

## ROTA VISIT REPORT BY MEMBERS

*Visits are undertaken to monitor the effectiveness and efficiency of the service provided and the general environment of the premises.*

<b>Visit to:</b>	Thamesbrook Nursing Home		
<b>By:</b>	Cllrs Buckmaster and Holt		
<b>Date of visit:</b>	9.3.06	<b>Time of visit:</b>	11.00am
<b>Is this</b>			
<b>a) a directly managed Council service</b>	Yes		
<b>or</b>			
<b>b) an independent sector service</b>	<input type="checkbox"/>		
<b>Who did you meet?</b>	Peter Donkin - Manager		
<b>How many users were there?</b>	56		
<b>Client group (e.g. Older People):</b>	Older persons in severe need of care, who are unable to be supported in their home		

**What services were being provided for users?**

Complete care in a Home environment. 31 are long-term nursing dependent, 20 have varying degrees of dementia – some severe – with 5 short-term rehabilitation beds.

**What were your impressions about the care given to users by staff?**

(eg. courtesy shown to clients, adequate staff, quality of food, activities provided, etc)

These patients require considerable care and are very dependent. On our visit there appeared to be adequate staff and we saw no one calling for attention and not receiving it. The staff we met were kind and considerate. We saw the 4-week menus, which gave patients a good choice for the main meal.

Outside the main lounges for each group of patients (the Home is broken up into small units which gave a more friendly feel than having one institutional lounge for all capable of reaching it) there was a list of activities for each group, which appeared to give a different activity or stimulation for each morning and afternoon.

**What did you consider were the overall strengths of the service?**

In an environment where staff turnover can often be high it was encouraging that the manager had been there for 10 years and his deputy for 6 years. Well-known faces and continuity is important for dependent patients. The manager is strength.

The Home appeared to be well laid out with a good sense of space. The greatest strength is that there is a waiting list for the Home, with people outside RBKC being turned away, as well as those willing to pay. This is in stark contrast with some other homes and says more about the Home than any report on a brief visit can.

Cllr Buckmaster had spoken to one elderly person who had recently been in the Home for short-term rehabilitation and she was very sorry to leave it and to return to her flat. That is the reputation of Thamesbrook.

**What, if any, improvements might be made to services or facilities?**

A recent inspection reported that there were no major physical improvements needed, which gives great credit to the programme of constant maintenance and to the original design and implementation.

We were told that the life of some patients might be improved if there were more volunteers or befrienders, who could take some patients out, or be available to talk and chat to those who could not go out.

Fighting loneliness must be a problem for some, no matter how caring the staff.

**Other Comments?**

It was many years since Cllr Buckmaster had visited Thamesbrook and its emphasis has changed, with far more seriously dependent patients living there than he remembered. The demand for places indicates that there is a demand for residential and nursing care in a home where the service is good.

**Response by Centre Manager (where applicable)**

The staff team were very appreciative of the visit made by Council Members and the support and encouragement that was shown during that time.

**Officer Comments**

Thamesbrook has a very good reputation and continues to receive very good both internal and external inspection reports.

Although there is a rolling programme to get volunteers and befrienders to visit residents at Thamesbrook it continues to be difficult to get people who are willing to undertake such visits.

