

Brookhaven Mental Health Rehabilitation and Recovery Service Preston

Enter and View Report
Tuesday 25th October 2022
1:00pm-3:00pm



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:

Brookhaven Rehabilitation and Recovery Service

The Old Tramway

Walton Summit Centre

Preston

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Telephone number: 01772 646650

Staff met during our visit:

Claire Sehari (Manager)

Date and time of our visit:

Tuesday 25th October 2022

1:00pm-3:00pm

Healthwatch Lancashire Authorised

Representatives:

Emmy Walmsley (Senior engagement officer)

Steven Walmsley (Senior engagement officer)



Introduction

Our role at Healthwatch Lancashire is to gather people's views and experiences, especially 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 service users, 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 and sent to the Care Quality Commission, Healthwatch England and any other relevant organisations.



Acknowledgements

Healthwatch Lancashire would like to thank management, staff, service users, and relatives for making us feel welcome and taking part in the visit.

General Information

Brookhaven is a 23-bed adult age nursing home providing an open-rehabilitation, complex care service to individuals with enduring mental health needs.

At the time of the visit there were nineteen service users occupying the home but there were only seven in on the day of the visit.

Methodology

The Enter and View representatives made an announced visit on Tuesday 25th October 2022 and spoke to seven service users, six staff members and one relative.

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

Summary:

When Healthwatch Lancashire representatives arrived the main entrance and reception was not in use due to building work taking place. Healthwatch Lancashire representatives were shown signing in books that are used and are based in the entrance, signing in registers are used for service users, staff and relatives when entering and exiting the building.

As you enter the building there are different corridors which lead to multiple areas. One area, houses the kitchen/dining room, a relaxation room and a meeting room. A central dining room where the main kitchen is situated with a pool table and juice bar. There is a nurse's station and bedrooms in different parts of the home. There are communal toilets and separate toilets in individual rooms. There is a separate activity room where service users can take part in activities and hold meetings or to have relatives visiting.

There is a relaxation room which has a sofa, mood lighting, a television and books for the service users to access. There are notice boards up with service user support advice and what is happening within the home. The lounge has sofas with a television and the dining room had seating for all service users and a pool table included.

There are notice boards up across the home displaying activities the service users have partaken in and also activities that are going to be happening so the service users can see what is coming up that day. There is a separate kitchen where the service users can store and cook their own food. Food is also prepared by a chef on site for the service users to access. Service user meeting minutes are also displayed so that service users can access these at any point in the day.

There is a lift situated in the middle of the home which is accessible to all service users. Brookhaven has two outdoor areas with a new sensory garden has been implemented to the side of the home with herbs, plants and lighting.

The service users have their own keys to their bedrooms, so Healthwatch Lancashire representatives were unable to see any of the rooms but did see a new room which was ready for someone to move in to. Some bedrooms were en suite, but others were not. Each bedroom had its own call system so service users can call staff members during the night.

During the visit there was not a lot of interaction between staff and service users, it was only noticed when staff were asking service users if they would like to speak to Healthwatch Lancashire representatives. During the visit a number of service users were out on a trip.

The home was clean and tidy and free from clutter throughout. Service users are free to come and go within the home and have their own fob in order to leave and re-enter the building.

Healthwatch Lancashire representatives spoke with service users, staff and relatives during the visit, there was good feedback received with a few recommendations mentioned.



Enter and View observations

Pre-Visit and location

Brookhaven was located close to a bus service and was a fifteen-minute walk from a shop, doctors, dentist and pharmacy. There was a lot of parking on site for staff and visitors. There was no signage from the road to show where the home was located, however there was a sign on the front door as you arrived in the car park which was clear to see.

The external environment

As Healthwatch Lancashire representatives arrived at the home, work was taking place so they could not enter the front door and used a side entrance. The building from the front was secure and service users could come and go as they please.

The external environment consisted of a sensory garden, which staff members told Healthwatch Lancashire representatives that it had been set up for the service users and relatives. There was no seating outside to the front of the home but there was a bench in the sensory area and some seating in the back garden.



The internal environment/reception - first impressions

Healthwatch Lancashire representatives were welcomed by the manager who told us that a few of the service users were out on a trip. There was a quiet atmosphere as there were only a few service users in the building at the time of the visit.

There were a lot of information boards up around the home explaining what the service users have been doing and what has been planned. The boards consist of activities coming up and also information boards to support the service users.



The observation of corridors, public toilets, and bathrooms

There were a few shared bathrooms throughout the home. The communal area in the dining room was very spacious and easy access to get around. Some bedrooms have en-suit facilities. The communal bathrooms had accessible baths in them.



The lounges, dining, and other public areas

During Healthwatch Lancashire's visit it was clean and tidy and spacious for all service users to get around easily. There is a spacious dining room with a lot of seating for service users to use.

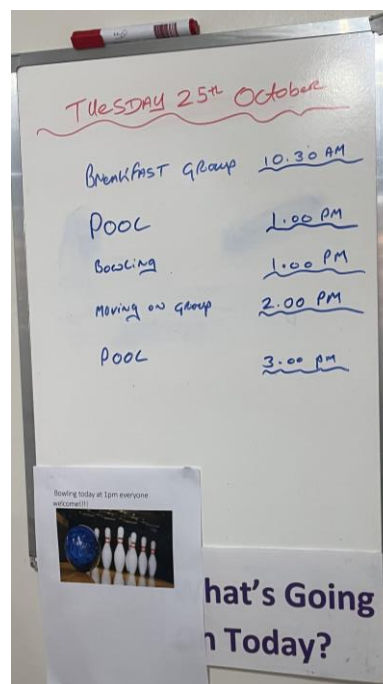
There is a kitchen dining area where service users can cook and prepare their own food. Cooking classes also take place in this kitchen with the service users.



Observations of resident and staff interactions

During the visit it was noted that staff members knew service user names and they were seen to be asking if they were ok if they were passing the staff members. There was limited staff and service user interaction observed during the visit and the service users were seen to be going about their day on their own.

There were notice boards up in communal areas telling service users what activities were coming up and what they have already taken part in.



Feedback from residents

Environment

"I have a beautiful room."

"I feel safe here."

"It needs a lot of maintenance and refurbishment."

"The outside area could do with a lot of work."

"I don't feel the outside area is adequate enough for me to use."

"Staff are friendly and approachable."

"Maintenance in bedrooms can be slow."

Activities

"I like the cooking classes."

"Activities don't always happen when they say they are planned."

"When I started here, I was given a list of all the activities and given the chance to join any I want."

"Service users have made a list of activities to give to staff."

"When activities take place, they are very good."



Care

"Staff are very friendly and helpful towards me."

"They facilitate my needs."

"I don't always feel heard, I don't feel I have enough time with my occupational therapist to talk about my needs."

"There is low engagement between staff and service users."

"I feel safe day and night here."

"Staff are very approachable and give me all I need."

Food

"Food is very nice."

"Food is often good but when the normal chef isn't in you can tell the difference."

"I cook for myself every day, so I don't use the kitchen food."

"The food is good; it is getting better."



Staff views

Do you have enough staff when on duty?

"Majority of the time we have enough staff, only when there's an emergency we can struggle."

"Yes, we always have enough staff."

Do you feel supported to carry out person centred care?

"Yes, we have an open-door policy for all service users."

"Yes, there is always a nurse on duty that we can talk to and ask if we need any help or support."

"We have a full team to bounce ideas off."

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

"Yes, we do lots of training."

"We are always training."

"We accommodate each individuals needs and take into account their ideas."

"We do an everyday huddle where staff can voice their concerns and ask for any help or support."

Are you happy working here?

"I love working here, I have been here for many years."

"I am very happy working here, the staff are very supporting."

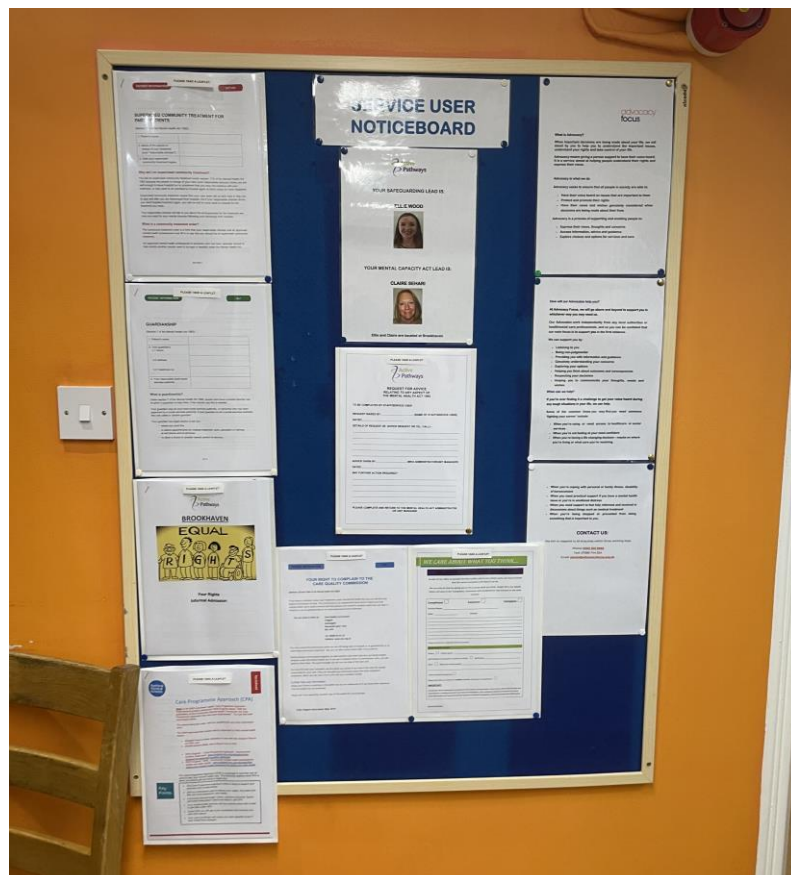
"I have been here a long time now; I love the engagement we do with the service users."

"I love working here. We go to the farm, zoo and out walking"

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

"Yes, I already have done."

"Yes, definitely, we care and have the service users best interest at heart."



Relatives and friends' views

How do you feel generally about the service?

"It is very good, no problems at all."

Do you think that you are kept informed about your relative

"I see my relative most days, but I do feel I can go to staff about them."

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

"There is a notice board about it."

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

"I am not aware at the moment as we haven't been here long."

Would you recommend this service to others?

"Yes definitely, it has done my relative wonders being here."



Recommendations for Improvement

The following areas for improvement have been highlighted from resident and staff feedback. These are not Healthwatch Lancashire recommendations but rather, areas to explore further for possible improvement.

- Continue to carry out refurbishment of décor within the home.
- Make sure the outdoor area has sufficient care and attention.
- Ensure an equal balance of appropriate staff and service user led activities.
- Enhance regular staff and service user meetings are held and actioned.
- Ensure service users are given the opportunity to articulate their individual needs.
- Evaluate consistency of food quality and ensure service users are involved with the food choices.
- Timetable regular meetings so that service user voices are being heard and service users are made aware of what is available to them.
- Ensure that there are enough resources available to support individual service user needs.

Provider response

Areas identified for improvement	Action from provider	When by	Comments
<ul style="list-style-type: none"> Continue to carry out refurbishment of décor within the home. 	<p>Brookhaven has recently had some upgrades to the environment as part of ongoing refurbishment plans. We are continuing to make improvements throughout the building to continue to provide a homely environment for our service users.</p> <p>As a service we complete several environmental audits / checks to ensure we maintain a safe, clean environment for the service users. These ensure we provide an environment that is fit for purpose, homely and well maintained.</p> <p>Whilst there has been refurbishment work carried out recently; they form part of our on-going maintenance and upgrade plans that we review and re-prioritise in line with service user and environmental need as well as budgetary considerations. Creating a good quality, fit for purpose and safe environment for those we support is extremely important to us. We will continue to work through our upgrade plans and of course use the above processes to ensure our environment continues to be maintained.</p>	Ongoing	
<ul style="list-style-type: none"> Make sure the outdoor area has 	<p>As mentioned in the report we have recently made a new outdoor area to include a relaxation sensory garden. This was developed with service users</p>	Ongoing	

<p>sufficient care and attention.</p>	<p>and has brought a welcome area for everyone to enjoy. We will continue to ensure the outdoor area receives sufficient care and attention and have ongoing refurbishment plans to enhance the area once we the winter months have passed.</p>	<p>Ongoing/Spring 2023</p>	
<ul style="list-style-type: none"> • Ensure an equal balance of appropriate staff and service user led activities. 	<p>The service undertook an idea sharing forum, led by our occupational therapy team, as a forum to provide feedback on the existing occupational therapy programme and for service users to shape and develop the activity programme. The forum enabled service users to provide some really insightful feedback on the current occupational therapy programme. We gained good openness during this process and this allowed the service users to have a platform to feedback on how they felt the programmes were. We responded to feedback to make programmes which are more fluid, incorporate their views and are less prescriptive. As a result of the ideas sharing forum and the really useful feedback provided by service users who attended, we have completely overhauled our schedule of therapy and activities at Brookhaven. To date we have received welcoming feedback on the new programmes and this is reviewed during individual service user meetings and as part of our community meeting. We will be conducting our 6 monthly service user survey on therapeutic activity and groups in December. This is a regular audit which helps identify service</p>	<p>Completed</p> <p>December 2022</p>	

	user opinion and feedback on our activities.		
<ul style="list-style-type: none"> Enhance regular staff and service user meetings are held and actioned. 	<p>As a service we undertake regular staff and service user meetings. Service user meetings are held every week. These are open to all service users and minutes are circulated following the meeting if service users are unable to attend. Unit staff meetings are held every month, again with minutes being available for those who are unable to attend. We also hold a quarterly staff site meeting with our sister unit. These meetings all identify if any actions are required and on follow up meetings feedback is provided on the actions. We will continue to review these meetings to ensure they can be as effective and useful as possible by gaining feedback in the meetings and action where any improvements can be made.</p> <p>The service has a 'You Said, We Did' poster to keep staff informed regarding actions taken following any feedback/requests from the staff team. The service will look to adopt a similar system which can provide quick accessible feedback to the service user group.</p>	<p>Ongoing</p> <p>December 2022</p>	
<ul style="list-style-type: none"> Ensure service users are given the opportunity to articulate their individual needs. 	<p>We will continue to ensure service users have opportunity to articulate their individual needs. Service users have identified key staff members allocated to support their care, they have access to regular one to one time with such key staff members, during which they are given opportunity to identify their needs</p>	<p>Ongoing</p>	

	and interventions to support them, as part of our care planning processes. As a service we conduct a variety of service user surveys and audits throughout the year, whereby service users can provide feedback on issues that are important to them and feedback on our systems and processes in order that we are meeting their needs.		
<ul style="list-style-type: none"> Evaluate consistency of food quality and ensure service users are involved with the food choices. 	We have conducted our service user annual food survey across our site. This provides service users an opportunity to give feedback on the quality and service we provide. The survey results have been analysed and an action plan has been developed. We are working through the actions from this. This survey and action plan is discussed as part of our governance processes and reviewed on a regular basis. We have recently recruited new kitchen staff, including a new head chef and are looking forward to developing the service further.	Completed	
<ul style="list-style-type: none"> Timetable regular meetings so that service user voices are being heard and service users are made aware of what is available to them. 	We hold a weekly service user community meeting every Monday. This regular meeting has been embedded for many years. We will continue to hold this meeting and ensure that service users are aware of this, so they have opportunity to have their voices heard, contribute to the service and its development and ensure service users are made aware of what is available to them.	Ongoing	
<ul style="list-style-type: none"> Ensure that there are enough 	We hold a weekly management meeting whereby we review our service and staffing resources across our service. This enables us to ensure we respond to	Ongoing	

resources available to support individual service user needs.	service user need and if required increase resources where needed. As part of our governance processes, we hold quarterly health and safety, clinical governance and operations meeting. This allows opportunity to discuss any resource issues and discuss with our senior leadership team. Here we identify any resource deficits and agree higher level actions to address any issues, so we have appropriate resources available to further meet service user need. The registered manager has regular individual meetings with members of the senior leadership team, during which resource issues are discussed and supports in identifying actions required.		
Completed by	(Name) Claire Sehari	Date	13.12.22

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