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| Text  Description automatically generatedShape, circle  Description automatically generated Brook House Residential and Nursing Home Report  February 2023 |

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**Enter and view visits**

Healthwatch has a legal power to visit health and social care services and see them in action. Enter & View is not an inspection; we do not look at care plans, medicines management, or clinical issues. The Care Quality Commission (CQC)look at the clinical aspects of a service. We offer a lay perspective. We ask residents, families, and carers, what they think of the service they receive. Our focus is on whether a service works for the people using it.

**Acknowledgements**

We would like to thank the Manager, residents and staff of Brook House for their time and assistance.

**Limitations**

Our Authorised Representative was unable to visit parts of the care home due to a Covid outbreak.

Heading

Recommendations

Brook House Residential and Nursing Home Report - June 2022

Healthwatch Greenwich visited Brook House and offered the following recommendations:

1. Display staff photos/names in communal areas for residents/visitors.
2. Increase staff training for resident wellbeing.
3. Encourage engagement with spiritual leaders/community groups.
4. Refurbish walls/handrails/doors in disrepair.
5. Modernise lounge/dining areas to improve resident space.
6. Improve display of dietary requirements in the kitchen.
7. Organise regular dental care visits for residents.

**Follow up on recommendations – Feb 2023**

Our authorised representative conducted an announced visit in February 2023 to follow up on the recommendations made. The Care Home’s Manager, Jaqueline Pedrix, provided information and evidence.

**1. Display staff photos/names in communal areas for residents/visitors.**

Action Taken: A board to display names and photographs has yet to be installed.

**2. Increase staff training for resident wellbeing.**

Action Taken: Staff receive dementia care training from the Greenwich and Bexley Care Home Team, and health/wellness coaching from a Charlton Athletic service.

**3. Encourage engagement with spiritual leaders/community groups.**

Action Taken: The care home doesn't offer regular visits to local places of worship. Weekly music sessions are delivered by Shine for Dementia. The Care Home's Facebook page is regularly updated, showcasing a variety of activities for residents.



**4.Refurbish walls/handrails/doors in disrepair.**

Action Taken: The care home shared photographs of ongoing refurbishment.



**5.Modernise lounge/dining areas to improve resident space.**

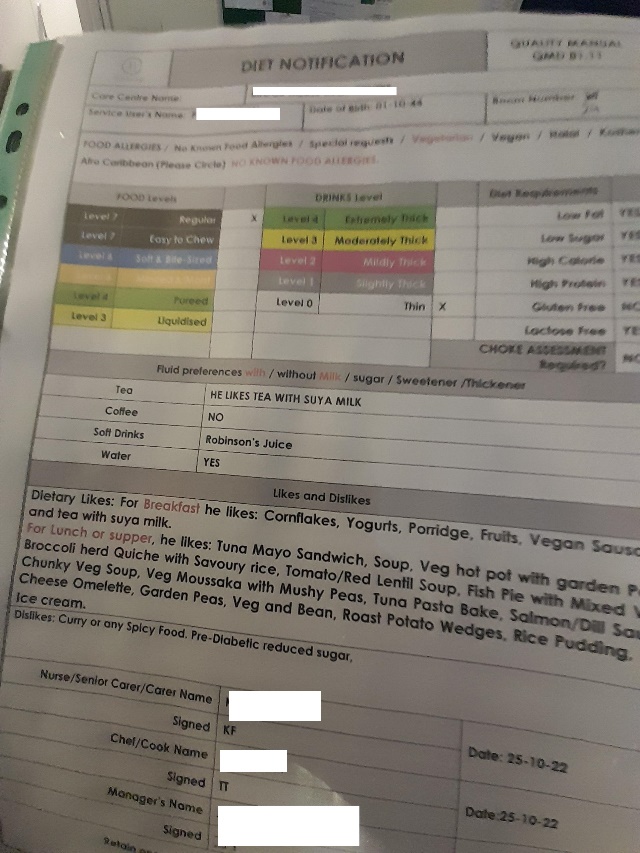
A room with tables and chairs

Description automatically generated with medium confidenceThe care home provided photographic evidence of the ongoing refurbishing work.

**6. Improve display of dietary requirements in the kitchen.**

The care home has clear dietary information for kitchen staff and has expanded the regular menu with additional ethnic options for more food choices.





**7.Organise regular dental care visits for residents.**

Oral care is included in daily hygiene routines for residents, and staff refer them to specialists as necessary.

Contact Us

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