

Enter and View Report
167 Lodge Hill



January 2024

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About Healthwatch Greenwich

We are the independent consumer champion for health and social care in the Royal Borough of Greenwich:

- We listen to people, especially the most vulnerable, to understand their experiences and what matters most to them;
- We gather service users' experiences through surveys, focus groups and face-to-face discussions;
- We act by carrying out Enter and View visits to talk to patients, services users, carers and staff;
- We empower and inform people to get the most from their health and social care services and encourage other organisations to do the same;
- We influence those who have the power to change services so that they better meet people's needs, now and into the future.

Executive summary and recommendations

Located in a beautiful but isolated part of the borough, 167 Lodge Hill is a six-bedroom purpose built care home for individuals with learning disabilities. At the time of our visit, the home was operating at full capacity.

Although clean, furnishings throughout the home are dated. Bedrooms are not ensuite and all residents share communal bathrooms. In addition, a lack of storage space has created a build-up of clutter.

Limited public transport opportunities make it hard to take residents out beyond walking distance and limits access to activities.

During our visit, the atmosphere was warm and homely with residents interacting comfortably with staff and each other. Feedback from family we spoke to expressed satisfaction with the care provided.

Recommendations

- 1. Remove cleaning materials from communal spaces and place them in secure storage area.**
- 2. Provide information on how to share feedback and/or how to escalate complaints to the provider (RBG) of the service.**
- 3. Create access to a wider range of activities for residents.**
- 4. Organise and declutter the dietary notice board in the kitchen.**
- 5. Establish a regular method for group communication and feedback with families, such as a newsletter and group meetings.**


Acknowledgements and key details






Healthwatch Greenwich would like to thank the service provider, residents , and staff for their contribution to the Enter and View programme.

Name and address of premises visited	167 Lodge Hill, London, SE2 0AS
Service Provider	London Borough of Greenwich
Care Home Manager	Rita Fitton
Date	4 th of January
Healthwatch Greenwich Authorised Representatives	Kiki Bourcha Chandan Kumar Mandal
Admission Information	Care Home for adults with learning disabilities
Number of beds	6 beds
Staffing levels	4 carers per shift (morning and evening) and one carer during the night.
At our visit	We observed the care and interaction between staff and 6 residents. We communicated with 1 resident and 2 staff members including the home manager. We received feedback from one family.

CQC Inspection

The Care Quality Commission (CQC) last reviewed 167 Lodge Hill¹ in July 2023. The home was given an overall rating of good with 'requires improvement' in the safe domain.

Latest review: 6 July 2023 

Safe	<u>Requires improvement</u> 
Effective	<u>Good</u> 
Caring	<u>Good</u> 
Responsive	<u>Good</u> 
Well-led	<u>Good</u> 

Introduction

Enter and View visits

Healthwatch has the legal power to visit health and social care services and see them in action². Enter & View is not an inspection; we do not look at care plans, medicines management, or clinical issues – this is the role of the Care Quality Commission (CQC). Our role is to offer a lay perspective. We speak to guests, families, and carers, to find out their views and experience of the service. Our focus is on whether a service works for the people using it. Our authorised representatives, responsible for carrying out these visits, are DBS checked and have received training on how to conduct an Enter and View visit. The list of our authorised representatives can be found on our website: [Our Staff | Healthwatch Greenwich](#).

¹ [167 Lodge Hill - Care Quality Commission \(cqc.org.uk\)](#)

² Enter and the view is a statutory duty of Healthwatch, mandated by the Health and Social Care Act 2012

Purpose of our visit

We're carrying out a series of visits to learning disability care homes, supported living, and respite facilities in Greenwich to understand the quality of life, and views of those using the service and the experience and perceptions of relatives and carers.

Method

Our visit was unannounced. We contacted the care home manager to let them know we would be visiting but did not give a specific date and time. Two authorised representatives visited the 167 Lodge Hill Care Home on the 4th of January .We spoke to residents, relatives, and staff. We also observed interactions between staff and residents. After, the Enter and View visit, our report was shared with the care home. Their response to our findings and recommendations are published as part of this report.

Findings

External Environment

Location

The care home is in a beautiful but quiet spot. Residents go for daily walks with staff in the park. The home is on a hill with only one bus stop 10 minutes away, making access without a car very difficult. The care home has a well-kept garden that residents can enjoy, including parties n the summer.



Internal Environment

Reception

The care home has a small reception area with a visitor's book in use. There are pictures of the staff on a notice board with their names and roles. Information about the residents hobbies, likes and dislikes and personalities is also displayed on the notice board.

A book for visitors to share feedback is available. However, we did not find any information on how to share feedback or escalate complaints to the provider, RBG. Interestingly information is provided on how to escalate a complaint directly to the CQC without trying to resolve the issue with the provider (RBG).

Next to the front door, we noticed cleaning supplies, a potential risk hazard that gives a poor impression of the home.



Recommendation: Remove cleaning materials from communal spaces and place them in secure storage area.

Recommendation: Provide information on how to share feedback and/or how to escalate complaints to the provider (RBG) of the service.

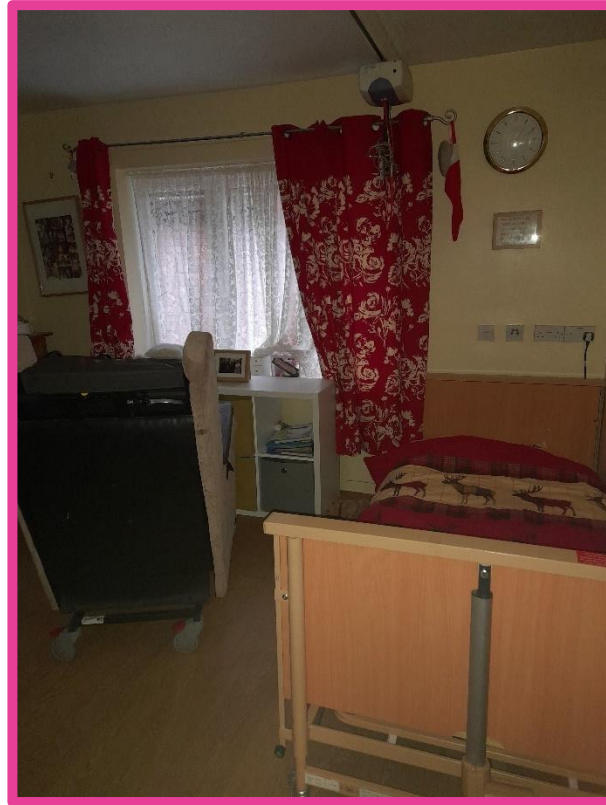
Access and Mobility

The front door has a secure lock. The hallways are kept clean, neat, and are wide, making it easy for people using walking frames or wheelchairs to move around. All the bedrooms communal bathrooms have hoist and are adapted to accommodate residents with restricted mobility.



Residents rooms

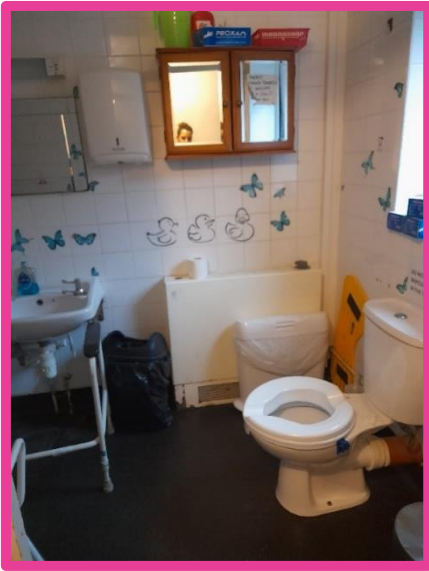
The bedrooms are clean but small with dated furnishings. Bedrooms are personalised with lots of photos and mementos.



Hygiene

At the time of our visit the care home was clean. Residents looked well-groomed in matching clothes. All residents are offered a wash every other day and a shower once a week. For those with aversion to hygiene, psychologists support staff to address these challenges .

The care home has a shortage of storage space. Bathrooms and laundry area are cluttered.

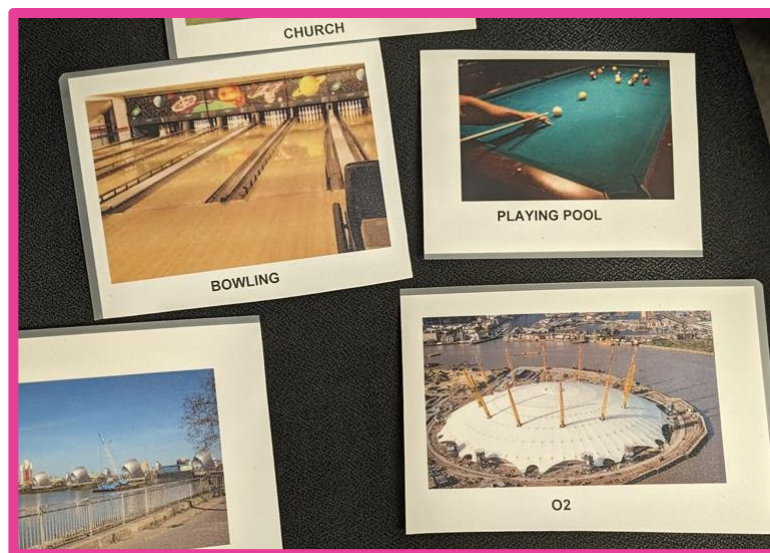
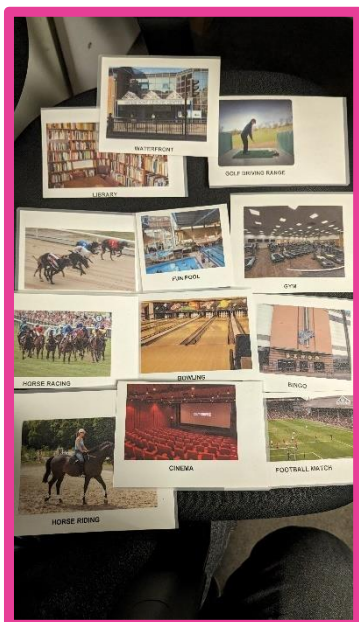
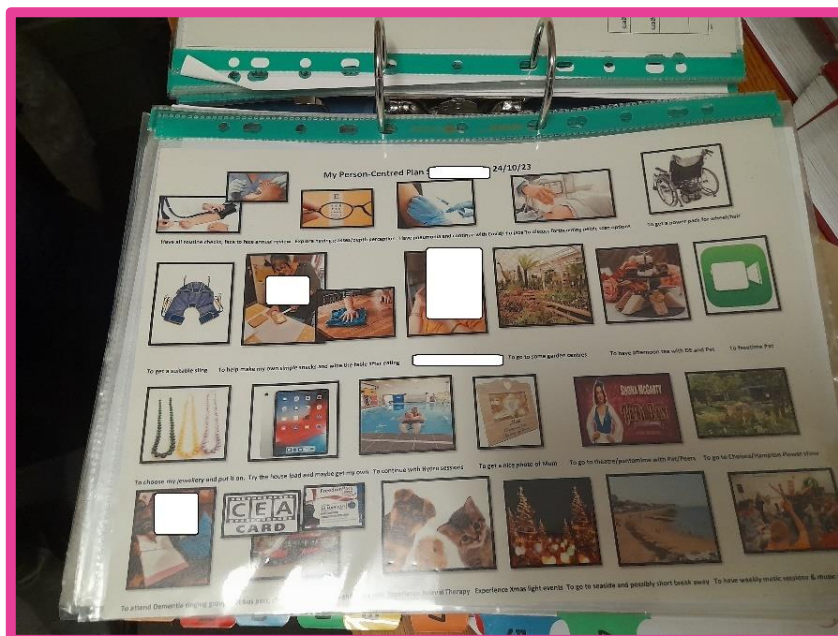


Activities

Each resident has a monthly meeting with their key worker to share their preferences and plans for the future. Key workers use visual tools such as pictures and YouTube videos to communicate with residents.

All residents go for daily walks to the nearby park. The care home's secluded location makes it difficult to take residents beyond walking distance. They have

a mini bus but currently no driver. The care home tries to accommodate residents' interests. One resident, attends church weekly, and two residents are members of a choir.

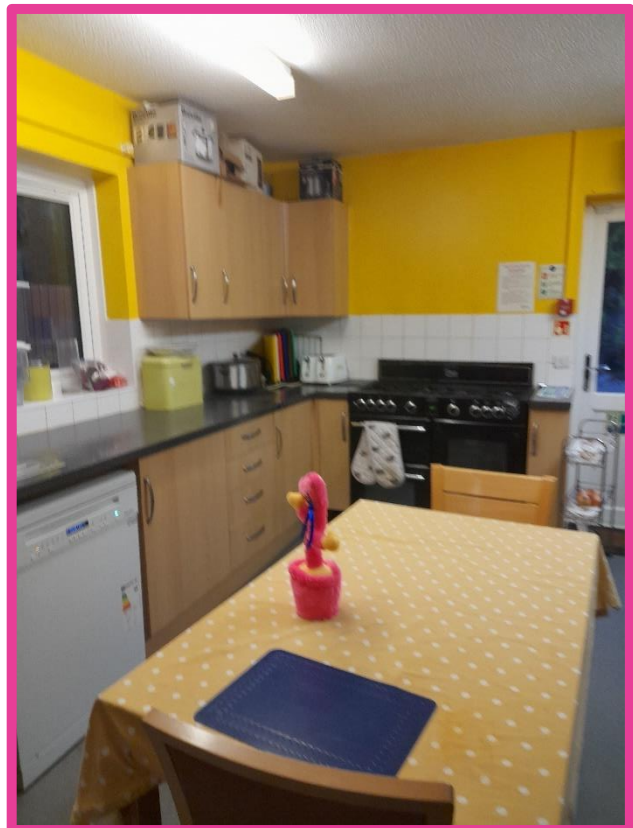
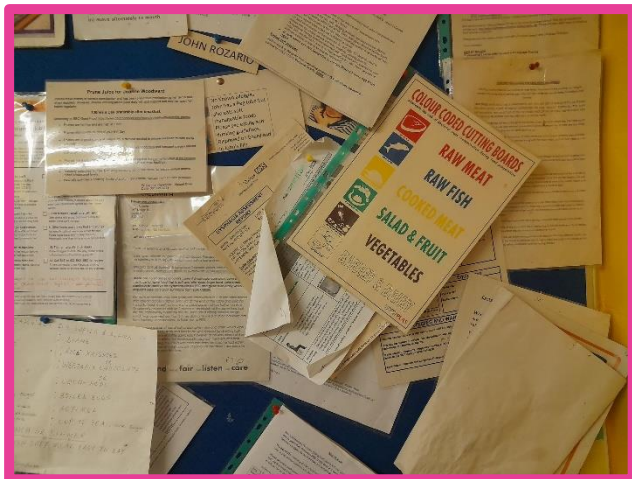


Recommendation: Create access to wider range of activities for residents.

Lounge and Dining

The care home features a spacious living room with an open-plan domestic kitchen, creating a warm and homely atmosphere. During our visit, all residents were engaged in activities in the living room, interacting with each other, enjoying music, or watching TV. Staff actively offered snacks and tea, making it feel more like a home than an assisted living facility.

Staff shop locally to give them flexibility with the menu. They utilise cards to encourage residents to share their preferences for the weekly menu. The care home is aware of the cultural needs of the residents and is inclusive with food options and celebrations. Information about residents' dietary needs is on a cluttered notice board in the kitchen. This requires extensive organisation and decluttering.



Recommendation: Organise and declutter the dietary notice board in the kitchen.

Communication:

The care home offers multiple opportunities to communicate with families on a weekly basis. Families are notified of significant changes on a resident's care plan.

The care home doesn't have group meetings for relatives or a newsletter to give them the opportunity to give feedback.

Recommendation: Establish a regular method for group communication and feedback with families, such as a newsletter or group meetings.




Response from Provider

Report & Recommendation Response Form

Report sent to:	(a) Rita Fitton (Care Home Manager) (b) Greenwich Council (provider)
Date sent:	<u>23/1/2024</u>
Title of Report:	Enter & View Report on 167 Lodge Hill, London, SE2 0AS
Response	If there is no response, please provide an explanation for this within the statutory 20 days (by 20th of February 2024). Please note: This form and its contents will be published by Healthwatch Greenwich.

Date of response provided	25.1.24
Healthwatch Greenwich Recommendations	<ol style="list-style-type: none"> 1. Remove cleaning materials from communal spaces and place them in secure storage area. 2. Provide information on how to share feedback and/or how to escalate complaints to the provider (RBG) of the service. 3. Create access to a wider range of activities for residents. 4. Organise and declutter the dietary notice board in the kitchen. 5. Establish a regular method for group communication and feedback with families, such as a newsletter and group meetings.
General response ³	<p>Overall, the report was pleasing and a true reflection of some of the positives; staff interactions with the service users, service users' individual health and well beings, personalised bedrooms and the not so positive; the dated furnishings, the lack of transport, lack of storage, the need for wider activities.</p> <p>There were some factual inaccuracies in that, most of the service users have showers daily, with just a couple of them having them twice weekly, however those individuals have a full bed wash every day. The report states that 'all residents are offered a wash every other day!'</p> <p>I was hoping that there would have been some more feedback from families incorporated into the report, as the</p>

³ Please expand boxes as needed for your response.

	<p>only reference is that ‘satisfaction was expressed’, I would have welcomed any comments that may have been made positive or not so positive.</p>
<p>Response to recommendation 1.</p>	<p>The container does not contain cleaning material, but a PVA glue that is used when supporting service users with crafting activities. The surface wipes are used to ensure areas around the home especially at the entrance point are kept clean and sanitised regularly.</p> 
<p>Response to recommendation 2.</p>	<p>Copies of the complaints procedure for both Royal Borough Greenwich (RBG) and Greenwich Living Options (GLO) have been copied and replaced at the front door. They sometimes fall down, when displayed in plastic pockets on the wall. A new accessible service compliment and complaint procedure is currently being drawn up and as soon as we have received it I will replace the existing copy and display and circulate the new version.</p> 
<p>Response to recommendation 3.</p>	<p>Issues around the transport for service users who require accessible transport are being investigated. Dial a ride scheme is also being looked into as an option for planned travel. Service users do access community activities and individual person-centred plans are assisting in ensuring activities experienced and offered are in line with individuals’ preferences.</p> <p>The service is going through post reorganisation recruitment and a driver/handyperson is one of the roles that is being recruited to, this will enable us to request their support for planned community trips.</p> <p>Options for additional in-house activities are also being explored.</p>
<p>Response to recommendation 4.</p>	<p>This has been completed as per the attached photo.</p> 

Response to recommendation 5.	<p>In relation to ‘establishing a regular method for group communication and feedback with families such as newsletter or group meetings’; this is being explored. As a whole service, we are reviewing the way feedback is obtained and are considering carers coffee mornings being available both in person or virtually and other ideas to obtain feedback more holistically.</p> <p>Individual keyworkers and sometimes the managers, do have direct communication with relatives about matters appertaining to their loved one on a regular basis and photos etc are sent showing individual involved in various activities/outings and community activities.</p> <p>Family members are invited to events such as the Christmas carols singalong, summer barbeques etc and now that the garden has been enhanced a little, we will be looking to hold more outside events as the weather warms up this year.</p>
Signed:	<i>Rita Fitton</i>
Name:	Rita Fitton
Position:	Operations Manager

Contact us

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Website: www.healthwatchgreenwich.co.uk Twitter: @HWGreenwich

If you require this report in an alternative format, please contact us at the address above.

We know that you want local services that work for you, your friends and your family. That's why we want you to share your experiences of using health and care services with us – both good and bad. We use your voice to encourage those who run services to act on what matters to you.

We are uniquely placed as a national network, with a local Healthwatch in every local authority area in England.

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