

## Enter and View Report

### FINAL

<b>Name of Establishment:</b>	<b>Barkat House Residential Home</b> 25 Alcester Road Moseley Birmingham B13 8EY
<b>Date of Visit:</b>	Thursday 21 <sup>st</sup> August 2014
<b>Time of Visit:</b>	2.00 pm
<b>Purpose of Visit:</b>	To ascertain patient, carer and user experience.  To observe service delivery.
<b>Healthwatch Authorised Representatives Involved:</b>	Alex Davis Patricia World Tina Brown-Love
<b>Healthwatch Staff Member(s) Involved:</b>	Claire Lockey
<b>Date of Report:</b>	28 <sup>th</sup> August 2014
<b>Disclaimer:</b>	This report relates to findings observed on a specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed during the visit.

1. **BACKGROUND**

- 1.1 Barkat House Residential Home is registered with the Care Quality Commission (CQC) to provide Personal Care however it is not registered to provide Nursing Care.
- 1.2 Barkat House Residential Home can provide care and accommodation up to 27 people who have enduring mental health issues.

2. **STAFFING COMPOSITON**

- 2.1 Upon arrival in the hallway of the home, there is a staffing structure board that is visible. However, it was noted that they do not employ an Administrator/Receptionist.
- 2.2 Registered Manager informed us of the current staffing structure:
  - 4:3:2 + Registered Manager
  - Three staff members plus senior during the morning
  - Two staff members plus senior during afternoon shifts
  - two staff members during waking night shift
- 2.3 There are currently no staff vacancies and no staff suspended. There are two apprenticeships that will shortly be commencing at the home and agency staff is never employed as internal staff are used.

3. **CARE & WELFARE OF PEOPLE WHO USE SERVICES**

- 3.1 We had a lengthy discussion with the Registered Manager Susan Bajor before examining Care Plans.
- 3.2 Sue has an good knowledge of her residents and staff members. Whilst she made it clear that the homeowner was very supportive, we were surprised to learn that she had no formal supervision. It may be

that this is an issue that should be raised with the CQC. While having formal supervision for the Registered Manager is not a CQC requirement we would have thought that it is a highly desirable feature of a Residential Home.

- 3.3 Enter and View Authorised Representatives read through notes of several residents with whom they later had a discussion with. All of the notes appeared to be up to date including the care plans that were also clearly written.
- 3.4 From the discussions with the residents who were subject of the Care Plans, it was an accurate reflection of their current issues.
- 3.5 Resident A was sitting in the main lounge and he was positive about his experiences at the home. He had been a resident for some years. He said the food was fine and had no complaints.
- 3.6 Resident B was sitting in the main lounge watching TV and said he is happy living at the residential home. There were no complaints.
- 3.7 Resident C previously resided in two separate homes prior to coming to Barkat House. He spoke well of the home, the help they provide to residents and especially the food. (We observed that the home display a five star rating for food hygiene inspectors).
- 3.8 There are currently no residents subject to the Deprivation of Liberty Safeguards (DOLS). Safeguarding is part of their annual mandatory training.
- 3.9 The Registered Manager informed us that residents decide when they wish to get up and go to bed, shower etc. Some residents have a shower once a week and some daily, depending on their preferences. Residents are assisted during meal times if applicable and whilst there is a menu; that goes on the tables the cook goes around every morning with the menu choice and speaks to residents regarding their preferences.

- 3.10 Our observations of staff interaction with residents indicated that residents were treated with respect. We did not observe any exchange that was inappropriate
- 3.11 Our visit took place from 1:45 pm and therefore we did not observe any of the morning activities. The Manager said that the staffing pattern was three staff in the morning and three staff in the afternoon/evening, with two waking night staff.
- 3.12 The Care Quality Commission (CQC) report of August 2013 stated that the morning shift was four staff so there has been a reduction of one member of staff in the morning. We did get the impression that the staff on the afternoon shift was very busy.
- 3.13 Given the extra tasks that have to be undertaken in the morning shift it is difficult to understand the reduction in staff for that shift.
- 3.14 Staff undertake mandatory training annually and following our visit the Registered Manager informed us that that they would be participating in telephone training regarding Common Illnesses that entailed the Registered Manager and Deputy. This is new and their first attempt to look at distance learning. Members of staff do not receive a certificate if they do not attend training.

#### **4. ASSESSING & MONITORING THE QUALITY OF SERVICE PROVISION**

- 4.1 The notes and care plans of the three residents that we spoke to were up to date and clearly indicated their various needs. Registered Manager informed us that the care plans are updated monthly.
- 4.2 We were surprised to learn that the home has no Administrator employed, not even a part-time position. Therefore it is felt that Barkat House Residential Home is over-reliant on the commitment and dedication of the Registered Manager. This is not a robust staffing structure and in our opinion, this is an area that needs to be strengthened.
- 4.3 Various activities are held for residents including someone who visits every week and undertakes: quizzes, dice activity, basketball,

rollerball and residents go on trips outside of the home. It was noted, some of the residents are able to go out of the home unassisted and for those that need assistance, are accompanied by a member of staff if they wish to leave the premises. Name and contact details of the residential home are detailed on a card that is put in the resident's pockets when they leave the home.

- 4.4 Various outside agencies visit the home e.g. GP, Dentist, Chiropodists, Hairdressers etc. It was noted that their previous GP Surgery (Wake Green Road) provided a poor service and therefore where possible, residents have been transferred to Poplar Road Surgery, Kings Heath where they receive an excellent service. However, Wake Green Road Surgery still has most of the residents registered with them. None of the residents have been transferred. New residents to Barkat House are registered with Poplar Road Medical Centre and they reported, they do receive excellent

## 5. RECORDS

- 5.1 The records that we observed were up to date, clear, detailed and relevant.
- 5.2 Given how busy we observed the members of staff to be during our visit, we are concerned about how the Manager would be able to find the time to record updates, care plans etc if there were urgent issues relating to more than one resident.
- 5.3 Registered Manager advised there are no DNRs in place for residents. If a resident deceases staff calls for an ambulance immediately. However, the Registered Manager advised if this needs to be established she would speak to the individual resident to discuss and ask what they would like. Furthermore, if a resident deceases they do not initiate CPR although staff members are trained due to concerns about litigation.

**6. RECOMMENDATIONS**

- 6.1 There is a clear need for some dedicated administration hours to support the administration processes at Barkat House.
- 6.2 There should be a formal arrangement for the Manager to receive one to one monthly supervision from a suitably qualified person.
- 6.3 Upon arrival to Barkat House there is no sign to state the name of the home. It would be advisable to have a sign put in place for the residential home to be visible and identifiable.

**7. CONCLUDING COMMENTS**

- 7.1 It appeared that Barkat House Residential Home is well managed with a dedicated Registered Manager who goes that extra mile. Patients are treated with dignity / respect and the Residential Home is positively supported by the Registered Manager.

**8. ACKNOWLEDGEMENTS**

- 8.1 We would like to thank and acknowledge Susan Bajor, Registered Manager, staff members and patients who participated to this Enter and View visit.

**9. FEEDBACK/COMMENTS FROM THE SERVICE PROVIDER**

<p><b>WARD MANAGER/MATRON/STAFF COMMENTS AND FEEDBACK</b></p>
---