



Warrington Local Involvement Network Visit Report

Location: Brampton Lodge Care Home and Day Centre, Appleton, Warrington

Provider: Care Concepts

Date of Visit: Wednesday March 23rd 2011

Involved in visit: LINK Member Bruce Read

LINK Manager Elaine Packer

Person met with: Belinda Marsh

Position /Role: Home Manager

Brampton Lodge Care Home and Day Centre first residents/ service user admissions was one year ago.

The building and grounds are predominantly south facing. The building smelt very fresh with the slight exception of the hallway occupied by the severely mentally impaired where there was a faint smell of stale urine.

The grounds were in a good state of repair unfortunately none of the clients were utilising these facilities. We were told that this was because they had just been out for a walk.

It was difficult to speak to the majority of the residents because of their mental state. However we did have the opportunity to speak to some family members present.

The four identical wings make life easier for staff; if they are transferred from one to another they would have a good idea of the geographical layout of their new environment.

We were impressed by the general friendly attitude of staff together with the cleanliness of the rooms, toilets and bathrooms.

The 'reminiscence room' we felt maybe was an unnecessary feature and perhaps better used as a men's room where male clients could gather, although the male sex is not noted for its chatty nature they may appreciate an area where they can just be together.

Care Home

The Care is provided in three suites:

Providing care to 30 people with dementia who have residential or nursing needs.

Providing care to 15 people with general nursing needs.

Providing care and support to 14 people who are having their needs assessed through intermediate care.

Day Centre

Provides support for up to 20 people, Monday to Saturday 9am to 5.30pm.

Environment/Accommodation

The Care Home manager was more than helpful, sharing her time to answer questions and also escorting us around throughout the visit.



Suite providing residential / nursing care to 30 people with dementia.

The environment was Clean and warm. The lounge area was very well furnished and there was a small kitchen facility area, seating was very comfortable and there was a television. The resident's rooms were spacious and well furnished all with ensuite toilet, wet room facilities and a nurse call. There was the facility of an assisted bathroom.

There was a mat alarm system to help alleviate resident falling. This was in use for a resident who had bed rails but climbs out of bed. All residents were fully dressed and none were wandering.

All the residents had dementia with high levels of confusion. The atmosphere was very quiet.

There were 2 members of staff in the lounge area who didn't appear to interact with residents fully, they stood quietly together. One lady who had a visitor present seemed slightly agitated then stood up, the visitor held her with both hands; the staff present did not go over or ask if everything was alright. The daughter of a gentleman resident shared her concerns around staff and staffing levels "there isn't enough staff on duty, my dad has had a lot of falls in here, myself and other family members spend alot of time here particularly at night, as staffing levels are not good."

Another visitor who was with her husband shared "there just isn't enough trained staff here; all these people need so much care."

On sharing this information with Belinda (care manager) she informed us that the expectation from family members is that of one to one nursing levels of care which unfortunately is unrealistic and also unachievable with current funding levels. The daughter of the gentleman had made repeated requests to NHS Warrington for them to fund one to one care for her dad whilst in Brampton Lodge.

Suite providing general nursing needs care to 15 people

The environment was clean, warm and welcoming. The lounge area was very well furnished and there was a small kitchen facility area, seating was very comfortable and there was a television. The resident's rooms were spacious and well furnished all with en suite toilet and wet room facilities and a nurse call. Residents had decorated their rooms with their own belongings. There was the facility of an assisted bathroom.

On arrival there were 3 staff members in the lounge area chatting and laughing with residents, there was a real homely atmosphere. The staff appeared very caring and motivated in providing the best possible care.

One lady invited us into her bedroom and shared with us her DVD collection she was clearly confused but very happy.

Suite providing intermediate care/support to 14 people

There was a central area before going on to the designated intermediate care suite with sofas, coffee and tea facilities will be available shortly.

The environment was clean, warm and welcoming. The lounge area was very well furnished, there was a small kitchen facility area and seating was very comfortable. There was a television, which was loud, which possibly could be troublesome, as there was no other lounge residents would need to go to their own rooms if they didn't like the television. The resident's rooms were



spacious and well furnished all with ensuite toilet, wet room facilities and a nurse call. There was the facility of an assisted bathroom.

The staff appeared very caring and motivated in providing the best possible care, interacting with the residents and visitors whilst we were there. Afternoon tea was being served to the clients and their visitors.

An elderly lady who had been in intermediate care facility for 3 weeks was very positive about her stay "I can't praise staff enough it's lovely in here". Her daughter and son in law whom were visiting spoke very highly of the environment and the care mum had had over the past 3 weeks. "Staff have been so supportive and the care my mum gets is second to none".

Another lady who had only been admitted the day before was very happy. Her daughter said "I am delighted with the difference in my mum today. Mum's only been here 1 night and a day, her hair has been done she looks lovely, and today she is so much brighter and looks like her normal self again, chatting away to me and talking about when she gets home. I will be able to go home not worrying as the past weeks whilst she has been in hospital I have not relaxed and not stopped worrying about her thinking she will never be back to the mum I know."

Day Care Facility providing care to up to 20 people whom live in the community with dementia care needs

The environment was clean, warm and welcoming. The facility was very well furnished, seating was very comfortable, and there was a television. There was a nice accessible garden for the service user's use.

On arrival in the unit service users had just returned from a walk with staff, there was a nice atmosphere a great deal of chatter between staff and service users. There was a number of service users around a large table who were doing craft work (painting), a gentleman told us "the staff are lovely, I love it here."

Recommendations

- More staff on dementia care unit, more staff interaction.
- A lounge/ quiet room on the intermediate care unit
- Possible re use of reminiscence room

Belinda Marsh appeared to be a very caring manager knowing all her patients well.

We would like to thank Belinda Marsh for her time and commitment to an excellent information sharing visit.

Elaine Packer - Warrington LINK Manager
Dr Bruce Read - Core Group Member