

# Enter and View Report

Bethrey House  
Unannounced Visit  
15<sup>th</sup> May 2019



**healthwatch**  
Wolverhampton

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## What is Enter and View

Part of Healthwatch Wolverhampton's remit is to carry out Enter and View visits. Healthwatch Wolverhampton Authorised Representatives will carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement.

The Health and Social Care Act allows 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, optometrist and pharmacies. 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 that we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Wolverhampton's Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Wolverhampton's Safeguarding Policy, the service manager will be informed, and the visit will end. The local authority Safeguarding Team will also be informed.

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## Provider details

Name and Address of Service: Bethrey House, 43 Goldthorn Hill, Wolverhampton, West Midlands, WV2 3HR

Manager: Wendy Miller

Service type: Care Home

Client type: Provides care for 19 residents, dementia, end of life

## Acknowledgments

Healthwatch Wolverhampton would like to thank the Registered Care Home Manager, staff and all the residents for their co-operation during our visit.

## Disclaimer

Please note that this report is related to findings and observations made during our visit made on 15<sup>th</sup> May 2019. The report does not claim to represent the views of all service users, only those who contributed during the visit.

## Authorised Representatives

Emily Lovell, Lead Authorised Representative

Ashley Lovell, Authorised Representative

## Who we share the report with

This report and its findings will be shared with, Local Wolverhampton Councillors, Wolverhampton Clinical Commissioning Group (CCG), Care Quality Commission (CQC) and Healthwatch England. The report will also be published on the Healthwatch Wolverhampton website.

## Healthwatch Wolverhampton details

Address:

Regent House

Bath avenue

Wolverhampton

WV1 4EG

Website: [www.healthwatchwolverhampton.co.uk](http://www.healthwatchwolverhampton.co.uk)

Free phone: 0800 470 1944

Social media: HWWolverhampton

## Healthwatch principles

Healthwatch Wolverhampton's Enter and View programme is linked to the eight principles of Healthwatch, and questions are asked around each one.

1. **A healthy environment:** Right to live in an environment that promotes positive health and wellbeing
2. **Essential Services:** Right to a set of preventative, treatment and care services provided to a high standard to prevent patients' reaching crisis
3. **Access:** Right to access services on an equal basis with others without fear of discrimination or harassment, when I need them in a way that works for me and my family
4. **A safe, dignified and quality services:** Right to high quality, safe, confidential services that treat me with dignity, compassion and respect
5. **Information and education:** Right to clear and accurate information that I can use to make decisions about health and care treatment. I want the right to education about how to take care of myself and about what I am entitled to in the health and social care system
6. **Choice:** Right to choose from a range of high quality services, products and providers within health and social care
7. **Being listened to:** Right to have my concerns and views listened to and acted upon. I want the right to be supported in taking action if I am not satisfied with the service I have received
8. **Being involved:** To be treated as an equal partner in determining my own health and wellbeing. I want the right to be involved in decisions that affect my life and those affecting services in my local community.

## Purpose of the visit

Healthwatch Wolverhampton conducted an unannounced Enter and View visit at Bethrey House in response to issues raised within their latest CQC visit undertaken in February 2019 and rated as Requires Improvement. The report highlighted issues around staff training, particularly within the Mental Capacity Act 2005 and that there were not enough activities for residents to take part in.

## What we did

On arrival to the home, Authorised Representatives (AR's) introduced themselves to the manager, explaining the purpose, timeframe and structure of the visit. The manager was hesitant for the visit to go ahead but Authorised Representatives explained they weren't there to carry out an inspection of the service. The manager made AR's aware that she had a meeting so would have to leave part way through. Managers don't have to be present for Enter and View visits to take place as the management interview could be conducted with the senior member of staff on duty, this was explained to the manager at the time of the visit.

The visit proceeded with a very rushed tour of the home. AR's then began engaging with a resident and a senior member of staff, separately. Part way through these conversations, the manager notified the Lead AR that they had been called away early and would have to leave for the meeting immediately, taking the senior member of staff with her and therefore leaving no senior staff in the home.

AR's were asked to leave and asked for the contact details to rearrange for a later date. The manager provided the number to the care home.

Both AR's tried countless times to get in contact with the manager to rearrange the visit. The lead AR spoke to the manager over the phone and the manager decided she didn't want to take part in the visit. The AR rang on a second occasion to arrange a meeting with the manager in case there was any confusion over the role of Healthwatch and the purpose of Enter and View. The manager dismissed the AR and said it wasn't up to her, it was up to the regional manager. It was explained to the manager that due to the nature of Enter and View they wouldn't be able to decide if a visit was to go ahead as it is a statutory power.

ARs attempted to contact the duty manager at all four homes run by the organisation across Wolverhampton and Walsall. Eventually, the district manager returned the call and spoke to a member of staff at Healthwatch Wolverhampton in an extremely rude and disrespectful manner.

Due to the reasons stated above and the refusal of engagement from both the manager of Bethrey House and the district manager of Quality Homes UK, a decision has been made to publish the report without giving the service an opportunity to respond or provide feedback.

## Findings:

### Environment

#### External

The entrance to the home was well signposted and the exterior of the building was well maintained with a new front drive.

#### Internal

There was a visitor's book in the entrance that AR's was asked to sign and use the hand gel provided. The home didn't feel welcoming and was dark. There was a sweet cart in the front reception area that was not used purposefully. The home felt old and in need of refurbishment. AR's were shown a lounge area where residents were all sat in chairs against the perimeter walls of the room and not engaging with each other or an activity.

Images were used on resident room doors to identify do not resuscitate, Deprivation of Liberty Safeguards (DoLS) and End of Life.

### Essential services

The one resident that AR's engaged with felt well cared for in every respect. Staff told AR's that residents are able to access additional services such as the dentist and opticians who visited the home and the GP was called when needed. The resident told the AR that they were able to access the GP right away and staff will call the chiropodist when needed.

Residents care plans were reviewed monthly on the computer as staff found this easier. The home was signed up to red bags which they found to be a brilliant scheme.

### Access

Staff told AR's that every residents care plan is person centred. Staff explained that families take residents to church and the Asian temple come into the home to engage with residents, school choirs had also been in to sing to the residents. Staff also told AR's that residents are provided with their own rooms and a comfortable environment and that their "sexuality preferences" are also included in their care plan.

**"All staff treat me with care and respect"**

*This was the last section of questions completed with the member of staff.*

## Safe, dignified and quality services

“For me this is my home...they made me welcome from day one”

### Information

The resident told AR's that there was a choice of two menus but if they wanted something instead staff would find it.

### Choice

The resident told AR's that they weren't able to choose the clothes they wear but said that; “I can say no and they know what I like”.

*This was the last section of questions completed with a resident.*

### Being listened to

### Being involved

## Recommendations:

We recommend that the home actively engages with external partners that seek to highlight good practice and identify areas of improvement.

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