

Enter and View Report
169 Lodge Hill



January 2024

Contents

Executive summary and recommendations	2
Acknowledgements and key details	3
Findings	5
Response from Provider	12
Contact us	15

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

169 Lodge Hill is a two story, six bed, purpose-built care home for individuals with learning disabilities. The home is located in a peaceful and beautiful area. Currently, it has five residents, with plans for a sixth. Only one of the six bedrooms has a hoist limiting the number of wheelchair-using residents to one.

The care home's location is very secluded and impacts the variety of activities and amenities available for residents. The absence of transport and the lack of a van driver not only limits their activity options but also impacts their medical appointments.

The care home maintains a clean and inviting atmosphere but the dated furniture and cracked wall paint raise the need for refurbishing to further improve the overall living experience of the residents.

During our visit we observed staff engaging warmly with the residents. Staff and management use tools like flashcards and YouTube videos to ensure effective interaction and understanding. They have monthly tenant meetings that allow residents to share their wants and needs.

The families receive weekly updates via various methods and are welcome to visit when they want.

Recommendations

- 1. Consider installing secure locks on the main door for the safety and security of the residents.**
- 2. Create access to wider range of activities for guests.**
- 3. Develop strategies to overcome communication challenges with the community due to the care home's location.**
- 4. Establish a regular method for group communication and feedback with families, such as a newsletter or group meetings.**

Acknowledgements and key details

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

Name and address of premises visited	169 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 waking night staff and one sleeping in staff on Duty during the night.
At our visit	We observed the care and interaction between staff and 4 residents. We communicated with 1 resident and 4 staff members including the home manager. We received feedback from one family.

CQC Inspection


The Care Quality Commission (CQC) carried out a London Borough of Greenwich - 169 Lodge Hill¹ on the 13th of February 2020, and the last review was completed on the 6th of July 2023. The home was given an overall rating of good with required improvement in the management/well-led area.

¹ [London Borough of Greenwich - 169 Lodge Hill - Care Quality Commission \(cqc.org.uk\)](https://www.cqc.org.uk/publications/169-lodge-hill)


Overview

Latest inspection: 13 February 2020


Report published: 21 April 2020

Latest review: 6 July 2023 


Safe

Good 


Effective

Good 


Caring

Good 

Responsive

Good 

Well-led

Requires improvement 

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](#).

Purpose of our visit

Healthwatch Greenwich is carrying out a series of visits to learning disability care homes, supported living, and respite facilities in Greenwich to understand the

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

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 169 Lodge Hill Care Home on the 4th of January .We spoke to guests, relatives, and staff. We also observed interactions between staff and guests. 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

169 Lodge Hill care home is situated in a calm and peaceful area. Although the woods provide a chance for daily walks, the absence of transportation restricts activity options. This limitation sometimes affects medical appointments as finding a taxi service that caters to individuals with mobility issues can be challenging. The residents can visit the yard whenever they wish.

In the summer, the yard is used for barbecues and parties, and we've seen pictures from recent celebrations during our visit. However, the yard currently looks untidy as the result of the recent storm.

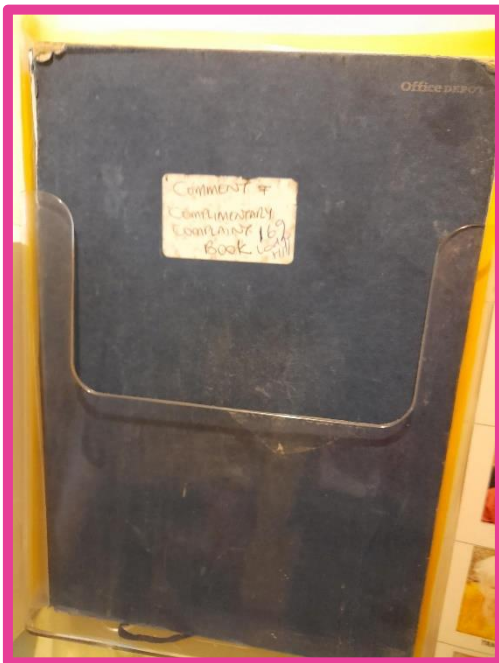


Internal Environment

Reception

The care home has a small reception area with a visitor's book in use. When we arrived, staff checked our badges and asked the reason of our visit. There is a notice board with pictures and names of staff, info about guests, and a book complaints and compliments with a last entry of December 2023.

Recommendation: Consider installing secure locks on the main door to enhance the safety and security of the residents.



6/10/23
Sm home book was documented, a compliment
from son's family. Jumoxx

13/11/23 - "Sm family documented in his book
for a compliment for Staff in 169 hedge for doing
great work/job" Jumoxx

Access and Mobility

The main and communal doors lack secure locks, but they provide residents with unrestricted access to all areas of the house. All corridors are well-maintained, tidy, and spacious enough for walking frames and wheelchairs. To minimize the risk of injury from residents who self-harm, the corridor walls are fitted with soft tiles for added safety. The care home doesn't have a lift.



Residents rooms

The bedrooms for residents are cozy, personalized, and feel like home. Residents can choose all their furniture and decorations. However, only one room has ensuite facilities.

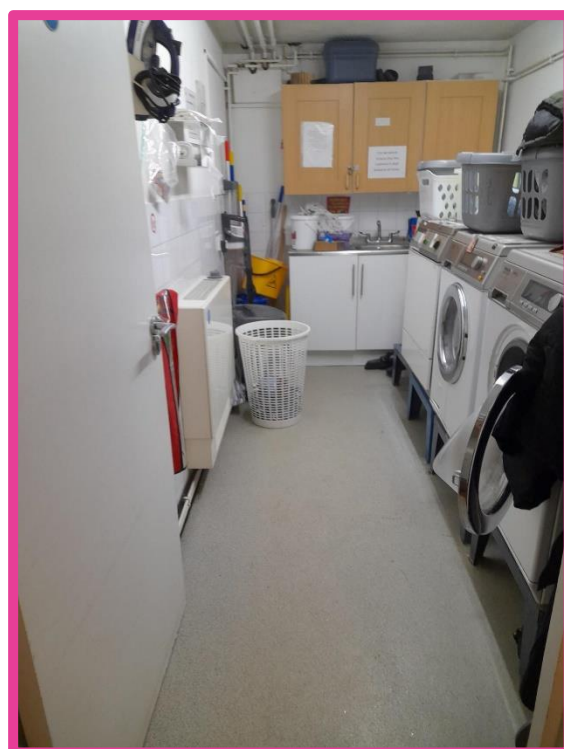
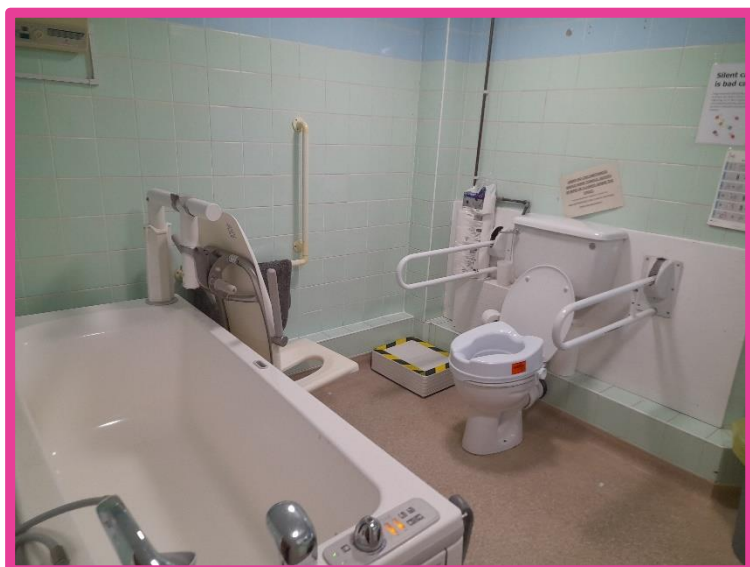


Hygiene

On the ground floor, there's a neat and organised laundry room and guests, depending on capacity, are encouraged to use it to promote self-sufficiency.

Only one bedroom has ensuite facilities, but there are one communal bathroom and a shower room on the first floor and one communal bathroom on the ground floor. All residents need assisting with the personal hygiene and they receive daily baths and showers.

All bathrooms are clean but dated .



Activities

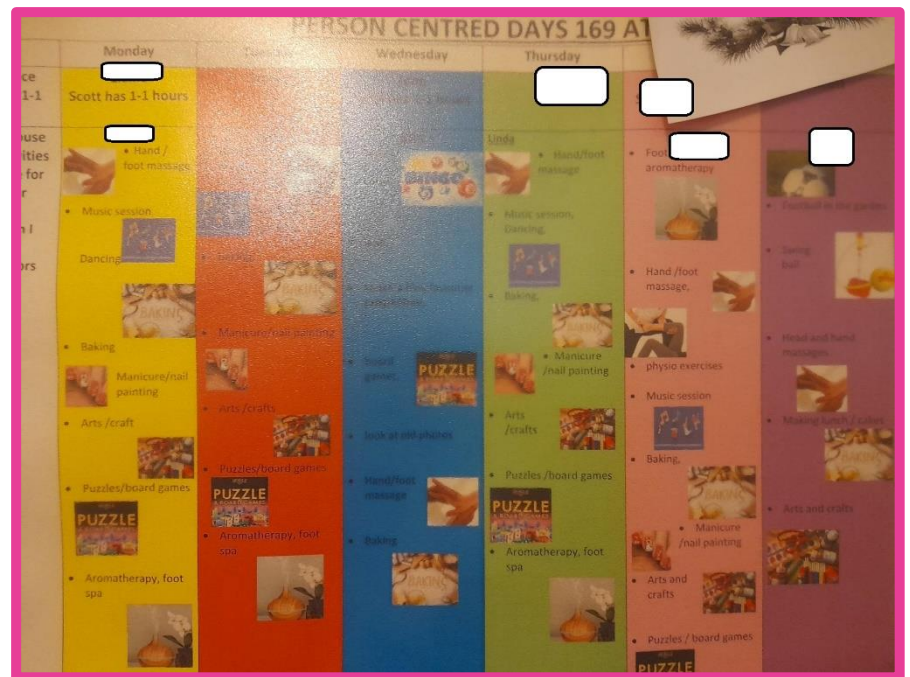
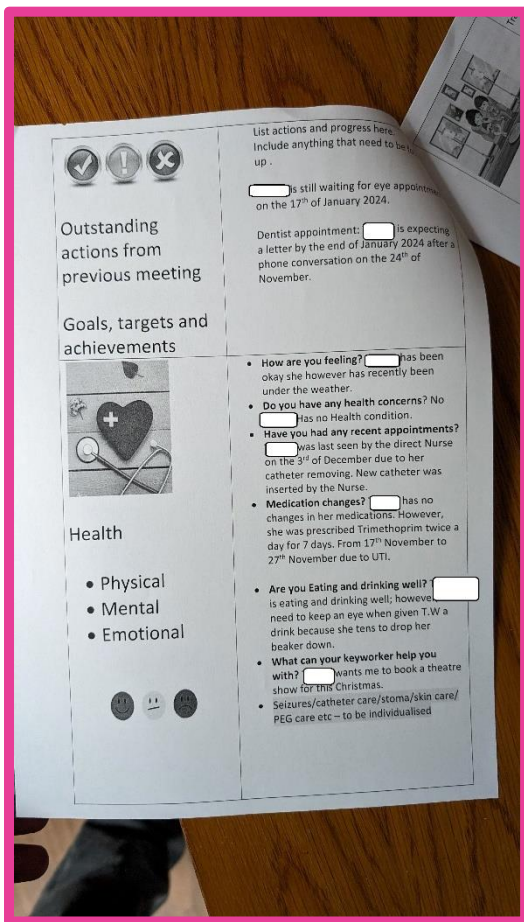
Each resident has a key worker, and they meet every week to update their plans based on their preferences for activities, meals, and other matters. Also, they have a monthly tenants' meetings to discuss what the residents wants and needs.

Residents go on daily outings in the nearby woods, but the care home's remote location limits their options. The care home tries to tailor activities to each individual's preferences, with some going to Bingo and others choosing to visit

McDonald's. They also attempt to organise outings to the cinema, bowling, or theatre. Unfortunately, the feasibility of these activities depends on the financial capacity of residents or their families. Additionally, every Monday, a music service visits the care home, providing an activity that the residents thoroughly enjoy.

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

Recommendation: Develop strategies to overcome communication challenges with the community due to the care home's location.



Lounge/Dining Areas

There's a small dining area and a larger lounge/living area, both giving off a cozy, homey atmosphere, far from the feel of an institution or supported facility. Although the home is clean, the furnishings are quite outdated. Residents freely moved around during our visit, utilizing all the facilities, and they seemed at ease and content.



Food and mealtimes

Meals are cooked by staff in the domestic style kitchen on the ground floor. The facilities are clean with no odors, and we noticed residents asking for refreshments and having snacks whenever they wanted. Staff use local supermarkets, using cards to plan the menu for the next week based on residents' preferences.

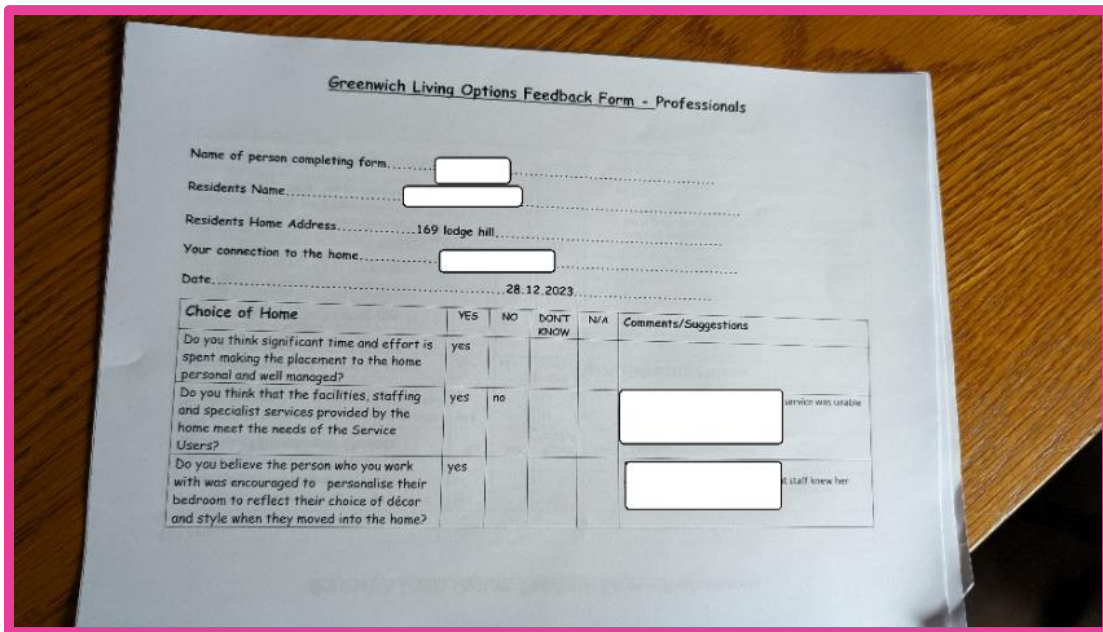


Communication:

The care home stays in touch with families every week through phone calls, texts, or emails. They actively encourage families to visit and keep them informed of any changes in their loved one's care plan. While some families take advantage of the care home's openness and visit frequently, others only visit once a year.

Despite efforts to maintain ongoing communication, the care home hasn't established a method for collective communication with all families, the care home only has a biyearly communication survey. Additionally, the isolated location of the care home makes it difficult to establish strong connections and communication within the community.

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 169 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. Consider installing secure locks on the main door for the safety and security of the residents.2. Create access to wider range of activities for guests.3. Develop strategies to overcome communication challenges with the community due to the care home's location.4. Establish a regular method for group communication and feedback with families, such as a newsletter or group meetings.
General response ³	<p>The report was very pleasing and a true reflection of some of the positives; personalised rooms that feel like home, cozy homely atmosphere in communal areas, residents seeming at ease and content, positive staff interactions with the service users, and the not so positive; the dated furnishings, the lack of suitable transport, disrupted garden (from the recent storm), the need for wider activities.</p> <p>There are a couple of factual inaccuracies, the laundry room is on the ground floor and there is one waking night staff and one sleeping in staff on Duty during the night.</p> <p>I was hoping that there would have been some feedback from families incorporated into the report, as it mentions that one family took part but there is no reference to any comments made by them positive or negative.</p>

³ Please expand boxes as needed for your response.

Response to recommendation 1.	There were issues with the front door lock as we had recently had new front doors installed that had an impact on the door alert system. The company that services and maintains the alert alarms had a planned visit scheduled for the day following the Health Watch visit and have since remedied the issues we were facing with the door alarms. No further issues have been experienced.
Response to recommendation 2.	<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>Options for additional in-house activities are also being explored with service users and staff.</p>
Response to recommendation 3.	<p>I am not sure if this should read 'accessibility challenges' rather than 'communication challenges.</p> <p>The lease on the current minibus is due to expire in the next couple of months and options of alternative vehicles for the future are being explored. An automatic option may allow some staff who are only able to drive automatic vehicles, an opportunity to be assessed as suitable for driving an automatic option. As mentioned previously, Dial a ride scheme is also being explored for some eligible individuals. We now also have the Bolt and Uber apps that allow booking general taxis much easier, but they are often not able to support with accessible travel options.</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>
Response to recommendation 4.	<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/friends are invited to events such as the Christmas carols singalong, summer barbeques etc and we will be looking to hold more outside events as the weather warms up.</p>

Response to recommendation 5.	N/A
Signed:	
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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