

Enter and View Report

1a Webb Road



March 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

1a Webb Care Home, is a purpose-built two-story building and is located at the end of a quaint neighbourhood near Greenwich Park, offering a cosy environment for its residents. It has six bedrooms and is currently at full occupancy. The home is clean, well-maintained, and orderly. The garden is not accessible to residents.

Many residents are long-term occupants and based on our PORT observation findings, are content within this homely atmosphere. Care staff are compassionate and respectful toward residents. Feedback received from a relative was very positive, about the home, the supportive environment, and the positive relationships staff have with their loved one.

There is a noticeable gap in organised activities. Residents take part in daily ad hoc outings or shopping trips. Occasional in-house opportunities such as music therapy, nail painting, and massage are offered.

Family involvement is encouraged, with relatives invited to participate in parties, holidays, and celebrations. There is no formal method for regular feedback with families beyond the annual survey. The home does not provide a newsletter to share updates, nor are there regular family meetings to discuss concerns and suggestions.

Recommendations

- 1. Improve accessibility to the garden.**
- 2. Complaints information to be on display and available in the reception area.**
- 3. Display photographs and names of key staff members in the reception area.**
- 4. Review the current maintenance schedule to repair marks and scratches.**
- 5. Create an activity schedule tailored to residents' needs and preferences.**
- 6. Provide pictures of menu choices to help residents choose their meals.**

7. 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	1a Webb Road, London, SE3 7PL
Service Provider	Avenues London
Care Home Manager	Kim Ann Gale
Date	27 th March 2024
Healthwatch Greenwich Authorised Representatives	Kiki Bourcha Pamela Winders
Admission Information	Care home for adults with profound learning and physical disabilities and with complex needs.
Number of beds	6
Staffing levels	6 carers during the day 2 carers at night, 1 waking and 1 sleeping
At our visit	We observed the care and interaction between the staff and residents and we received feedback from one family member.

CQC Inspection

The Care Quality Commission (CQC) last reviewed the premises on the 12th January 2023 when the overall inspection rating was: requires improvement.

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

Introduction

Enter and View visits

Healthwatch has the legal power to visit health and social care services and see them in action¹. 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 residents, 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

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.

¹ Enter and the view is a statutory duty of Healthwatch, mandated by the Health and Social Care Act 2012

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 1a Webb Road. We spoke to staff, observed interactions between staff and residents, and received feedback from a family member. HWG authorised representatives use the PORT tool² to assess the well-being of residents and the quality of relationships between residents and staff. 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

Residents wellbeing and staff relationships:

At the time of our visit, using the PORT framework, we observed all residents for two hours ; we utilised the PORT observation sheet to recognise the feelings of the residents and how staff engaged with them.

Relationships between residents and care staff are positive. Most residents have lived in the home for a long period and appear content. The atmosphere is of a happy, family-run home.

Care staff treat residents with compassion, dignity, and respect, providing responsive care and support. Each resident has a key worker, and the family member we talked to said they feel, *"Very blessed that xxx is there and it's the perfect environment for them."* They also added *'xxx doesn't like people, but they seem to like a lot of the staff.'*

Residents in the kitchen were calmly listening to music or watching TV. Staff members engaged residents by asking about their preferences in music and TV shows. All residents appeared calm and responded in their own way when asked these questions.

During our observation, when a resident tried to take our notes the care worker calmly and gently redirected the resident to their own drawing paper.

² [The Person-Centred Observation and Reflection Tool | Leeds Beckett University](#)

Staff commented on the recent improvement in management, which now have the respect and support of the team. Staff now feel trusted and empowered to provide the best possible care for the residents.

At the time of our visit, it was clear that staff go to great lengths to decorate the care home for special occasions like St. Patrick's Day, evident in the beautiful balloon archway and other decorations.

External Environment

Location

The care home is located at the end of a small, well-presented street. It's a two-story building with a small garden and parking area. Public transportation is limited, but there are shops and cafes within a 15-minute walk. A number of the residents are wheelchair users however the garden with stairs is not accessible for them to enjoy. However, residents appreciate going outside when it's sunny and staying in a small area they can navigate with their wheelchairs. During the summer months, they enjoy having barbecues and celebrations outside.

[Recommendation – Improve accessibility to the garden.](#)



Internal Environment

Reception

The home has a small reception area where visitors sign in. Upon arrival, we were asked to show our ID, and the care home manager was contacted to verify our visit. There is limited information about the provider such as contact details. Additionally, the complaints procedure is not available. No key contact information is available, staff photographs on display did not correspond with staff on shift.

Recommendation: Complaints information to be on display and available in the reception area.

Recommendation : Display photographs and names of key staff members in the reception area.



Access and Mobility

Internally the home is adapted for disabled access. All rooms and corridors are clean, uncluttered, and spacious enough to accommodate the large wheelchairs used by residents and allow staff to move around while performing their duties. There is a lift available to accommodate wheelchairs. The home also provides a minibus for residents' transportation needs as required.



Residents rooms

Residents' bedrooms are located on the first floor, accessible via a lift. These bedrooms are clean, spacious, and individually decorated and personalised for each resident. They open onto a communal area, which is also spacious and well-lit, but with marks and scratches on the walls.

The bedrooms do not have ensuite bathrooms and each room is equipped with a washbasin. Additionally, hoists are fitted to four out of six bedrooms.

[Recommendation – Review the current maintenance schedule to repair marks and scratches.](#)



Personal Care

The care home is equipped with a bathroom and shower room shared among the six residents, complete with essential safety lifting equipment, a shower chair, and a disability bath. Residents have a bath or shower daily, according to their preference.

The laundry room is operated by the staff on duty as needed. The home does not have cleaners with these tasks being the responsibility of care staff. During our visit, the care home had a pleasant scent and was clean and well-organised. All residents appeared well-groomed and wore clean and matching clothing.

All residents visit the dentist once a year, and there were no apparent dental issues observed.



Activities

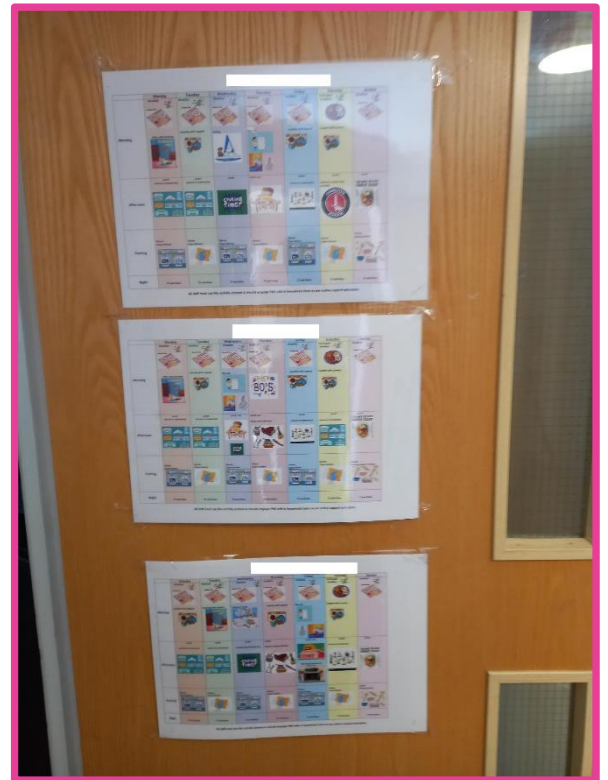
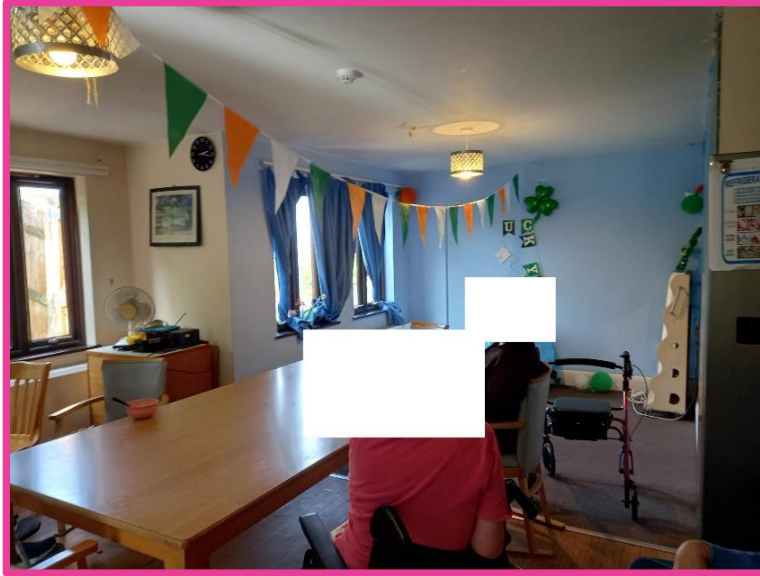
Staff take residents out to local shops or for walks at least once a day. Residents are taken on holiday at least once a year, and plans for the next holiday are currently being made. Birthday parties are arranged for all residents, and relatives are invited to attend.

There are no routine daily or weekly activities. During our visit, none of the residents were engaged in any activities; they were mostly sitting, watching TV. Although there is an activity plan displayed on the wall, when we asked about its implementation, staff told us that it is not always followed.

Two residents attend hydrotherapy weekly, and the care home occasionally has activities such as music therapy, nail care, and massages.

A minibus is available, driven by one of the staff, and is used mostly for the care home's shopping.

Recommendation – Create an activity schedule tailored to residents' needs and preferences.



Lounge and Dining

The care home has a spacious domestic kitchen where care workers cook all meals. Staff are responsible for grocery shopping. Residents choose their meals and indicate to care staff. Meals are extremely flexible with care staff able to accommodate any changes. Pictorial menus are not available. Care staff said they understand residents' likes and dislikes due to working together for so long. Meals are tailored to accommodate varying dietary needs, such as dysphagia and the need for mashed food. Residents typically dine in the dining area.

The lounge is large, and bright, with photos of residents from celebrations and holidays. The lounge leads out to the garden offering a pleasant view. During our visit, most residents were in the dining area.

Recommendation: Provide pictures of menu choices to help residents choose their meals.

Communication

Families are welcome to visit at any time and play a significant role in setting up residents' rooms. Families give their input regarding residents' activities and hobbies. The care home does not have a newsletter or group meetings to provide additional opportunities for feedback or updates, although an annual survey is shared with families.

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

Response from Provider

Gunnery Works
9-11 Gunnery Terrace
London
SE18 6SW
020 8301 8340 or info@healthwatchgreenwich.co.uk


Healthwatch was established in 2013 in accordance with the Health and Social Care Act 2012. Within this legislation Healthwatch has a right to a reply within 20 working days to Reports and Recommendations submitted by local Healthwatch to a service provider/commissioner.

Report & Recommendation Response Form

Report sent to:	(a) Kim Gale Corker (Care Home Manager) (b) Avenues London (provider)
Date sent:	<u>01/05/2024</u>
Title of Report:	Enter & View Report on 1a Webb Road Care Home, 1A Webb Rd, London SE3 7PL
Response	If there is no response, please provide an explanation for this within the statutory 20 days (by 29th of May 2024). Please note: This form and its contents will be published by Healthwatch Greenwich.

Date of response provided	27/05/2024
Healthwatch Greenwich Recommendations	
General response ³	
Response to recommendation 1.Improve accessibility to the garden.	The property is owned by London and Quadrant, we have applied to them to increase access to the garden, but this was refused, our fundraising department is looking for grant/funding and this is currently ongoing.

³ Please expand boxes as needed for your response.

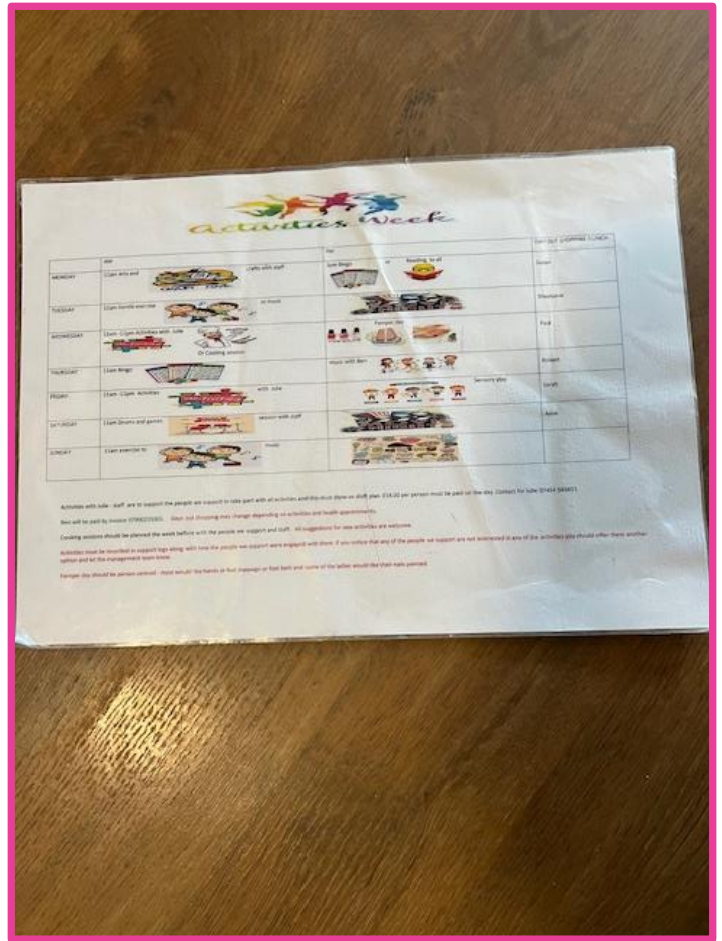
Response to recommendation 2. Compliments information to be on display and available in the reception area	At the entrance area there is a compliments and complaints book for visitors to fill out, there is also accessible feedback forms, I am happy to also display the complaints policy.
Response to recommendation 3. Display photographs and names of key staff members in the reception area.	I agree this board is out of date and will get all staff pictures and display those on shift each day.
Response to recommendation 4. Review the current maintenance schedule to repair marks and scratches.	All repairs have been sent over to our repairs department and to London and quadrant, I agree there is a lot of decorating needed in the care home, this is an ongoing issue with London and Quadrant, I am currently awaiting an update from the repairs team.
Response to recommendation 5. Create an activity schedule tailored to residents' needs and preferences.	Along with residents' individual activity plans there is also an in-house activity plan created by the residents within their monthly tenants meeting see picture below No.1 and No2
Response to recommendation 6. Provide pictures of menu choices to help residents choose their meals.	There is a menu board on the kitchen wall that shows the choices of meals for that day, all menus are chosen by the resident within their tenant's monthly meeting. See Picture below No3.
Response to recommendation 7. Establish a regular method for group communication and feedback with families, such as a newsletter and group meetings.	Head office send out feedback forms to all family members, newsletters are also sent via our head office, families are invited to care reviews and the PWS annual key working reviews.
Signed:	
Name:	K A Gale-Corker

Position:

Service manager



Picture Number 1- Activities



Picture Number 2-Activities



Picture Number 3-Pictorial Menu

Contact us

Address: Gunnery Works, Gunnery Terrace, Woolwich, London SE18 6SW
Telephone: 020 8301 8340
Email: info@healthwatchgreenwich.co.uk
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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**Healthwatch Greenwich
Gunnery Works
9-11 Gunnery Terrace
SE18 6SW**

**www.healthwatchgreenwich.co.uk
t: 020 8301 8340**