mixture of grassed areas, flags and stone chippings. There are raised beds, mature plants and a small wooden shelter with further outdoor seating used by residents.

### The internal environment/reception - first impressions

On arrival, our Healthwatch Lancashire representatives were warmly greeted by Lisa Walker, the registered manager, and invited into the office, which was located next to the main house. The office and reception areas were bright and welcoming, and the Brook House mission, vision and value statements were prominently displayed on the walls. The manager explained that she has an open-door policy for staff and residents, and this helps to create a culture of respect and teamwork.

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

Brook House is set across three floors. The downstairs corridors are very accessible with hard flooring and plenty of space for wheelchairs or mobility aids. A noticeboard in the hallway clearly displayed the names and photographs of staff on duty on each shift throughout the day, and a creative wall mural displayed names and photographs of the entire staff team.

The upper floors could be reached by two carpeted staircases, although it was explained to our representative that only one of these was used by residents. The wider of the two staircases was made accessible through a chair lift to the first floor. Corridors on all floors were observed to be clean and tidy, and hand sanitiser stations were positioned at various points throughout the home.

Public toilets and bathrooms were observed to have all necessary facilities and accessibility requirements based on the needs of the residents at the time of the

visit. The public facilities, although adequate, were thought to be in need of some modernisation to achieve the same standard of the en-suite bathrooms. It was explained by the manager that toilets and bathrooms are cleaned by staff, but that the majority of residents are able to use the facilities independently and are encouraged to assist with cleaning afterwards.

### The lounges, dining and other public areas

The entrance to Brook House leads into a large, modern, well-equipped kitchen area, with some available seating. Residents were observed using the kitchen facilities independently to make light meals or snacks during our visit. The area was observed to be spotlessly clean and very well organised.

There is also a lounge and a large lounge-dining room at Brook House, which is where most residents had chosen to be at the time of our visit. The lounge-diner was observed to be spacious, tastefully decorated, and there was ample seating including leather sofas and a dining table with chairs. There was also a comfortable arm-chair with a lap table. Residents could be seen interacting with one another and with staff, and there were personalised activities for each resident in an accessible storage unit.

The additional lounge benefits from a large, stained-glass bay window allowing a lot of natural light. Three large sofas are available for residents to relax, in what was described by the manager, as a quieter space. At the time of our visit, the room was also being used to store mobility aids, although this did not prevent access, and they were positioned to one side, out of the way.

### Observations of resident and staff interactions

During our visit, the manager was observed interacting with residents in a very caring and professional manner, adjusting her conversation topic to suit the interests of individuals. When interacting with staff, residents appeared to be relaxed and happy at all times.

### Additional information

The Brook House ethos of enabling and encouraging residents' confidence and growth was communicated to our representatives throughout the visit. The manager explained how empowering it was for residents to build their skills and develop the courage to retain independence whenever possible.



## Feedback from residents

### Environment

All residents our representatives spoke to, were happy with the environment at Brook House, with one explaining, *“I like it here”* and others describing their bedrooms as *“nice”* or *“nicely decorated.”* Two residents spoke about being involved in the choice of decoration or furniture. One said, *“My room has just been decorated and I was able to choose the colour, I’ve also just got some new drawers that I chose.”* Another added, *“My room is nice, it’s painted blue like I wanted.”* One resident commented on the size of their room and explained, *“I have a nice big room with a big TV. It’s a good room because I love my own space.”*

### Activities

The residents we spoke to talked to us about different activities they enjoyed at Brook House. One resident explained, *“I like computer games, and I also like playing on my tablet.”* Another resident told us, *“I like letters and numbers.”* The manager explained that Brook House has an ‘Activities Champion’ and that each resident has a personalised activity planner, with daily activities tailored towards their sensory needs. There are staff available to support with this. This was confirmed by one of the residents who said, *“There are activities on every day to do when I want.”* Not all residents wanted to participate in activities, but autonomy was respected by staff at Brook House with one resident saying, *“I don’t do any activities but that’s my choice.”*

The manager explained that some residents attend day centres twice a week, and there are also group activities planned. Examples of these were: trips out into Burnley town centre to go shopping, going out for lunch or to celebrate a birthday. Trips based on personal interests were mentioned by one resident, who told us, *“Sarah is my best friend and Lisa. Sarah takes me out and Lisa took me to the football to watch Burnley, and they won. I like football.”*

### Care

All of the residents we spoke to at Brook House spoke very highly of the staff and the care they received. Three residents said, *“They look after me”* or *“They look after me well.”* One described the care at Brook House as *“good”* and another told us that one of the staff had given them a facial. The manager explained that independence is actively encouraged and that some residents feel comfortable going out by themselves. This was mentioned by one of the residents we spoke to who said, *“I can go out when I want and come back when I want as long as the carers know that I am safe.”*

## Food

Residents gave complimentary feedback about the food, with three residents describing it as “good.” They also shared some examples of their favourite foods. One resident said, “*My favourites are fish and chips and corned beef hash*” and another added “*Fish and chips is my favourite food.*” One resident told us that they preferred steak pudding, and another explained, “*I like pizza. Sometimes we have takeaway, but we also make pizza here.*” One resident wasn’t sure what their favourite food was. The manager explained that evening meals were cooked by the staff, but residents were supported if they wanted to help in the kitchen. At breakfast or lunchtime, residents are encouraged to be independent and select and prepare their own food. For example, residents can choose to make their own sandwiches from a selection of ingredients.



## Relatives and friends' views

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

The feedback we received indicated that the service was viewed positively. A relative thought that Brook House provided “a *very good standard of care.*”

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

When asked about communication from Brook House, a relative explained, “*I’m always kept up to date.*” The registered manager told our representatives that Brook House had systems in place for relatives to receive regular information about residents. Weekly phone calls or emails are used as a means of communication, but there is also a monthly newsletter to keep relatives informed. This includes a range of information such as: photographs of residents enjoying activities or trips, photographs of new decoration or refurbishment work, or information about employee of the month.

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

We were informed by a relative that complaints could be made via “*the appropriate channels.*” The manager explained that the complaints procedure was available on request.

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

Feedback suggested that social activities were open to relatives, although the manager explained that these had been restricted due to COVID.

### Would you recommend this service to others?

Feedback received did suggest that relatives would feel able to recommend Brook House to others.

## Staff views

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

Most staff at Brook House felt confident there were enough staff on duty all of the time. One told us, *“We always have enough staff to complete our job role. On-call is provided for extra support if and when needed, and there are three staff on each shift at all times.”* Two members of staff members thought that the staffing levels were enough *“most of the time.”* Another mentioned that there are sometimes additional staff on shift to support residents going out at weekends.

One member of staff described the manager as *“excellent”* and went on to explain *“she will work in the house if required.”* This was reiterated by the manager who told us that it was important to support the staff across all shifts, which included her doing a weekly sleep shift. The manager also told us that staffing levels are reviewed regularly and that they work according to the needs of the residents.

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

All staff at Brook House explained emphatically that they felt supported to carry out person-centred care. We received comments such as, *“Yes, 100%”, “Yes, absolutely”* or *“Yes, I feel very supported.”* One member of staff explained that there was a lot of information available to tailor care towards individuals. Two members of staff talked about specific training on person-centred care and one commented, *“We have Person-Centred Software in place.”* This was confirmed by the manager, who told us that staff on shift have access to mobile devices with the Person Centred Software application; this has information regarding care plans, medication and meal times for individual residents. There is also a messaging service for management to alert staff to any changes to the care of residents.

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

All staff were certain they had received enough training, and our representative received comments such as *“Yes, definitely!”* and *“Yes of course!”* One member of staff told us they had received a *“very good range of training to complete a high standard of care.”* This was echoed by two other staff members who said they had received *“plenty of training.”* The manager explained that most training was done online through ‘Curve Learning’ but that first aid, moving and handling and fire marshal training could be delivered on-site, as management had completed ‘Train the Trainer’ courses. She went on to explain that policies are made accessible for

staff through the 'Quality Compliancy Scheme' application and there is a live training matrix to ensure all mandatory training is monitored. This was confirmed by a member of staff who told us, *"Yes, all training is up to date and it's regularly getting updated."*

### Are you happy working here?

All of the staff we spoke to told us they were happy working at Brook House. One member of staff described it as *"a really good place to work"* and another told us that *"the staff are very friendly."* A further member of staff said, *"I love working here and thoroughly enjoy my job"* and another commented, *"Yes very much so. I want to stay here until I retire."*

### Would you be happy to recommend this care home to a close relative?

Every member of staff we spoke to were certain they would recommend Brook House to a close relative or friend. Three members of staff gave comments such as *"Yes, definitely!"* *"Absolutely!"* and *"Yes, without a doubt."* One member of staff told us, *"Yes 100% - the care facility is brilliant!"*

## Areas for Improvement

The following areas for improvement have been highlighted from residents, relatives, and staff feedback. These are not Healthwatch Lancashire recommendations but rather, areas for improvement suggested by residents, relatives and staff.

- Continue to monitor, review and request feedback regarding staffing levels.

## Pictures taken during the visit



## Response from provider

Areas identified for improvement	Action from provider	When by	Comments
Continue to monitor, review and request feedback regarding staffing levels.	Brook House continues to monitor staffing levels and will adapt and implement according to the needs of the service. The registered manager liaises with the directors of the company on a weekly basis and any shortfalls will be discussed and action taken. Annual satisfaction surveys are carried out amongst the staff, service users and their families to ensure compliance and at present time they all appear to be happy with the staffing levels currently in place. Furthermore, we have a robust on-call system so the staff on duty have extra support if ever this is required.	On-going	
Completed by	Lisa Walker	Date	17/05/2022

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