

Healthwatch was established in 2013 in accordance with the Health and Social Care Act 2012.

Within this legislation [Arrangements to be made by relevant bodies in respect of local Healthwatch Organisations Directions 2013] Healthwatch has a right to a reply within 20 working days to Reports and Recommendations submitted by Local Healthwatch to a service provider.

Report & Recommendations Response Form

Report sent to	Ms Bernadette Corpuz Pesigan
Date sent	8.2.2024
Report title	Enter and View Report: Brownhill Care Home

Response
(If there is a nil response, please provide an explanation for this within the statutory 20 days)

General feedback
Overall, Brownhill Lodge provided a high quality of care. This is particularly true for the attitudes of staff and management, which were found to be exemplary by both authorised representatives and by family members. There are, however, some areas of possible improvement we have identified.

We would appreciate if you could outline what actions and/or improvements you will undertake as a result of the report's findings and recommendations.

Recommendation	Response
<p>Finding 1. Some parts of the house seemed to feel tired or neutral in their decoration.</p> <p>Recommendation 1. The décor should be refreshed, and this includes a lot of the furniture and paintings in the home.</p>	<p>We have a plan to decorate the home which will be done in stages. First we have re-done the conservatory (new roof, carpet and re-painted walls), replaced the ground floor carpet with wooden flooring. We have replaced the windows and frames in a few rooms.</p>

Recommendation 1.1

In some places the contrast should be improved between the walls and carpets.

Recommendation 1.1

The rooms should be decorated in a more systematic manner. A room should be updated more often than doing it when the resident changes

The next stage is to re-paint the ground floor. Replace the carpet with wooden flooring and re-paint the first floor.

We have gradually replaced all the furniture in the rooms with a matching furniture set, so the rooms will look more uniform. We did four rooms at a time and prioritised the rooms more in need of new furniture.

Finding 2.

Overall, the residents felt very safe.

Recommendation 2.

A CCTV system outside the front of the building is advised. To improve the home.

We will look into installing CCTV in the front of the building.

Finding 3.

Brownhill Lodge showed evidence of listening to residents.

Recommendation 3.

Ensure that residents are at the centre of decision making even when they have limited capacity.

All our residents are included when making a decision. We offer them choices, with staff support and visual aids, such as showing photos. We also use a translation app if the resident's first language is not English. If they do not have mental capacity, we always arrange a best interest meeting.

Finding 4.

We were told that the number of large trips decreased after the pandemic.

Recommendation 4.

There could be more small-scale opportunities for residents to go outside on small walks. It appears the home does this already, but it could possibly be expanded. Local volunteers may be able to help with this.

Recommendation 4.1

The home should review whether larger trips can become more frequent.

Brownhill Lodge will look into whether a larger trip can be organised for the residents in the Summer, in addition to the small walks to the local café or shop.

Finding 5.

There were some issues around inclusion at the home that have since been addressed.

Recommendation 5.

The home could consider the religious and cultural backgrounds of new residents more *proactively*.

It is good that changes were made once issues were identified, but the home could investigate preventative policies, stopping such issues from arising.

Staff encourage and support the residents to practice their religion Eg, Church of England visit weekly, Catholic priest visit every Wednesday and the Salvation Army visit monthly.

The chef will prepare food from the cultural background of a resident if that is their preference.

Staff ensures that everyone feels valued and respected as individuals.

Finding 6.

The number of GP visits has been reduced at the home. The staff we spoke to believe this is okay given the demand in their home.

Recommendation 6.

but we suggest reviewing this relationship with local GPs to make sure this is the case.

Our GP has scheduled calls to the home every Tuesday or they visit when required. Our GP is very supportive and all our residents' medical needs and referrals are being addressed.

We can phone them when needed and they will visit on the same day.

Date:

9/2/2024

Signed:

B.Pesigan

Name:

Bernadette Pesigan

Position:

Manager