

# Beechfield Lodge Care Home

Enter and view (Jan 2023)  
Updated August 2023





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# Introduction

Healthwatch Salford is your health and social care champion. Whether you've had a good or bad experience, we can use your feedback to improve services for everyone and we have the power to make NHS leaders and other care providers listen to what you have to say. We're completely independent and impartial and anything you say is confidential. We also offer information and advice to help you to get the support you need. Our service is free, simple to use and can make a real difference to people in Salford and beyond.

Healthwatch Salford have statutory powers that enable local people to influence Health and Social Care services under the Health and Social Care Act 2012. One of these statutory powers is to undertake Enter and View visits of publicly funded adult Health or Social Care premises.

The Health and Social Care Act allows local Healthwatch Authorised Representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies.

Enter and View visits are undertaken when Healthwatch Salford wants to address an issue of specific interest or concern. These visits give our trained Authorised Enter and View Representatives the opportunity to find out about the quality of services, obtain the views of the people using those services and make recommendations where there are areas for improvement.

Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation – so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Salford also produces reports about services visited and makes recommendations for action where there are areas for improvement.

Information gathered and reported on is referenced against information from health and social care providers, commissioners as well as national and local research sources.

Healthwatch Salford Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch Salford safeguarding policies.

Further information about Enter and View is available at:  
<https://healthwatchsalford.co.uk>

The Local Authorities (Public Health Functions and Entry to Premises by Local Healthwatch Representatives) Regulations 2013 is also available to view at [http://www.legislation.gov.uk/uksi/2013/351/pdfs/uksi\\_20130351\\_en.pdf](http://www.legislation.gov.uk/uksi/2013/351/pdfs/uksi_20130351_en.pdf).

## Acknowledgments

Healthwatch Salford would like to thank the Beechfield Lodge Care Home staff team and residents and visitors for their contribution to the Enter and View visit.

## Disclaimer

Please note that this report relates to findings on the specific date set above. Our report is not a representative portrayal of the experiences of all residents and staff, only an account of what was observed and contributed at the time.

## Visit details

Service provider	Beechfield Lodge Care Home
Service address	232 Eccles Old Road, Pendleton, Salford M6 8AG
Date and time of visit	Tuesday 29 <sup>th</sup> November 10.00am – 2.00pm
Authorised Representatives	Mark Lupton (Lead), Scarlett Ash, Lucy Whiteley, Susan Fisher and Joe Hadley
Healthwatch Salford	The Old Town Hall, 5 Irwell Place, Eccles, M30 0FN Email: <a href="mailto:Info@healthwatchsalford.co.uk">Info@healthwatchsalford.co.uk</a> Telephone: 0330 355 0300 Website: <a href="http://www.healthwatchsalford.co.uk">www.healthwatchsalford.co.uk</a>

## About the home

Group/Owner	Anchor
Person in charge	Sharon Bollesty (Manager)
Type of Service	Care Home only (Residential Care) – Voluntary / Not for Profit Owned  Registered for a maximum of 60 Service Users
Registered Care Categories	<ul style="list-style-type: none"> <li>• Dementia</li> <li>• Old Age</li> </ul> <i>(Registered with regulator 'Care Quality Commission (CQC)' to provide these categories of care)</i>
Specialist Care Categories	<ul style="list-style-type: none"> <li>• Alzheimer's Visual Impairment</li> <li>• Visual Impairment</li> </ul>
Other Care Provided	<ul style="list-style-type: none"> <li>• Convalescent Care</li> <li>• Respite Care</li> </ul>
Local Authority	Salford City Council
Admission Information	Ages 65+
Room Information	<ul style="list-style-type: none"> <li>• Single Rooms 60</li> <li>• Shared Rooms 0</li> <li>• Rooms with ensuite WC 60</li> </ul>
Facilities and services	Close to Local shops, gardens for residents, lift, near public transport, own furniture if required, pets by arrangement, phone point in own room/mobile, television point in own room & wheelchair access

Information taken from carehome.co.uk November 2022

Latest Care Quality Commission (CQC) report on Beechfield Lodge Care Home:

Good: <https://www.cqc.org.uk/location/1-126240185>

# Purpose and strategic drivers

## Purpose

To engage with residents of care homes and understand how dignity is being respected in a care home environment.

- Identify examples of good working practice.
- Observe residents and relatives engaging with the staff and their surroundings and to experience the care home using the 3 primary senses of sight, sound and smell.
- Capture the experience of residents and relatives and any ideas they may have for change.
- We asked questions around 8 'care home quality indicators,' produced by Independent Age in partnership with Healthwatch Camden. (2016)

Surveys and questions are based on '8 care home quality indicators'.

A good care home should:

1. Have strong, visible management
2. Have staff with the time and skills to do their jobs
3. Have good knowledge of each individual resident and how their needs may be changing
4. Offer a varied programme of activities
5. Offer quality, choice and flexibility around food and mealtimes
6. Ensure residents can regularly see health professionals such as GPs, dentists, opticians or chiropodists
7. Accommodate residents' personal, cultural and lifestyle needs
8. Be an open environment where feedback is actively sought and used

## Strategic drivers

Following the Healthwatch Salford Annual Priorities Survey in January 2022 we received feedback that the public wanted us to look at adult social care. This was developed at the Business planning session into a project looking at the public's experience of using care homes which was scheduled for October to December 2022.

# Methodology

This was an announced Enter and View visit. On first arriving for the visit, we approached a member of management before we spoke to anyone in the care home and took their advice on whether any residents should not be approached due to their inability to give informed consent, or due to safety or medical reasons.

During the time of our visit, there were 53 residents living at the home. Authorised representatives conducted interviews with 8 members of staff at the care home, plus the Manager. Topics such as quality of care, safety, dignity, respecting and acknowledging the resident's and families' wishes and staff training were explored. Authorised representatives also approached 8 residents to ask them about their experiences of the home and, where appropriate, other topics such as accessing health care services.

A proportion of the visit was also observational, involving the authorised representatives walking around the public/communal areas and observing the surroundings to gain an understanding of how the home works and how the residents engaged with staff members and the facilities. There was an observation checklist prepared for this purpose.



# Summary of key findings

Beechfield Lodge is a 60 bed care home operated by Anchor in the Eccles area of Salford. It has a warm, homely atmosphere, with residents appearing to be well cared for and valued.

Activities within the home seem to be plentiful and enjoyed by residents and staff alike, although external activities such as day trips which have been missed by some residents, are yet to resume since the restrictions of COVID-19.

There are a wide choice of menu options at mealtimes, and with the kitchen able to provide food upon request, makes mealtimes a positive experience for residents.

Healthcare is provided to the residents as and when required with particular issues reported around access to dentistry.

The staff team spoke to us with a positive attitude, saying that they generally felt supported by their manager and able to have their say in how the home is run, however we did pick up on a comment that could suggest improvements in this area.

# Results of visit

5 Enter and View authorised representatives visited Beechfield Lodge Care Home, and were able to talk to the manager, 8 members of staff and 8 residents/relatives.

## What the residents and relatives had to say

### Activities

Beechfield Lodge offers a wide variety of interactive activities. Residents told us that they enjoy playing games, cards, reading books, watching the television, taking part in arm chair exercises and playing music. They also mentioned that visiting entertainers were popular as well.

The residents also told us about the hairdressers, which they loved and that there was a nice garden for them to go out into in the better weather.

A few residents told us about their trip to London to see the royal wedding, which seemed to increase their spirits and be something that they enjoyed.

We asked the residents if they had been able to get outside on day trips to which we learnt that hadn't but would like to. A couple of residents mentioned how their family members had been able to take them out at times.

A couple of residents who presented with Dementia said to us that they didn't understand why they were in the home but enjoyed the activities nevertheless.

During our visit, we saw the interaction the residents were having with an external visitor doing armchair exercises.

### Food and mealtimes

All of the residents we were able to speak to, spoke highly of the food. Overall they enjoyed mealtimes and felt there was a good choice of meals daily with the tea trolley being a welcomed sight throughout the day.

## **Healthcare**

All of the residents we spoke with felt that access to health services from within the home was adequate. A couple of residents talked about how they had recently seen the dentist, optician and podiatrist, with others commenting that they feel services would be available if they asked for them.

## **Religion, cultural and lifestyle needs**

Overall, the residents felt that the home respected their faiths and beliefs with a couple mentioning that they had seen the local priest who visited. One resident commented that they wished the priest would visit more with another saying that they would like to go to church.

## **Staff and management**

There was a mixed response as to who the residents recognised to be the manager, but comments received about the staff were positive with residents mentioning that staff were helpful at times when things had gone wrong.

Residents seemed mindful that staff were often busy, but acknowledged that they had time to stop and chat where possible.

## **The home**

The residents that we spoke with all felt at home at Beechfield Lodge but a few comments related to them not having visitors. Most residents knew what they would do if they wanted to make a complaint or raise an issue and felt happy that this would be addressed accordingly.

One resident comment on how 'bosses' come in now and again to see what's happening, but the resident didn't feel confident in raising issues as they preferred to keep things to themselves.

The residents told us how they have gotten used to the safety measures put in place to safeguard people against COVID-19, with masks, PPE etc worn by staff and visitors.

One resident was pleased to tell us how safe they felt going about the home as they wore a pendant which would alert staff to falls and so increased their confidence at being independent.

## What the staff had to say

### Activities

The Wellness Coordinator and staff were able to tell us the many things that residents could get involved in. The home produces a monthly activities calendar for all residents to view with November's activities including: armchair exercises, word searches, puzzles, crosswords, sing along pamper session, hairdresser, variety of ball games, sensory activities (musical instruments etc), quizzes and games, karaoke, bingo, baking, 'Music in Mind', a visiting pianist, movies to watch and when weather permits, a gardening club.

Included in these activities is also Zest, which is another programme of activities by Anchor homes encouraging residents to relax and gently exercise by one of 4 activities: Zest dance, Zest relaxation, Zest music and Zest wellbeing. Zest also offers individual 1-2-1 sessions for those residents who are unable to join others in the communal rooms.

Residents are also able to take part in activities organised by external organisations for example, Manchester Museum visits the home periodically to take residents on a trip down memory lane. In addition, residents can also take part in Connecting Stars, which is a live and interactive virtual performance programme for care home residents across the UK. This programme is run by Constella, a company dedicated to opera-ballet who create cutting-edge, interdisciplinary performances for the care home audience.

Activities are advertised on a pictorial information board in the main corridor, with other boards neatly displaying activities coming up and one which reflects on activities in the past.

Residents and relatives are able to suggest new ideas for activities at both residents and relatives meetings.

At present, the home doesn't offer many activities outside the home but the manager assures us that this is something they are looking to return to post COVID-19.

## **Food and mealtimes**

There is a large variety of choice when it comes to mealtimes. Staff told us of how they are constantly reviewing the dining experience and take into consideration individual comments from residents.

A pictorial notice board displays the days menu choices in the main corridor, with individual menus at each table, which are also well laid out, accessible and welcoming. If residents aren't hungry at the given mealtimes, they are still able to request food throughout the day, with the addition of a tea trolley containing drinks and snacks making regular rounds.

For some residents, staff will show them plated up choices from the days menu, to help them to choose.

Residents are able to request alternatives if the menu choice is not to their liking, with the kitchen being open all day, every day.

There are 2 different dining rooms for residents to choose from, with the option for residents being able to eat in their own rooms if they preferred.

## **Healthcare**

Regular visits by a chiropodist ensure the residents feet and nails are tended to, with 20 residents seen on rotation every 6 weeks. Vision Call provide optical services within the home, and residents have access to NHS audiology. GP care is provided by Salford Primary Care Together, with a GP holding surgery once a week. Residents' families are able to take them to external dental appointments, but access to dentistry has been a problem for others. Usually, residents are taken to dental services at Pendleton Gateway.

## **Religion, cultural and lifestyle needs**

A priest (or other representative of the Catholic Church) visits the home each week to offer Holy Communion. At present the home does not have anyone

following any other faith other than Christianity, but would accommodate these if requested.

Staff told us how residents used to go to church, but since COVID-19 this stopped and is yet to resume.

The home caters for residents' lifestyle preferences offering vegetarian, vegan and Halal food when requested.

## **Care for the resident**

Staff explained how they get to know about a resident when they first arrive, by reading up on care plans and notes from other health professionals (social worker etc). In addition, staff rely upon gentle conversation with the resident, asking them about their likes and dislikes as well as any life history details from family and friends. It was commented that sometimes hospital and referral paperwork is not always accurate, with an example given that the paperwork may state a resident is fully mobile and independent, but upon arrival, the home finds that they are not.

Residents are allocated a member of care staff as their key worker when they first arrive. The supervisor is responsible for keeping care plans and communication with the families up to date. Care plans and records are currently paper based but the home is looking to transfer to digital records in the new year.

Daily handover meetings are held to inform staff of any changes to residents' care or preferences. The manager of the home tells us that staff are proactive in reporting such changes.

## **How the home is run**

In the past residents and family meetings were held on a regular basis, but since COVID-19, this has been an irregular activity. The manager tells us that they are hoping to return to this monthly cycle in the near future.

All staff commented on how they feel approachable to residents and their families, often ironing out any little issues as and when they may arise. The manager has an open door policy on complaints, which is policy led, with any

complaint always followed up by an outcomes meeting and telephone call to the complainant.

Generally, the staff felt that they can freely have a say on how the home is run, however one comment mentioned how staff meetings tended to be dominated by the care agenda leaving this staff member to feel that their suggestions and ideas went unheard. Staff also commented on how they felt supported and encouraged by their manager to continue with their personal development by e-learning courses and other training.

## **Environment and observations**

Beechfield Lodge is a 60 bed home operated by Anchor, accommodating single rooms with ensuite toilets with some larger flats containing a kitchenette area, each bedroom door displaying the residents name and photograph. The home is accessed by a main reception, the doors of which are operated by staff. Visitors are required to sign in and go through basic COVID-19 screening questions before being allowed into the main home. Visitors and staff wear face masks throughout the home and personal protection equipment (PPE) where appropriate.

The home is well laid out with a central corridor hosting bedrooms and communal areas off of it. This corridor continues around in a loop starting and finishing at the main reception area, so aids with navigation. Each of the areas of the home are set out into 'zones' identified by different wall colourings. There are 3 lounge areas for the residents to use: the main communal lounge where a lot of activities take place, a smaller quieter lounge and a small lounge to the first floor. There is also a shop that the residents can visit when open. Dining areas are spacious and welcoming encouraging a communal dining experience. There are noticeboards on the main corridor wall that are well presented and informative. Outside there is a pleasant courtyard garden to the middle of the complex complete with plants, shrubs, a few trees and benches for the residents to sit out at. Doors to the stairwells and lifts are operated by a key code pad to eliminate the risk of falls.

The enter and view team observed staff interacting well with residents, talking to them by their first name in a caring and unrushed manner. Staff wore uniforms with name badges clearly displayed.

# Recommendations and responses

Throughout our visit, we have gathered information to report on the positive conversations from residents, relative and staff, as well as some of those areas that are perhaps not working so well. From this we have made the following two recommendations:

## Recommendations

<b>1</b>	<p><b>Activities</b> – to plan a programme of activities, visits and excursions <b>outside</b> the home, when weather permits</p>
	<p>Response from Beechfield Lodge care Home: “Since December we have recommenced with regular visits to the local pub for lunch and have visited Salford Academy for an afternoon visit of entertainment. We have also reconnected with the Irish Heritage Centre, Poppy Day Centre and are in the process of starting up weekly visits again.</p> <p>In addition to above we are also planning to reinstate other visits, trips and outdoor activities as a high priority, similar to what we did before the COVID-19 pandemic.”</p>
	<p><b>Update from conversation August 2023</b> The home has confirmed that since our last visit they have recommenced with weekly visits to the pub next door, the Irish Heritage Centre, and also Elmwood church each week for their coffee mornings. Staff are also encouraging residents to go out to the local shops. An excursion further afield to Blackpool is currently being planned.</p>



## 2

**Staff** – to further improve staff confidence with raising concerns or ideas by becoming more transparent with the evaluation of these

Response from Beechfield Lodge Care Home:

“Following the visit in December we have discussed the concerns with staff informally and at the last staff meeting on 4th January, outcomes were as follows:

- Increase one to one discussions
- commenced with Quarterly Managers clinics
- reinstated the suggestion box
- also emphasised the benefits of staff participating in nominating colleagues for Employee Of the Month.”

### ***Update from conversation August 2023***

The home told us that staff are continually encouraged to contribute with ideas for improvement through staff meetings, one to one meetings and the suggestion box. Throughout the year, staff have continually been involved with decisions. Care staff are now more involved in planning of allocations of staff and activities on a daily basis (during daily handovers) as well ideas for the residents to get involved in. The last internal Anchor Group staff survey, scored the home high for staff satisfaction. Another survey is due to be circulated and staff are given protected time out of work to complete this. The manager continues to promote ‘Employee of the month’ in which the nominated employee receives a £25.00 shopping voucher – staff are nominated by other colleagues. Anchor Group also acknowledges Long Service Awards for 5, 10, 15 and 20 year service. A member of staff was recently awarded for their 20 year service, with an option of either 4 week’s pay or 4 weeks annual leave. This was also acknowledged in house by presenting them with this award and a bouquet of flowers from all at Beechfield Lodge.





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