

Bradley Complex Care & Apartments Re-visit Report

Date of first visit: 28.11.18

Date of re-visit: 27.2.19

HWNEL Representative: KAREN MEADOWS, FREDA SMITH

Disclaimer: This report relates only to the service viewed on the date of the visit and is representative of the views of the service users who contributed to the report on that date.

Main Purpose of Visit

Healthwatch North East Lincolnshire conducted an Enter & View visit at **Bradley Complex Care and Apartments** within the last twelve months. From the visit, Healthwatch would make a series of recommendations to help drive improvement based on service user feedback.

COMPLETE	PROGRESS HAS BEEN MADE	NOT STARTED
Recommendation		Progress
We would like to see more pictorial signage throughout the service. Particularly we would like to see an increased use in Makaton to aid and assist residents.		
Continue with the refurbishment of the service to the same high standard we have witnessed on our visit.		
To consult with and include residents in making decisions about the service and their care.		

Summary of Key Findings & Progress towards Recommendations

(Please clearly highlight what progress has been made against the recommendations)

Whilst there were a few Makaton Signs on some doors (e.g. offices) these were very small and uninspiring. Toilet doors still didn't have pictorial signs so there is still much work to be done in this area. We were informed that some bespoke signs had been ordered.
Progress has been made but needs to be ongoing

The latest apartment upgrade has been finished and residents can now access the garden. Additionally, the nurse's station has been relocated to the Cloister area to give staff a better overview. With regards to downgrading the security, the airlock on the entrance doors no longer exists but access is still difficult with the doors either not responding or opening and closing randomly. The grills on the main corridor windows have now been taken down and the windows have been plastered over and some art work hung on the walls, this is a much more pleasant walkway. We were informed that the apartments are unlocked as is the corridor door and the gym but as we were shown around a lot of doors still appeared to need unlocking. We were shown that all unlocked doors can be 'locked down' in case of an incident.
Progress has been made but is still ongoing

We were informed that residents, with capacity, are involved in care plan discussions and are consulted on which activities they wish to do, e.g. a request to keep chickens and have a Barb-b-que area has been actioned.
Progress complete

Impact and Additional Observations

(Identify anything else that you feel was relevant to the original enter & view visit. This could include:

- Impact recommendations have had on service users
- Observations
- Other general improvements

One area of concern highlighted by our visit was the apparent lack of staff, particularly a member of staff in authority. We were told that the manager was not in and there was quite a lot of confusion as to who we could speak to regarding the revisit. Eventually we were able to speak to a charge nurse after this was cleared by a telephone call to management. However, she had to rush off and we were left with the Quality Lead, Alex, to show us around. Alex stated that there had been an 'incident' and he appeared very flustered by this. Our concern was that the staff did not appear to know who was in charge and there was a clear lack of guidance to the staff managing the incident. We did request to look around the apartments but, again, there was not enough staff to fulfil this request.

Further Recommendations

To re-visit in 6 months time to ascertain if the recommendations have been completed

To escalate our observations of re-visit to CCG

Signed: *K J Meadows*

Date: 12.3.19

