

Enter and View Report

Cullum Welch Court Care Home



May 2022

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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

Cullum Welch Court Care Home is in Blackheath, within the grounds of Morden College. The closest bus stop is five minutes away and the closest train stations (Westcombe Park and Lewisham Station) are thirty minutes away. The care home is surrounded by beautiful grounds that are well looked after. Those residents who are able, can use the all the facilities on the site(including the John Morden Centre, walking the grounds or visiting the chapel) of Morden College and visit local amenities and services.

Only residents from the independent living accommodation at Morden College, who require additional care, are offered a place in the care home. The home is not open to others looking for residential care. As a result, resident numbers have reduced from 60 to 31 and part of the building previously used by the care home is now used as office and storage space.

During our visit, we observed interactions between staff and residents, and we saw many examples of a caring and supportive environment. However, staff, residents, and relatives raised concerns about a reduction in staffing levels and the impact this reduction is having on residents, and the lack of regular residents/relatives' meetings.

Recommendations

1. Establish regular relatives/residents' meetings.
2. Review provision of activities and evaluate residents and relatives' satisfaction with current model.
3. Sensory Room to be used to support the wellbeing of residents living with dementia.
4. Improve security with a member of staff receiving guests on entry.
5. Display complaints information in the reception area, within each unit, and on the website.
6. Offer more frequent baths or showers to residents.

Acknowledgements and key details

Healthwatch Greenwich would like to thank the service provider, service users, and staff for their contribution to the Enter and View programme. Healthwatch Greenwich would also like to thank the Healthwatch volunteers and representatives who assist with the visits.

Name and address of premises visited	Cullum Welch Court Care Home 19 St German's Pl, London SE3 0PW
Service Provider	Cullum Welch Care Home John Morden College
Care Home Manager	Interim Manager and Director of Health and Wellbeing Debbie Dollner
Date	25 th May 2022
Healthwatch Greenwich Authorised Representatives	Kiki Bourcha Pamela Winders
Admission Information	Qualifying residents in assisted living accommodation in Morden College are automatically eligible to have access to Cullum Welch Court after an assessment of their need for care has been made.
Number of beds	44-bed capacity in 3 units. At the time of our visit, 33 beds were occupied. 14 Rosemary Wing 11 Forget me Knot (Dementia) 8 Rose Wing
Staffing levels	1 nurse and 3 care workers per shift/unit
At our visit	We observed the care and interaction between staff and 20 residents in both the communal areas and the residents' rooms. We were able to speak to three residents and three relatives. We also spoke to five staff members.

CQC Inspection

The Care Quality Commission (CQC) carried out a visit to Cullum Welch Court Care Home on the 24th of April 2018¹. The home was rated as good across all areas.

Overview

Latest inspection: 24 April 2018 Report published: 27 June 2018

Safe	Good 
Effective	Good 
Caring	Good 
Responsive	Good 
Well-led	Good 

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 - the Care Quality Commission (CQC) looks at the clinical aspects of 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.

Purpose of our visit

Healthwatch Greenwich is carrying out a series of visits to Residential Care Homes in Greenwich to ascertain the quality of life, experience, and views of residents, relatives, and carers.

¹ <https://www.cqc.org.uk/location/1-109939437>

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

Healthwatch Greenwich Enter and View Visit 2017

On the 7th of December 2017, we conducted an Enter and View visit to Cullum Welch Care Home¹. We made the following recommendations:

Recommendation 1: Use dementia-friendly pictorial signage

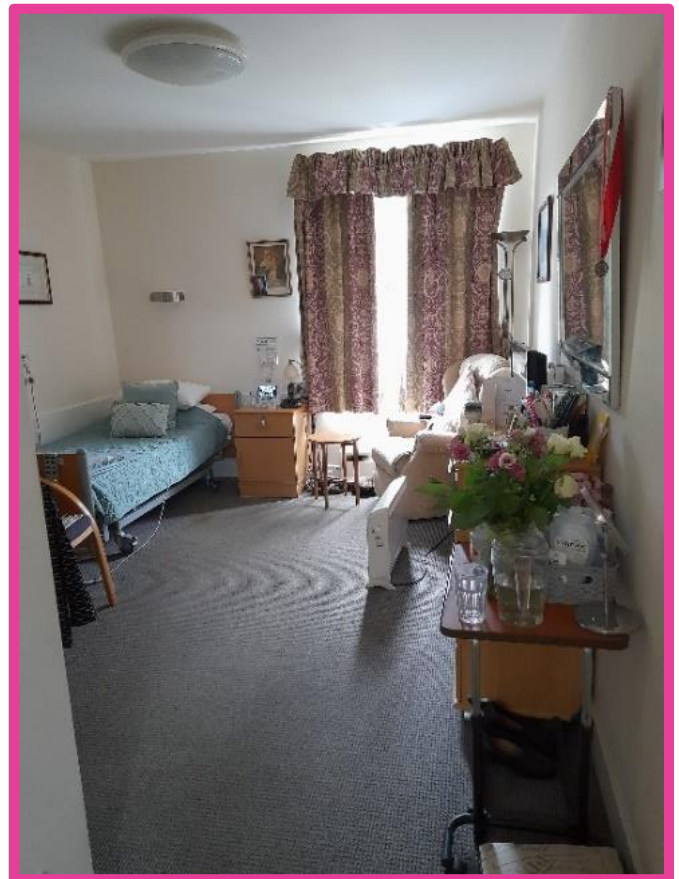
Method

The visit was unannounced. We contacted the care home manager to let them know we would be visiting but did not give the specific date and time. One member of staff and one volunteer visited Cullum Welch Care Home. All members of the team are DBS checked and receive training on how to conduct an Enter and View visit. We spoke to residents and staff. No family members were present or available on the day but we spoke with family members of three residents post-visit. We also spent time in communal areas observing interactions between staff and 20 residents. After the Enter and View visit, our report was shared with the care home manager. Their responses to our findings and recommendations are published as part of the final report.

Findings

Residents' rooms

Each of the residents' rooms are ensuite with a shower and well maintained. All are furnished to a high standard and residents can bring their own effects and decorate as they please. Couples can be accommodated in a small number of rooms. All rooms are spacious and sunny with a view of the grounds. The door of each room displays the name of the occupier and evacuation guidelines. In the dementia unit, each room has a 'photo album' memory box on the door.



Communication with relatives/families

We spoke to relatives of three residents. Each told us their concerns about a reduction in staff numbers, lack of leadership, decline communication and overall quality of care. During the pandemic, relatives were told a staff reorganisation would take place, ultimately leading to lower staff numbers. The relatives we spoke to blame the reduction in staff numbers for poorer care. *"We were told that there aren't problems with staffing levels, but there are clearly real problems with the standard of care, which is now assumed to be acceptable, but which simply is not acceptable, pandemic or not, positive COVID-19 cases or not."* Another relative said *"I am extremely worried about my mother, I try to reach her and nobody answers the phone, I need an update about her health and I can't find anyone to give me any information."* One relative – so worried about the care their loved one was receiving – tried to make a complaint. *"I visit her, and her hair is unwashed, and I can see traces of old food still on her clothes. The staff are lovely but it's not enough."* With no regular communication forums, despite bringing their concerns to the attention of senior staff, some relatives feel the home is not interested and their concerns are not taken seriously.

1. Recommendation: Establish regular residents/relatives' meetings.

Activities

The home does not employ activity coordinators but utilises the services of Oomph Wellness³, which styles itself as a 'well-being business for older adults'. Oomph Wellness provides training for care staff to enable them to conduct health and wellbeing activities with residents. However, some of the staff told us they don't feel comfortable or competent to carry out health and wellbeing activities with residents.

Relatives also mentioned that workforce reduction affected the quality and frequency of the activities, and they now don't have a single point of contact to raise concerns about activities.

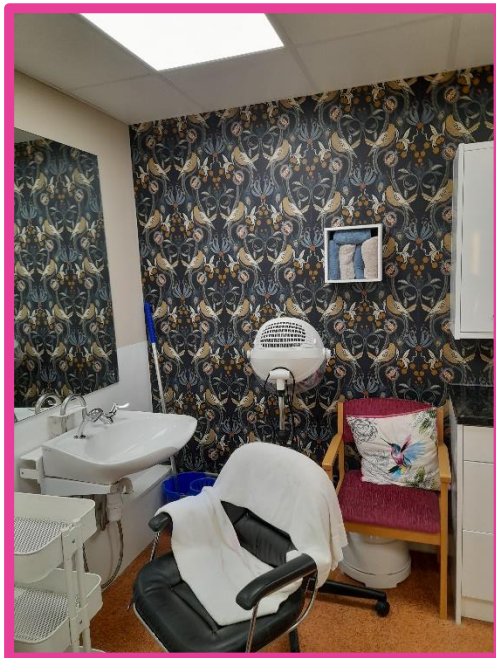
In addition to activities led by care staff, the John Morden centre offers a wide range of entertainment and enrichment including weekly events such as:

- classical music concerts
- 'Jamming with Jimmy' – rendition of popular songs with guitar accompaniment
- day trips and excursions
- exercise classes led by an assistant physio
- Free haircuts in the on-site beauty parlour

The Care Home has a sensory room that is currently used as a family meeting room and is not available to support or enrich the environment for residents living with dementia. Dementia-friendly activities are offered to those living in the dementia unit. These are not provided by specialist personnel.

All residents self-identify as Christians belonging either to the Catholic Church or the Church of England. A chapel, located on the grounds, is serviced by a local vicar offering Sunday mass and holy communion.

³ <https://oomph-wellness.org/>

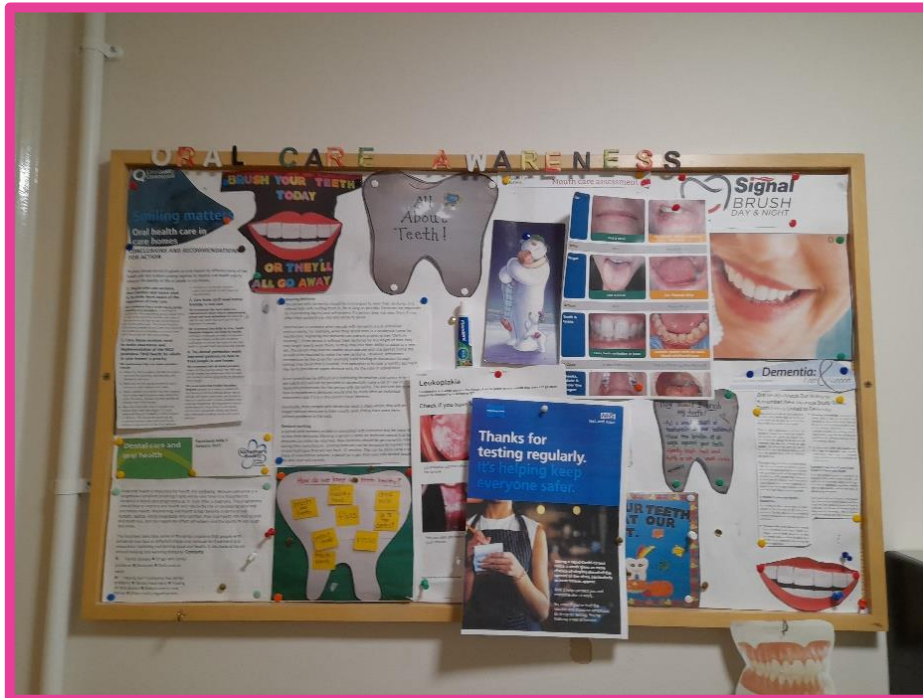


2. **Recommendation: Review provision of activities and evaluate residents and relatives' satisfaction with current model.**
3. **Recommendation: Sensory Room to be used to support the wellbeing of residents living with dementia.**

Medical and dental care of residents

Each unit has a treatment room where healthcare professionals administer medication and treatment, as required. Dentists and opticians are called by the care home when needed and several residents are taken to their own preferred

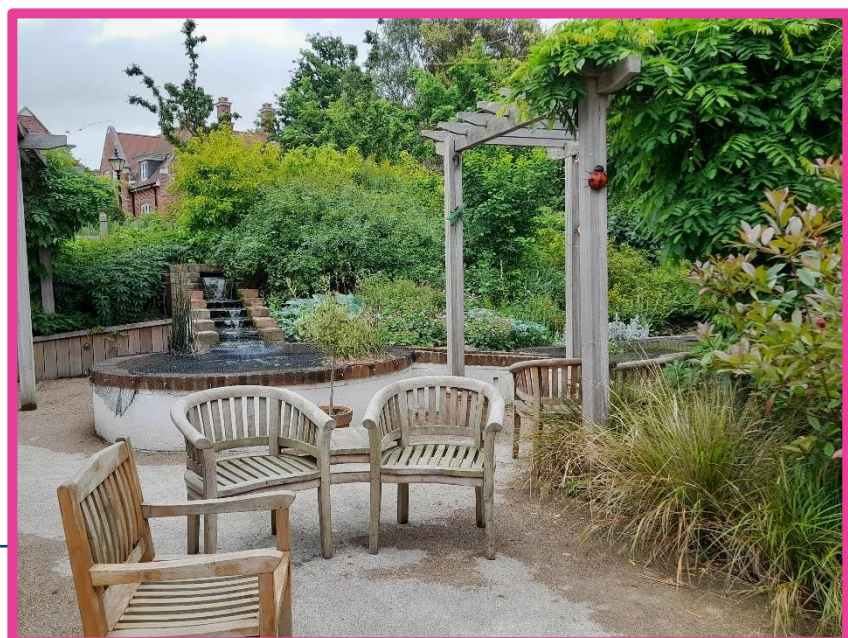
practitioners by relatives. For residents living with dementia, relatives can request dentistry and optometric appointments. For residents with no relatives – the care home takes responsibility to organise treatment. A chiropodist visits every 6 weeks. A GP visits the care home weekly.



External Environment

Location

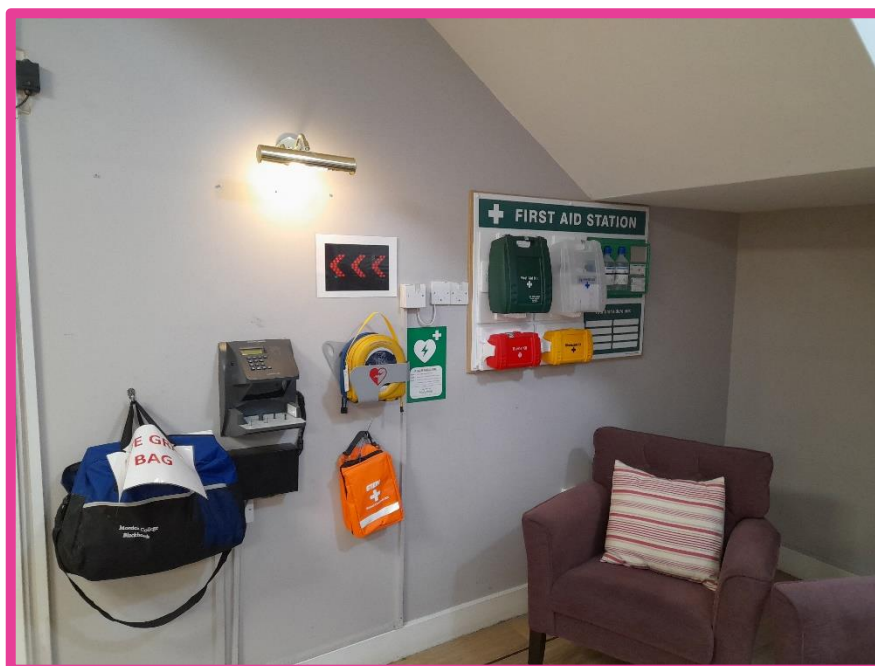
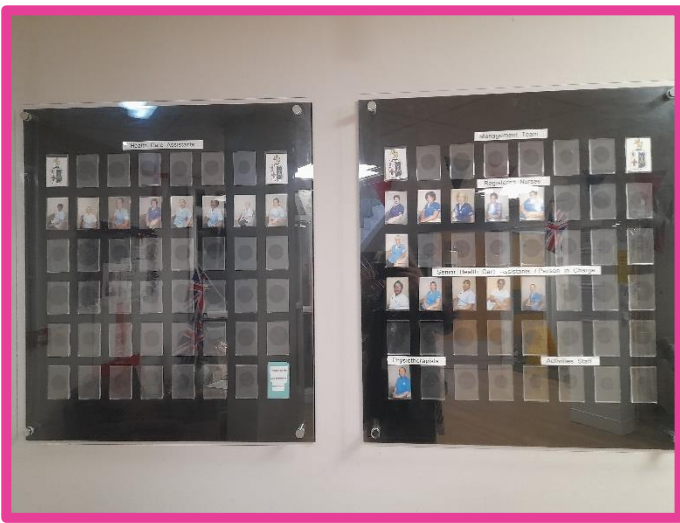
Cullum Welch Care Home is located in the award-winning grounds of Morden College, close by the Health in Blackheath. The premises are tended daily by 5 gardeners and maintained to the highest standards. Residents have free access to the grounds and are to free visit John Modern Centre as well as the private chapel, with family or by themselves.



Internal Environment

Reception

The reception area is a welcoming space with photos and titles of the staff on display. There is a first aid corner and notice board with information about Morden College. On arrival, we were 'buzzed in' but once inside no staff member was visible. Potentially, we could have walked around unaccompanied. We waited until a member of staff appeared, who went on to log our entry.



4. **Recommendation: Improve security with a member of staff receiving guests on entry.**

Information and Signage

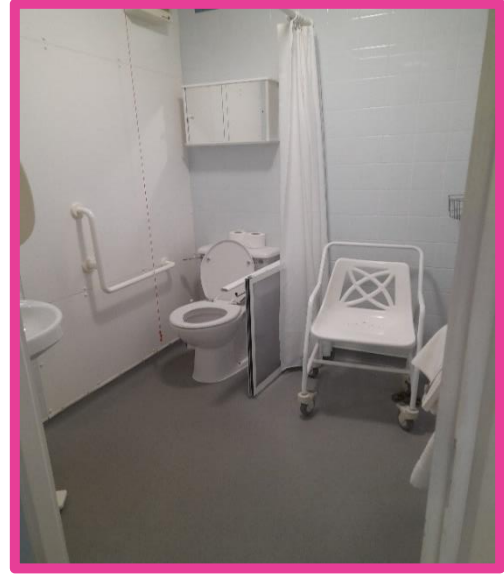
Notice boards in each unit contain useful information for staff and residents, including training, events, and activities. Notice boards are uncluttered, well situated and easily visible. However, we couldn't find information on the complaint procedure in the care home or on Morden College's website. Fire exit signage is clear and visible in each room, with additional information readily available on individual resident's requirements in the event of an emergency.

5. **Recommendation: Display complaints information in the reception area, within each unit, and on the website.**



Hygiene

All rooms have fully equipped ensuite facilities and are very well maintained. There is also a separate toilet and bathroom per unit. If requested, residents receive daily full-body washing and mouth cleaning. Individuals with incontinence receive numerous bed baths per day. For residents who lack capacity to care for their hygiene, the frequency of baths/showers is discussed with their relatives. However – one of the relatives we spoke to did not feel adequate personal hygiene standards were being maintained.



6. **Recommendation: Offer more frequent baths or showers to residents.**

Access and Mobility

All corridors are spotless and wide enough for walking frames and wheelchairs. The entrance/exit on the dementia unit has an electronic lock for the safety and security of residents.



Dementia Friendly Environment

There is a good contrast between floor colours, walls, and handrails to facilitate the residents throughout the home. In the dementia unit, we were pleased to see the recommendation from our last enter and view visit had been actioned, with pictures as well as words for key rooms. Signs for toilets and bathrooms were consistent, well situated and easily seen. A large calendar is displayed using pictures and words to describe the weather and season. Residents in the dementia unit have access to an enclosed yard with sensory garden and a calming pond. We were told that dementia-friendly activities are offered to residents, but during our visit we did not observe any.



Lounge/Dining Areas

Each unit has a separate lounge and dining area. Most residents take their meals communally, but they do have the option to eat in their room. Dining areas are spacious, well-lit, and immaculate, resembling the appearance of a restaurant.



The lounge in each unit is a welcoming and comfortable living space with a tv and books.



Food and mealtimes

Food is cooked in a central kitchen at Morden College and transferred by meal carts to the care home. Residents' dietary requirements are maintained by the kitchen. Two options are offered at each meal with a weekly rotated menu that changes every season. Residents can choose between smaller or larger portions. Sherry is served (for those who want it) at lunchtime and residents can have their own (self-bought) wine at lunch or dinner. Snacks are available at all times. From our observations, the food looked very enticing and was well presented. Residents we spoke to told us the meals were "superb" and of high quality.

Summary Sheet for Daily Meal Choices

SPRING WEEK THREE

	LUNCH-MAIN	POTATOES, VEGETABLES	DESSERT
Monday	<ol style="list-style-type: none"> 1. Minced Pork and Apple Shortcrust pie with gravy, 2. Welsh Onion Cake with Caeiphilly, or side salad and crusty bread 	SOTD Creamy leek and broad bean Soup <ol style="list-style-type: none"> 1. Sauté Potatoes 2. broccoli 3. Asparagus 	<ol style="list-style-type: none"> 1. Millionaire's Cheesecake 2. fruit or plain yoghurt 3. fresh fruit
Tuesday	<ol style="list-style-type: none"> 1. Cod Mornay 2. Stuffed Peppers with tomato sauce 	SOTD Spring Vegetable with Basil Pesto Soup <ol style="list-style-type: none"> 1. New Potatoes 2. Carrots 3. peas 	<ol style="list-style-type: none"> 1. White Chocolate, Raspberry and Almond Meringue Roulade 2. fruit or plain yoghurt 3. fresh fruit
Wednesday	<ol style="list-style-type: none"> 1. Baked Ham Madeira 2. Lemon Asparagus Risotto 	SOTD Cauliflower Soup <ol style="list-style-type: none"> 1. Daughinoise potatoes, 2. Broccoli 4. lemon carrots 	<ol style="list-style-type: none"> 1. Hot Cross bread and lemon pudding with cream /ice cream 2. fruit or plain yoghurt 3. fresh fruit
Thursday	<ol style="list-style-type: none"> 1. Chinese braised pork with spring onions, 2. Vegetable Stir Fry 	SOTD Minted Pea <ol style="list-style-type: none"> 1. steamed rice 2. bok choi 	<ol style="list-style-type: none"> 1. Fruit Fool with whipped cream 2. fruit or plain yoghurt 3. fresh fruit
Friday	<ol style="list-style-type: none"> 1. Battered haddock 2. spring greens spanakopita or side salad 	SOTD three bean spring minestrone Soup <ol style="list-style-type: none"> 1. New potatoes 2. Chips 3. Mushy Peas 4. Peas 	<ol style="list-style-type: none"> 1. Tropical upside-down cake and custard/cream 2. fruit or plain yoghurt 3. fresh fruit
Saturday	<ol style="list-style-type: none"> 1. Creamy Fettuccine with Leeks and Ham 2. four cheese and chive quiche 	SOTD Carrot and coriander Soup <ol style="list-style-type: none"> 1. Parsley potatoes 2. fresh vegetables 	<ol style="list-style-type: none"> 1. Rhubarb and Gingernut cheesecake 2. fruit or plain yoghurt 3. fresh fruit
Sunday	<ol style="list-style-type: none"> 1. Roast leg of Lamb with mint sauce 2. Nut Roast 	SOTD Creamy Chicken and Sweetcorn Soup <ol style="list-style-type: none"> 1. Roast Potatoes or creamed potatoes 2. Roast Parsnips, 3. Spinach 4. carrots 	<ol style="list-style-type: none"> 1. salted caramel melt in the middle puddings with cream/ice cream 2. fruit or plain yoghurt 3. fresh fruit

Gunnery House
 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 [Arrangements to be made by relevant bodies in respect of local Healthwatch Organisations Directions 2013] Healthwatch has a right to a reply within 20 working days to Reports and Recommendations submitted by Local Healthwatch to a service provider.

Report & Recommendation Response Form

Report sent to:
 Cullum Welch Care
 Home Interim
 Manager and
 Director of Health
 and Wellbeing

Date
 sent: 21/06/2022

Title of Report: **Cullum Welch Enter and View Report**

Response If there is no response, please provide an explanation for this within the statutory 20 days.
Please note: This form and its contents will be published by Healthwatch Greenwich.

Date of response provided	05/07/22
General response ⁴	To ensure the report is factually accurate we have provided the additional information detailed below. Executive summary and recommendations <ul style="list-style-type: none"> • The closest train station to Cullum Welch Court is Blackheath, a fifteen-minute walk from the home. • Following a strategic decision by the Board of Trustees to only provide residential, nursing and respite accommodation to Morden College Beneficiaries the capacity of the care home has reduced from 60 to 44 beds with a view to

⁴ Please expand boxes as needed for your response.

reduce further. A care hub supporting our Domiciliary Care Service has been created in the vacant area of the home on the first floor.

- Following the decision to reduce bed occupancy from 60 to 44 beds staffing levels were adjusted to reflect the reduced bed occupancy. Operating a care home with 32 residents does not require the same staffing numbers as a home with 60 residents. Since March 2021, a monthly relatives meeting has been conducted via zoom. In the 16 months the meetings have been held they have been missed on one occasion. The meetings are well attended and a range of topics discussed. Relatives have been working with the home to develop a Relatives Charter.

Key Details

- The Interim Manager of the home is Claire Ferrari

Staffing Levels

- To support 32 residents the staffing numbers for the home on each daytime shift are 1 Registered Nurse and 1 Care Leader or 2 Registered Nurses and 8 Senior/Care Workers. This excludes the ancillary housekeeping and catering staff also working in the home.
- A physiotherapy technician provides 12 hours of support a week to residents living in the home and the College community.

The picture shown on page 8 of the report is a room that formed part of the College's former medical centre it is not part of the care home.

Lounge/Dining Areas

- In addition to the lounge and dining areas the home has an orangery, conservatory that leads to the enclosed dementia garden. A visitor's pod has been created in the Orangery with direct entry from the garden and was used during the pandemic to support family/friends visiting when visiting restrictions were in place.


External Environment

- The College employs 5 gardeners and not 12

Hygiene

- Residents are supported daily with personal care showers or a full body wash are offered depending on resident choice and personal

	<p>preference. Assisted bathing facilities are also available should a resident prefer an assisted bath.</p> <p>Food and mealtimes</p> <ul style="list-style-type: none"> Residents are offered a glass of sherry, wine, or beer at lunchtime, as well as a range of non-alcoholic beverages these are provided by the home as part of the dining service. Residents can choose to buy their own alcohol for personal consumption.
<p>Response to recommendation 1. Establish regular relatives/residents' meetings.</p>	<p>Monthly zoom relative meetings were established in March 2021 and have been held monthly ever since. An informal family gathering is scheduled to take place in July. Monthly resident meetings have been scheduled.</p>
<p>Response to recommendation 2. Review provision of activities and evaluate residents and relatives' satisfaction with current model.</p>	<p>Oomph Wellness is a programme that provides holistic wellbeing resources and support to care home providers. It focusses on support for the whole care home team. Resources, training, and workshops are provided throughout the year to help staff deliver activities. As the programme has been in place for almost a year a review of what has gone well, what needs to be improved and resident satisfaction will be completed as part of the annual review process. Staff are identified on each shift to lead activities. Staff are encouraged to lead activities that are based on their areas of interests and hobbies.</p>
<p>Response to recommendation 3. Sensory Room to be used to support the wellbeing of residents living with dementia.</p>	<p>During the pandemic the sensory room was refurbished and turned into a family room as it is close to the reception and was able to support visitors to the home that needed lateral flow tests completed. There are no plans to turn the sensory room back into a sensory room, which is also separate from the household supporting residents living with dementia. The home is due to be internally refurbished during the year, improvements to the environment in the dementia household will be included as part of the refurbishment and will include creating areas of interest and sensory areas.</p>
<p>Response to recommendation 4. Improve security with a member of staff</p>	<p>The home has a secure door entry system. An administrator sits in the office adjoining the reception and will remotely open the door for visitors. If the administrator is on the telephone it can take a few minutes for the visitor to be greeted. We are currently recruiting volunteers to support the administrator to provide reception duties.</p>

receiving guests on entry.	
Response to recommendation 5. Display complaints information in the reception area, within each unit, and on the website.	The complaints policy is currently being updated. Temporary information will be displayed in the reception area, and within each household until the permanent information is available. The website will be updated once the policy revisions have been made.
Response to recommendation 6. Offer more frequent baths or showers to residents.	Personal care preferences are discussed and agreed with residents when care is provided. Spot checks, audits and care plan reviews are used to make sure residents are being offered a bath or shower when they want one.
Signed:	
Name:	Debbie Dollner
Position:	Director of Health & Wellbeing

Contact us

Address: Gunnery House, Gunnery Terrace, Woolwich, London SE18 6SW
Telephone: 020 8301 8340
Email: info@healthwatchgreenwich.co.uk
Website: www.healthwatchgreenwich.co.uk Twitter: @HWGreenwich

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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 House
9-11 Gunnery Terrace
SE18 6SW

www.healthwatchgreenwich.co.uk

t: 020 8301 8340