

Lewisham LINK Enter & View Visit Check List

Details of Visit

Premises: Beechcroft Nursing Home	Enter & View Representatives: Elsa Pascal
	Date of visit confirmation:
	Date of visit: 13/12/2010
Pre visit information: The LINK received a copy of a complaint made to LBL complaints department dated December 09. The report was made available to the LINK in November 2010. The latest CQC inspection reports dated 21 st April and 6 th May 2008 rated the service as 2 star.	

The Dignity Challenge

1. How does the service ensure zero tolerance of all forms of abuse?
<input type="checkbox"/> Excellently <input checked="" type="checkbox"/> Very Well <input type="checkbox"/> Well <input type="checkbox"/> Adequately <input type="checkbox"/> Poorly
Comments: No evidence of abuse noticed. 2 members of staff are dignity champions.
2. How do staff support people with the same respect you would want for yourself or a member of your family?
<input type="checkbox"/> Excellently <input checked="" type="checkbox"/> Very Well <input type="checkbox"/> Well <input type="checkbox"/> Adequately <input type="checkbox"/> Poorly

Comments:

Staff was seen to escort a resident to the sitting room in a gentle manner. Evidence of caring staff and manager.

3. How do staff treat each person as an individual by offering a personalised service?

Excellently Very Well Well Adequately Poorly

Comments:

The residents' bedrooms contained some of their personal effects and residents were free to participate or not in activities provided.

Personal assessment and individual needs attended to.

4. How does the service enable people to maintain the maximum possible level of independence, choice and control?

Excellently Very Well Well Adequately Poorly

Comments:

Menus offered choice and residents were allowed to have a lie-in if they wanted to.

Residents who are able are consulted.

5. How do staff listen and support people to express their needs and wants?

Excellently Very Well Well Adequately Poorly

Comments:

Residents were asked whether or not they were interested in going to the theatre.

Difficult at times due to communication and capacity difficulties of some residents.

6. How do staff respect people's right to privacy?

Excellently Very Well Well Adequately Poorly

Comments:

No evidence of concern were observed. All the residents were appropriately dressed.

7. How does the service ensure people feel able to complain without fear of retribution?

Excellently Very Well Well Adequately Poorly

Comments:

We were informed that the home operates a complaints policy where complaints are taken seriously and acted upon. Complaints procedure explained to residents and Carers.

8. How does the service engage with family members and carers as care partners?

Excellently Very Well Well Adequately Poorly

Comments:

Statement made that this happens and no evidence to the contrary.

Family members and carers are encouraged to visit and participate in their relatives' daily activities.

One relative was visiting and informed that the staff are kind and that they listen to Carers concerns and wishes.

9. How do staff assist people to maintain confidence and a positive self-esteem?

Excellently Very Well Well Adequately Poorly

Comments:

We were informed of the assessment and review processes and that residents' views are taken into consideration.

No evidence for concern was observed.

10. How does the service act to alleviate people's loneliness and isolation?

Excellently Very Well Well Adequately Poorly

Comments:

There is an activities co-ordinator on site who supervises a variety of activities for residents who are able to participate.

Environment

Type of room or ward?

- A large sitting room
- A bay with less than 6 other patients
- A shared room
- single rooms

Comments:

A Large dining room
A smaller sitting room

Resident's rooms personalised with residents furniture and photographs

How clean was the room or ward?

Clean Fairly Clean Not very clean Not clean at all

Comments:

The communal areas and bedrooms we were shown were clean.
No visible soiling or litter on carpets and hard floor surfaces.

How clean was the bathroom and toilet?

Clean Fairly Clean Not very clean Not clean at all

Comments:

Apart from one slightly soiled WC all the facilities looked very clean and tidy.

What was the food like during the visit? N/A

Excellent Very Well Well Adequate Poor

Comments:

Our visit did not coincide with mealtimes although the day's menu was prominently displayed at each table that provided seating for 4 residents.

A varied and balanced menu was on display and personal needs were catered for.

Any Other Comments

Please write any other comments here:

The home seems to be well run and the residents appeared content. There was a faint faecal smell in one of the corridors upstairs but the bathrooms and toilets on the first floor were all very clean. Some of the residents were engaged in a game of dominoes in the dining room and some were resting in armchairs in the sitting room. The Activities Co-ordinator was gathering residents' views on a trip to the theatre.

- The Residence interviewed all expressed their appreciation for the care given.
- The manager was full conversant with the current requirements and was able to openly respond immediately to a very wide range of questions that were put to her.
- Routine Electrical test were being carried out during the visit.
- Only a few visitors were present at the time of the 'enter and view' visit, perhaps consideration could be given to having a 'befriending' scheme.
- It is not a purpose built home, but for the most part has been well adapted, with a pleasant safe, enclosed garden.
- New baths and hoists were in place.
- The staffing levels appeared adequate but had there been more staff greater personal interaction with the residence would have been possible.

Declaration

This checklist completed by:	
(SIGN)	Elsa Pascal Graham Trice Miriam Long (PRINT)

On:
13.12.10 (DATE)