

Age Concern Lewisham and Southwark

Lay Inspector's Report

Name of Home: Burgess Park, Picton Street, SE5 **Date of Visits:** 28/10/11 and 30/10/11

The home has recently been taken over by Four Seasons Care which has changed the Senior Management. This visit was undertaken to meet the new management and to compare standards with those found at the last visit.

In fact there were two visits by Les Alden and Tom White.

On Friday 28th we visited from 2.15pm to 4.30pm. We met the Manger Fred Okine.

On Sunday 30th we visited from 8pm to 9pm. We met the senior nurse on duty.

Although a 58 bed home there were only 34 residents. Fred said there was no embargo and this results from current LA policy to reduce admissions. Some placements are by LB Lambeth.

The Dining Room

On a previous visit the dining room was only laid for 11 places although only 3 actually dined. We observed that it is now laid for 24. There are still a lot of residents eating in their room, although one resident said he used the dining room and there was no pressure either way.

Pets

We were pleased to see a cage of lively finches and were told there is a house cat. Pets are important.

Catering

Unlike the previous visit the catering now seems to be well organised. There is a choice of two main dishes and other things are available on request.. There is a light supper at 5pm which includes a hot dish. In the evening visit we saw the trolley serving refreshments visiting all rooms.

Decoration

It was explained that a programme of redecoration was in progress. New paint could be smelt. Overall the decorative order is satisfactory.

The Incontinence Smell

We were very disappointed in the prevalence of the incontinence smell which most homes have now conquered with modern chemicals and a little effort. In particular:

Ground Floor: Reception OK but corridor with rooms 1-8 dreadful.

First Floor: Patchy

Second Floor: Terrible.

We feel this cannot be blamed on a small number of residents alone. Major attention is required, including staff training in managing continence.

Smoking

Residents are not allowed to smoke indoors and there is a covered area outside where we met one resident and her visitor. We feel this could be unfairly restrictive on residents particularly in cold weather.

Alcohol Policy

Residents may purchase their own alcohol and this is kept at the nursing station (soi-disant) and dispensed. We were told that beer is also provided by the home – an interesting innovation.

Digital TV Switchover April 2012

The Manager was not sure of the position with residents TV sets. We suggest there is an audit of all sets and the communal aerial system is confirmed as working in all rooms. We saw good quality TV pictures in the lounges.

Laundry

The home still relies on individual labelling of clothes and mass washing. We informed the Manager that some homes avoid institutional labelling by using individual laundry baskets or else open weave sacks each containing a single resident's clothes. He was not prepared to accept these suggestions.

Visits to residents Rooms

We made unaccompanied visits to the floors and took the opportunity to speak to residents when they invited us into their room. In all 6 residents were spoken to. Also one set of relatives. Apart from the issue below no other issues arose.

Activities

There is an organiser who works five days a week and we saw the programme of activities. We saw the programmed activity taking place in the afternoon. Brunswick Park primary school is opposite and relations with the school we were told are good and children visit. Sacred Heart Church visit fortnightly but no other churches. Other churches need to be invited.

Bed Times and Respect

One resident we spoke to said there was no pressure to go to bed early. However another had been upset by being told to get into bed at 9.30pm. This resident also spoke of a lack of respect from the same care assistant and a serious incident. The resident was reluctant to be identified.

This issue seems to be related to one member of night staff and we referred this to Brenda Bond at ACLS to consider raising an alert.

End of Life Care

The home uses the Gold Standard in conjunction with St. Christopher's Hospice. The Manager confirmed that the home will undertake end of life palliative care so residents may die in the home.

Personal Relationships

The home and owners do not have any policy on intimate or personal relationships between residents.

We think this should be developed, coupled with staff training. On the one hand there is a right to these relationships without teasing or adverse comment. On the other hand there is the duty to protect residents from unwanted attention.

Conclusions

There are a number of issues mentioned above which we are not happy with. We hope they can be addressed. The home is certainly better than the previous visit. We would like to visit again shortly.

Signed:

A handwritten signature in black ink that reads "Les Alden". The signature is written in a cursive style with a large initial 'L' and 'A'.

Les Alden also pp Tom White