

Broughton House Residential Home



Have your say



Enter and View Report, March 2025

Introduction

What is an Enter and View visit?

Healthwatch Liverpool has powers to carry out what we describe as 'Enter and View' visits. These are visits to health and social care settings which help us in our role as the independent local champion for health and social care. Enter and View visits are carried out by small teams of trained members of our staff and volunteers to observe a health and social care service at work, for example at a GP practice, a care home, or a hospital. We only visit services that are publicly funded, e.g. through the NHS or via local authorities.

What happens during an Enter and View visit?

During an Enter and View visit we talk to people using the service, whether patients or residents, and to friends and relatives where appropriate. We also speak to staff to find out where they think the service is working well, and where it could be improved. We also observe the service. We write up our observations and the feedback we receive and publish it as a report. Our report is sent to the provider of the service, as well as to regulators such as the Care Quality Commission (CQC), the local authority, and NHS commissioners when appropriate.

If there are recommendations in the report, the service provider is asked for a response, which we later publish online alongside the Enter and View report.

Our visits give us a 'snapshot' of a service. We are always grateful for feedback from residents, relatives and other visitors to be able to get a fuller picture. You can leave feedback via telephone on 0300 77 77 007, or email engagement@healthwatchliverpool.co.uk. Alternatively, you can contact us via: www.healthwatchliverpool.co.uk/have-your-say

Details of the Enter and View Visit:

Name of the service visited: Broughton House Residential Home

Address: 37-39 Ashfield Road, Liverpool, Merseyside, L17 0BY

The Date of the Enter and View Visit: Monday the 10th of March 10:00-12:00

The members of the Healthwatch Enter and View Team that undertook the visit were:

- Terry Ferguson, Engagement and Project Officer
- Sarah Thwaites, Chief Executive Officer

This was an announced visit.

We would like to thank Broughton House Residential Home staff and residents for facilitating the visit and for taking the time to talk to us.

Why did we carry out this visit?

Enter and view visits can take place for a variety of reasons, for example to find out more about a particular service, or in response to public feedback.

The Enter and View visit to Broughton House Residential Home was to learn more about the service, and to find out from observations and speaking with people where the service appeared to be doing especially well, in addition to finding out if any improvements could be made. The visit was not in response to any prior feedback or concerns identified relating to the quality of this service.

Safeguarding

Healthwatch Liverpool 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 safeguarding policies, and the

There were no safeguarding concerns identified during this enter and view visit.

About the Service

Background

Broughton House Residential Home is a residential care home. It has a 30-bed capacity of which 29 were occupied during our visit with the remaining room undergoing refurbishment. Management advises they do not charge top-up fees and they charge the same fees to privately funded residents as to council funded residents.

Broughton House is a listed building with two buildings being joined together creating an unusual layout. Management advised that making building alterations is difficult due to planning regulations. ***"Some areas are more accessible so we keep the top floor for more mobile residents"***. Management discussed that residents on the top floor had to be able to evacuate in the case of a fire. There is a lift in the care home.

The care home has been owned and supported by Mike Pownall since 1997. Management advises that he is on site nearly every day and is very hands-on with maintenance and also knows the residents really well and they know him too.

Feedback from staff member about owner ***"If anything needs doing it gets done"***

We were greeted by staff who checked our credentials and asked us to sign the visitors' book.

Discussion with the manager

We met with the manager Sharon Randles and the deputy manager Linda. Sharon has 28 years' experience within the care industry and Linda has been the deputy manager at Broughton House for 15 years.

Management advised that Broughton House provides mostly residential care. They have had a resident who is bedbound and they supported them to remain at the home as they feel it was the best place for them. ***"This is their home, and we can bring in district nurses if needed"***

Management discussed how some families they know have had to ring care homes all over the city asking if they had space for their loved ones. They told us how they often have calls and people knocking on the door asking if there is any space for their loved ones.

"Families don't get the help they need from the social care team in finding care homes. It has to be the right home"

Staffing

Management advised that there are 18 staff members with many being long-serving staff at the care home. The home has a long-standing management team: the manager Sharon has been in post for over 20 years and Linda has

been the deputy manager for 15 years. The in-house chef has 16 years of experience, and they have care staff that have worked at Broughton for 22 years.

Management advises they have not used agency staff in over 2 years and feel that there is *"A continuity of care where we know the residents and their different levels of needs"*.

Residents

Management advised that they fill out pre-assessment forms with new residents which includes feedback from the residents, families and friends if possible as well as information from medical records. Information that is collected includes what is important to them and who is important to them.

The manager advised that they have a resident who is generally non-verbal but does like to sing in their native language. They are trying to source a songbook for them to see if they can read it.

They are also trying to assist with a person who wants to relocate to their home country of birth for their retirement but are hitting some roadblocks.

Management says that residents have a choice in the decor of their rooms and have input in how shared areas are decorated. Staff described how residents picked the theme for the dining room and had picked out past uniform designs.

Management discussed a resident who was worried about being accepted but that they said that they had never felt as settled and secure as they do at the care home.

Management advised that clothes are labeled, and residents have their own baskets to prevent clothes being mixed up. Staff said that they have in the past bought clothes for residents when they have arrived without much. Residents' glasses and dentures are also labeled, and management says staff are trained to make sure residents are wearing their glasses and dentures.

Visiting the care home

Management says that there are not strict rules on visiting but during lockdown they did notice a reduction in transmitted illnesses such as flu and now ask that relatives ring before attending. Management says that relatives are fine with this as they understand the reasoning. There are also signs advising not to visit if unwell.

"We don't have a lot of visitors come in unannounced we ask them to give us a ring as it helps to prevent outbreaks. Families tend to visit in the main room or in the residents' bedrooms"

The care home also has an external visiting annex built onto the 'visiting lounge' that was constructed for COVID visitation but has come in handy and so remains if needed.

GP, Pharmacy and Dental

Residents at Broughton House are registered with The Ash Surgery and staff say they have *"A brilliant rapport with them and the GP even visited to drop off*

wedding gifts for staff". They had praise for Dr Wilkinson and Dr Johnson and the weekly MDT sessions as "everyone follows through with the MDT's".

Pharmacy services are provided by Rite Care and are described as positive with no problems, and they are always at the end of the phone when needed.

The dental service provided by Shiel Road Dental is unfortunately on hold as the dentist is on long-term sick leave, but they are described as doing a brilliant job.

Management says they have a good relationship with the Medication Management Team and have no problems there.

Immedicare

Management reported mixed experiences with Immedicare describing how it initially focused on out-of-hours and weekend times but is now being used for what management feel is routine work and slowing the process down. This is a concern that has been raised in other care homes we have attended.

They discussed an example of a resident who is normally fully lucid displaying unusual, confused behaviour and suspecting it was due to a UTI and knowing that if a matron could have visited and started them on antibiotics it could have saved the resident a lot of distress

"It's good with certain things but not others. We get onto telemeds and we would not contact unless we were concerned. We know our residents. They will ask us to push fluids for 4 hours and we tell them we have done that, and they just say to do it again. It's like they are not listening to what we are saying. If they would listen to what people are saying to them. After all this the Community Matron then comes out and confirms the water infection. It was much better when it (Immedicare) was brought out initially".

Staff have advised that they also having to certify deaths, and they do not feel the support offered is adequate. Some of the residents that they have needed to certify deaths for lived at the home for over 15 years before they passed and were like family to staff.

"We are having to do death certification on video holding a laptop screen up to the person. We have looked after our people for 16 years and they are part of our family. We are on a laptop shining a torch in their eyes with tears rolling down our faces"

We have had not mental health support from Immedicare the only support we have had is from the GP (The Ash Surgery)"

The manager advised how they have paused admissions for a week or two after losing residents to allow both staff and residents time to process their loss.

"You have to think of staff and residents and take the time to grieve".

Management discussed how, even though they are a residential care home they support residents to stay in the home at the end of their lives because it is their home. They reorganize shifts and work with partners to give the resident what they need,

"We won't let anyone go on their own. We will be there when someone dies".

Hospitals and Trusts

Management advised they have not had many recent admissions to hospitals, but they have concerns with ambulance times. *"We can wait 10 hours with suspected strokes outside the time".* They also advised that *"discharges are nightmare with people sitting in ambulance bays for hours".*

Management advised that they no longer accept admissions after 4pm due to the risks and lack of support available. They no longer accept admissions on a Friday or emergency admissions either as they have had bad experiences in the past such as having a person discharged to the home at 2am which was stressful for staff and the resident.

"We get calls from the council asking why we haven't admitted a person, but the home wasn't appropriate for them. It has to be right for the person, the home and the residents. You have to think about the person, some of our rooms have steps."

They discussed a recent new admission who they said arrived missing half their medications as the hospital had left the medication on the patient's bed and that the hospital had to send a receptionist to the care home to bring the correct medication. Fixing this mistake involved staff from the care home calling the hospital for two hours with some phone hang ups at the hospital end.

"They don't think about the person and how it affects them. I get so frustrated. No one listens to us"

They also said that they had previously been sent incorrect medications for residents and had issues where the hospital assumed they had medication at the care home when they did not and they had not been asked.

"I don't know why they don't just pick up the phone and check".

Management discussed the delays in getting through to staff at hospitals to fix mistakes.

"We are still having to go through the switchboard, and it can take 2 hours and sometimes they just put the phone down"

Management described a recent positive experience at the Liverpool Women's Hospital where they were able to support a resident who had a traumatic past and it meant that the resident woke up to see a familiar face.

"They were absolutely brilliant in the Women's and let me stay with her [a resident] during the operation."

Staff also had praise for Moss House Community Mental Health Centre.

Covid Pandemic experience

During the pandemic the home had 'locked down' with a team of staff who did not have to be at home with their own families remaining on site, living in. This was in order to keep the residents safe. They described it as being part of their family approach – protecting the residents as they would their own family. They were very proud that they had no cases of covid in the home for the first 18 months of the pandemic and no deaths due to it. The first case they had was a

resident who went to stay with family for Christmas and tested positive after their return.

During the pandemic they facilitated zoom and telephone calls, had letters with photos and a newsletter to keep families up to date. They also had a booth fitted to allow safe visiting. They kept the routine as normal as possible. Staff wore uniforms during work time and their own clothes the rest of the time. They say the camaraderie was great and that they had chocolates, drinks, cards, pizzas and takeaway food delivered, including by the family of a former resident. Local people clapped for them on Thursdays.

Food

Management advises that they have four weekly menus and have takeaway nights as well which both residents and staff enjoy.

The menu includes choices of main meals and smaller options such as ham sandwiches. Management advises that the chef often speaks to residents to ask if there are any changes to be made to the menu. Management says that staff also go around with tea and biscuits and snacks for residents.

They have some residents on a softer pureed diet and have to watch them carefully when they eat to prevent choking.

Activities

At the time of our visit Broughton House did not have a dedicated activities coordinator. Management advised that in the past residents were not always keen on the activities that were provided and did not engage much.

Management says that activities still take place, and they include visiting the local carvery, keeping fit sessions twice a week, bingo, shopping and they have a singer that visits monthly. They also have a lay minister from the local church who visits to say prayers with residents and has been doing so for 30 years.

The local Toby Carvery restaurant in Aigburth was praised by staff, especially Sharon, that works there as she arranges a private area for residents to enjoy their food. This enables residents to enjoy their food without any feeling of being watched. We have also received positive feedback about this restaurant from other care homes, and they seem to be supporting many local care homes.

“Sharon looks after us and gives us a more private area which helps residents”.

Management advises they have activity stations for individual activities such as crosswords and wordsearches and they get a selection of newspapers every day. We did see a resident completing a word search while we were there.

The home had recently celebrated a resident's big birthday with a family style party. The birthday resident delighted in telling us about this and we saw photos of many residents from the day enjoying the party. They celebrate events such as Christmas and New Year's Eve as well as celebrating events from other cultures for residents.

The care home does not have its own dedicated transport and relies on taxis to help people get around.

Management advised that the home has a very placid cat who likes to sit with residents. During our visit we saw the cat and how a resident enjoyed their company.

Management advised they have two residents that smoke, and they use the garden outside the kitchen to smoke and are supported by staff to do so.

Staff feedback

We spoke with the cook who started working at the care home at 16, left to have children and then came back to work. *"We know the residents. I worked in another larger home for a while but I left to come back here. We are like a family. During the lockdown I had to be at home with my children and the other cook lived in. I started missing them all and called to see how they were. Good to come back. It all works here. It's a good team"*

Another staff member said *"It's a lovely home, old fashioned been there 10 years. Previously worked for a bigger company, happier here"*

Another staff member who has worked at the home over 10 years- *"I love it. I left a private BUPA home, I couldn't wait to leave there. This is a home not a 'Home'. It took me a long time to de-BUPA-ise. That was very uniform. This is the residents' home."*

"If anything, ever happened to my dad he would be in here. We love our residents. We have a lot who haven't got family. We go above and beyond for them."

"There isn't a high turnover of staff, one member of staff was the third generation in her family to work in the home and her mum still does"

We met another staff member who has been working in the home for 2 years and their mum also works at the home. They are currently studying for a Level 3 qualification whilst working. They advised they previously worked in another home, but it was much better here. *"If I'm struggling there is help"*

"It is very well run. The management is perfect. They know what they are doing and do it well. Communication is very good. I never see agency staff – I can learn better from experienced staff. Management is very supportive"

"The home has a "very family feel, residents feel like your own family, it's what you would want"

Observations

In the areas we saw of Broughton House it seemed like a welcoming and very well-maintained care home. All the areas of the care home we saw were clean to an excellent standard and there were no strong smells. All of the areas we saw were also decorated to a good standard and there were many individual touches to make the area feel homely. These include pictures of celebrities and royalty mixed in with pictures of residents on prominent display.

Staff keep pictures of previous residents who have passed in their younger days in the staff room. They said that it helps in remembering them and also that they had rich interesting lives before they knew them at the care home.

The care home is set across two listed buildings that have been combined and for that reason some areas can be confusing to navigate with steps in odd places. During our discussions with staff, they advised that they recognise the challenges the building layout presents and allocate rooms to residents according to mobility.

Observations of the building and facilities

Main visiting Lounge

The room is spacious and pleasantly decorated. There are large windows and an annex looking onto the outside letting in lots of light. There are pictures of famous people, and the flooring looked in good condition.

Residents' lounges

Both rooms were again very large with comfortable seating set around the walls. There were multiple large windows letting in a lot of light with a great view of the well-maintained gardens outside. There was a large TV on for residents to watch and multiple personalised items of decoration around the home.

Hallways

The handrails contrasted against the light walls and felt in good condition. There was one mirror that had a small crack in it but was high up and did not look dangerous. There were posters for donning and doffing of PPE and multiple stations that seemed full. All the hand gel dispensers we tried were full.

Dining room

The dining room was bright and open, and staff advised that residents had been involved in picking the decorations for this room.

Shared Bathroom

The shared bathroom we saw was a large wet room shower room that was tiled and looked in excellent condition. It was spacious, bright and smelled pleasant.

Gardens

The care home and has an open front garden area as well as a rear enclosed garden available to residents.

Feedback from residents, relatives, and staff.

Healthwatch spoke with 7 residents, 2 family members and 7 members of staff.



“All in all, I couldn't ask for a better home”

Resident A



“It's very good I've been here (a few months). I have found it better all round (than last care home). I have a special bed that lifts up. The food is okay, and seconds are available if you want anything.

(We asked about activities) I'm (age) now so can't do many anyhow”
(talking about the park) “it's nice to get over”

Resident B

“I'm alright” “Food is excellent”

Resident C

“I like living here it's a good crowd. The food is good, and you can say if you don't like it. You can go out as well, we are having a party for the races. I like my bedroom, and I can decorate it.”

Resident D

"I like to watch the football here it's good fun."

Resident E

"Staff are very nice; I can't fault them. The food is lovely; they keep us well fed. I do keep fit in my chair once a week. I like that"

Resident F

The resident spoke about having had a breakdown at their own home and couldn't cope there.

"They look after me so well. They make me feel safe"

They also talked about having a milestone birthday party in the home. Staff brought M&S food and arranged for a singer. "It was wonderful. The party was wonderful; we danced and shook our hips"

The home received a letter of thanks from their family for the party saying how much it meant. Another resident joined to say how wonderful the party had been.

"I love them all and they love me. They are very caring all of them, whether night or day"

"The food is very good. They have two chefs on site"

Resident F

"Mum is happy, as much as she ever is. She had moved from another home which closed with 2 weeks' notice. I can walk away after a visit and know that she is ok and that they will call me if not"

Family member

Feedback from online care home survey

"The care at Broughton House is excellent. The staff are kind and patient with my mum and she is very well cared for".

"I would like to see some more activities for the residents."

Survey A

"Staff can't do enough for my Mum nothing is too much trouble, Really enjoys the food and the company."

"She is very happy and really settled, it is a big weight off our shoulders to know she is being cared for so well"

Survey B

"Always a warm, welcoming environment. A happy home who genuinely care for their residents."

Survey C

"The home is very comfortable, the meals are to my liking and I get plenty of choice and variety. The staff are very kind and caring."

Survey D

"Overall, I am very happy and safe living at Broughton House the staff are all very kind."

Survey E

Summary and recommendations

Summary

Overall, we observed during our two-hour Enter and View visit to Broughton House that it seems to be a care home that is well run and functioning effectively. The areas of the care home we saw looked clean, well decorated and maintained with no strong odours.

The staff that we spoke to seemed happy in their jobs and supported by the training on offer. All the interactions we saw between staff and residents seemed appropriate and staff were skilled in communicating with residents and clearly knew them well.

Residents seemed well cared, appropriately dressed and comfortable in their home. We spoke to two family members whilst at the home who seemed positive about their experiences at the care home and that their family is happy and safe at Broughton house. Survey responses were equally positive.

Recommendations

We make the following recommendations for Broughton House Residential Home.

- We did receive one piece of feedback suggesting that there could be more activities for residents. It may be good to speak to family and residents about their thoughts on the activities on offer.

Positives and good practice

We found during our visit to Broughton House Residential Home examples of positives and good practice which included but were not limited to:

- The environment that we saw seemed in excellent condition and was well maintained. This is even more impressive considering that it is a combination of two listed buildings combined. Clearly a lot of effort has gone into making Broughton House a home and not a clinical atmosphere and this really shows.
- The location of the care home near Sefton Park should provide plenty of opportunity for residents to access green spaces on their doorstep.
- There appears to be an excellent working relationship with the care home and their GP practice The Ash Surgery which will be of great benefit to residents and is a credit to staff at both the GP practice and the care home.

Response from Broughton House

We shared our report and recommendations to the manager at Broughton House who responded promptly and were happy for us to publish the report. We thank management and staff at Broughton House for engaging with the Enter and View process.

Appendix

Healthwatch Liverpool – Powers to Enter and View Services

Healthwatch Liverpool was established under the Health and Social Care Act 2012 and came into being in April 2013. We work to give local residents a stronger voice to influence and challenge how health and social care services are provided.

We enable people to share their views and concerns about local health and social care services, helping build a picture of where services are doing well, and where they can be improved. Enter and View visits are undertaken in accordance with the remit of Healthwatch Liverpool, and assist us in carrying out our statutory functions under the Health and Social Care Act 2012.

Enter and View visits are not designed to be full inspections, audits or an investigation of the service, rather they are an opportunity for us to get a better understanding of the service by seeing it in action and by talking to staff and service users.

We aim to identify and share good practice wherever possible. However, if during a visit we identify any aspects of a service that it has serious concerns about, then these concerns are referred to the appropriate regulator or commissioners of the service for investigation or rectification.

Any safeguarding issues identified will be referred to the Local Authority for investigation. Addressing issues of a less serious nature may be done directly with the service provider.

For more information about Healthwatch Liverpool, please visit our website www.healthwatchliverpool.co.uk or contact us using the details at the end of this report.



healthwatch

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