



## Ashgreen House Residential & Nursing Home: Enter and View Report 2017



**Details of the service****Care home information \* Information received from the practice manager**

<b>Name:</b>	Ashgreen House Residential and Nursing Home
<b>Service Provider:</b>	Sanctuary Care Limited
<b>Surgery address:</b>	Sandbach Place, London SE18 7EX
<b>Telephone:</b>	020 8331 7240

<b>Number of beds:</b>	52
<b>Number of residents at the care home:</b>	52
<b>Number of privately funded residents:</b>	3

<b>Day centre at the care home:</b>	Yes
<b>Smoking policy:</b>	Yes
<b>primary care services provided by:</b>	Clover Health Centre, Equitable House, 10 Woolwich New Road, London SE18 6AB

**Additional facilities available:**

Respite, short term, and emergency beds.

## Details of the visit

### Details

Care home:	Ashgreen House Residential and Nursing Home
Service Provider:	Sanctuary Care Limited
Surgery address	Sandbach Place, London SE18 7EX
Authorised Representatives:	Clive Mardner - Volunteer Development and Outreach Officer, Healthwatch Greenwich Sophie Patterson - Community Research Officer, Healthwatch Greenwich
Date of Visit	14 <sup>th</sup> November 2017
Contact details:	Healthwatch Greenwich Gunnery House, 9-11 Gunnery Terrace, Woolwich, London SE18 6SW Tel: 020 8301 8340 Email: <a href="mailto:info@healthwatchgreenwich.co.uk">info@healthwatchgreenwich.co.uk</a> Website: <a href="http://www.healthwatchgreenwich.co.uk">www.healthwatchgreenwich.co.uk</a>

## Acknowledgements

Healthwatch Greenwich would like to thank the service provider, service users, visitors, 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.

## Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

## What is an Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for

improvement. The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families, and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit. In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC, where they are protected by legislation, if they raise a concern.

## Purpose of visit and strategic drivers

Ashgreen House home is a modern building that opened in 2004 and is situated mid-way between Woolwich and Plumstead, in Greenwich, South East London. It is registered care home offering 33 conventional residential care placements on Abbey, Ferry, and Trinity units, 9 nursing placements on Winns unit and 10 Intermediate Care placements on Artillery unit. The latest report published by the Care Quality Commission (CQC) on January 14<sup>th</sup>, 2016 rated Ashgreen House as 'Good' overall.

### Overview and CQC Inspections

Click for key ✓ ✕ ✖ | ☆ ● ● ● ● ●

**Overall  
Good**

Read overall  
summary

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

#### Type of service

Nursing homes, Rehabilitation (illness/injury)

#### Specialisms/services

Accommodation for persons who require nursing or personal care, Physical disabilities, Sensory impairments, Treatment of disease, disorder or injury, Caring for adults over 65 yrs

**Latest CQC inspection report for Ashgreen House: 14 January 2016 <sup>2</sup>**

## Methodology

We created an observation form for Authorised Representatives to complete, which gathered their view of the service from a patient's point of view. We also spoke to resident and staff if they wanted to share information with us.

We made sure to check with the staff if there were individuals who we should not approach or who are unable to give informed consent. As a Healthwatch Greenwich Authorised Representatives, we are there as lay persons, and are not considered to have the expertise to know whether a patient has the capacity to give informed consent to having their views presented.

## Summary of findings

### Location



Ashgreen House is located near Woolwich Town Centre and has good transport links by bus, train, and DLR. There is a large car park as you enter the site and we noted this was full on the day we visited. There are accessible bays as well as an area for emergency vehicles by the front entrance to the home.



*Two views of the car park*



Ashgreen House has level access from the street, through the car park and to the front automatic door. The area is well maintained, clean and well sign posted. The front entrance has a secure call system and there is manned front desk in reception.



The home is laid out over four floors and a lift is available to all floors. On the lower ground floor has the Artillery Suite, upper ground is the Grenavic Day Centre and Winns Suite, first floor has the Abbey and Ferry Suite and on the second floor is Trinity Suite. There are currently no services specifically for people with dementia but there are plans to convert the Artillery Suite into a Dementia suite.

## Reception areas

The reception area is large, clean, and welcoming. The front entrance was open, but the front desk was manned. We were greeted at the front reception desk warmly and there was a sign in book for all visitors to complete. Hand sanitiser was available at the front desk but also throughout the corridors and public areas. There is a good number of seating throughout the spacious reception area.

There are notice boards with up to date information, including the latest CQC report/rating and leaflets are available to visitors in the reception area. Another board had photos from the recent Macmillan coffee morning which took place in September 2017. There is an activity notice board which displays the upcoming events for the week however we did not see the activity information displayed on each of the individual floors. There is pictures of the main staff and their roles in the reception area and on each suite the photos and names of key staff is displayed.



*Notice board in the receptions with latest information and photos from events*

## Public areas

The public areas were clean and kept free from clutter. The areas were a comfortable temperature with no unpleasant smells detected. The areas are bright with natural light and there is a good amount of lighting in the noted. Some bulbs required replacement, but this didn't affect the overall lighting. Contractor comes weekly to replace bulbs and carryout any other small jobs that are identified throughout the week. The areas feel homely and are decorated appropriately in nice colour palettes and have pictures, plants, and seating.

## Corridors

The corridors throughout the building are wide and bright. They all have hand rails, and these are painted in a contrasting colour, so they are distinguishable for residents with visual impairments. Each floor has a different colour theme which makes it easier to work out which floor you are on. In each suite there are different picture themes too for e.g. royal family, famous Hollywood stars of the 50's/60's.

The signage to the emergency exits is clear and every door is labelled. Many doors, including the offices, toilets, and bathrooms, include pictorial representations on the doors also. The corridors also offer hand sanitiser, gloves, and drinking water in all suites.

New carpet was being laid in the corridor of the Trinity suite when we visited. While this work was being carried out in the Trinity suite we were impressed with the organisation and the lack of disruption caused to the residents. There was of course additional mess and increased risk of falls for residents, but staff were alert and present to ensure residents were kept safe and assisted. New carpet had already been laid in Abbey and Ferry suites. New carpet is due to be laid in the ground floor and the lower ground floor.





## Toilet and bathrooms

The communal toilet and bathrooms were clean and looked newly fitted. Cleaning rotas are completed up to date and are displayed in the staff rooms. All include hand rails, and these are in contrasting colours. Even though no suite is dedicated to dementia care efforts have been made to ensure the toilets and bathrooms are dementia friendly. There is good signage to them all and there is a toilet located near each dining room/lounge. Baths can be requested by residents by letting a member of staff know.

## Lounge, dining room and other public areas

The lounge/dining areas are open, cosy, and homely. They are divided into lounge and dining areas. The lounge has seats grouped together with a TV and the residents were noted watching TV, conversing with one another and with staff. There is a good supply of books, magazines, games available in the activity cupboard. There is Wi-Fi and mobile phone reception throughout the building. The dining area has a couple of groups of tables, with suitable seating, which is good for residents to interact with each other over mealtimes. There is also a quiet lounge in every suite which is a place for residents to use and can be used with visitors.

## Resident's rooms

The resident's rooms are decent sizes, and all include an en-suite wet room. The rooms are of a comfortable temperature and have radiators and windows. Laundry is done for all residents and the laundry room was large, clean, and well organised. A TV can be provided by the residents or their relatives as well as a phone if needed. There is a call bell in the room which can be easily accessed if needed. The rooms can be personalised, and personal furniture can be brought too. All rooms can be locked by the residents from the inside.

Memory boxes are made for residents and displayed by their doors to identify them to the individual. On the resident's door in the Trinity suite they have included key information for example what their favourite drink is and how they like it served. If there is a do-not-resuscitate (DNR) order in place these are indicated by a red spot on the door as well as included in the care plan which is found in the resident's room.



*Examples of memory boxes displayed by the resident's doors.*

## Staff and resident's interactions

We noted staff were present in every area throughout our visit and could be identified by their uniforms and name badges. Each suite also displayed the photos and names of the key staff members for residents and visitors to see.



*Pictures of the key members of staff which is displayed in the reception area.*

We saw staff talking to the residents with respect and kindness. They listened to individuals and it was felt they knew them on a personal level. Calls for the rooms were not constant but were responded to promptly. The environment is friendly and relaxed we did not witness any rushing around.

*One staff member who works in the kitchen was walking through the reception area. She stopped and spoke to one resident in detail about the menu for the day. She addressed him by name and they laughed and joked together.*

Feedback is gathered from visitors via a feedback form and comment box which is in the reception area. This is important to so that compliments, comments, and improvements can be listened to and improve services. Monthly resident's meetings are also held to gain feedback on all topics such as activities or menu changes.

## Care, kindness, and compassion

The residents can choose what time they wake and all the resident's we saw were up and appropriately dressed. The resident's we spoke to were happy and there seemed to be activities going on for people to take part in.

## Food and nutrition

There is a good choice of food available on the menus and these are changed daily. Menus are created for the month and then presented to the residents for feedback at the resident's meetings. There are also alternatives which are always available should the options not appeal. Resident's care plans include important information for e.g. allergies, if they are diabetic, if they require pureed food or have personal preferences with their food. The food is prepared by the kitchen staff on site and then transported to the dining room areas. Ashgreen house use a large supplier but some specialised seasoning or ingredients are purchased directly by the Kitchen if necessary. Drinks are available all day by calling the staff if the resident is in their room or they can ask a staff member while they are in the lounge areas. Residents can choose to have their breakfast in bed if wanted. Meal times are protected so visitors are asked not to visit during mealtimes. However, family members can request to assist their relatives with eating if this is desired. This information is also displayed on a whiteboard in the kitchen.

## Activities, outings, and general well-being

The activity programme is displayed in the main reception, but we did not see this displayed on the individual wings. Monthly resident's meetings are held to discuss possible upcoming activity or events. We saw photos from a coffee morning that was held in September 2017 to raise money for Macmillan Cancer Support. The home is located next to Foxfield Primary School and a great relationship has been built. Residents of Ashgreen House have been invited to attend the summer sports day and the upcoming nativity at the primary school. Ashgreen House has a mini bus they can use which means outings are easier to arrange and they have a fulltime activity coordinator who oversees these arrangements. We did not see a resident's newsletter, but notices of events were well displayed. There is no dedicated faith room at Ashgreen House, but all faiths are respected. There are places of worship near the home of many religions.



*Activity programme displayed in the reception area*

Ashgreen House has a beauty parlour onsite that has two volunteers who come regularly and can be pre-booked. Other beauty and holistic treatments can be arranged which can take place in the beauty parlour or in the resident's room if they prefer.



*Ashgreen House beauty parlour*

- **Recommendation 1:** Display the activity programme in each wing for all residents to see.
- **Recommendation 2:** A newsletter could be introduced to notify resident's and their visitors of upcoming events throughout the year.

## Outdoor space/garden

Ashgreen House has an open space which is accessible from the lower ground floor. It is well maintained, accessible, safe and with adequate seating. Each room on the Artillery Wing have doors which lead out into the garden. There is a no smoking policy in place at the home but there is a designated smoking room and smoking is allowed outside.

## Service provider response

All providers are given the opportunity to review our Enter and View reports prior to publication, check for factual accuracy and provide a formal response.

No comments were received from the service provider by the time of publication.



## Results of visit

### Location

<b>Observation Criteria</b>	<b>Yes</b>	<b>No</b>	<b>Comment</b>
<i>Is the home located near to public transport routes, so people can visit easily if they don't drive?</i>	X		Near train station and good bus links in Woolwich.
<i>Is there sufficient parking for visitors who drive?</i>	X		A couple of available in car park to the front of the building. Staff and visitors use the car park.
<i>Are there disabled bays or pick and drop off points close to the entrance?</i>	X		Accessible bays available and drop-off area by the front entrance.
<i>Is there a disabled access ramp?</i>	X		Level access from the street through the car park and to the front entrance.
<i>Is the external environment pleasant and well maintained?</i>	X		Front entrance and car park all clear of leaves and neat.
<i>Is access to the home secure?</i>	X		Call system for each unit and to the main reception desk.
<b>Any other comments:</b> Lower ground floor: Artillery Suite Upper ground floor: Grenavic Day Centre Upper ground floor: Winns Suite 1 <sup>st</sup> Floor: Abbey Suite (nursing) 1 <sup>st</sup> Floor: Ferry Suite (nursing) 2 <sup>nd</sup> Floor: Trinity Suite Residential nursing home with a view to create a residential dementia unit in the Artillery Suite.			

### Reception areas

<b>Observation Criteria</b>	<b>Yes</b>	<b>No</b>	<b>Comment</b>
<i>Does the home have a secure entry system?</i>	X		For entry and exit.
<i>Was the door answered in a timely manner?</i>	X		Manned reception.
<i>Did the home's staff greet you warmly and make you feel welcome?</i>	X		Yes, all friendly, approachable, and interested.
<i>Is there sanitising hand gel available as you enter the home?</i>	X		Yes, available throughout the corridors of the home.
<i>Is the visitor's book in use?</i>	X		Two visitors book; one for visitors to residents and one for visitors to the home.

<i>Is the reception area homely and welcoming?</i>	X		Clean, open and welcoming.
<i>Are staff friendly and helpful?</i>	X		All very willing to help.
<i>Is there a notice board and is it up to date with useful information?</i>	X		Yes, many notice boards throughout the home including a large one by the front desk.
<i>Is the latest CQC report displayed?</i>	X		Displayed throughout the home.
<i>Are there activity notices with up to date information about social events, outings and entertainment?</i>	X		Yes, an activity notice board is displayed in the main reception. We did not spot this information displayed anywhere else and the board does not give times or locations of the activities.
<i>Are names and photographs of key staff displayed?</i>	X		Yes, staff name and photos are displayed on every unit and in the main reception area.
<i>Is your initial impression of the home one of a calm, friendly, caring and professional environment?</i>	X		Yes, nicely maintained, warm and no unpleasant smells.
<b>Any other comments:</b>			

### Public areas

<b>Observation Criteria</b>	<b>Yes</b>	<b>No</b>	<b>Comment</b>
<i>Are these areas clean?</i>	X		Kept clean and hoovered throughout.
<i>Are these areas without discernible odours?</i>	X		No unpleasant smells noted at any time.
<i>Are these areas uncluttered?</i>	X		No clutter noted.
<i>Are these areas well lit?</i>	X		*see below
<i>Are these areas kept at an appropriate temperature?</i>	X		Comfortable temperature throughout the home.
<i>Do these areas have safe floors and carpets which are unworn and in good condition?</i>	X		See corridors...
<i>Do these areas look and feel homely?</i>	X		There was a good number of pictures, plants, clocks and seating.

<i>Are these areas well maintained and decorated to an acceptable standard?</i>	X		Nice colour palettes used and all decoration is well maintained.
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**Any other comments:**

\*Good amount of lighting noted. Some bulbs required replacement but didn't affect the overall lighting. Contractor comes weekly to replace bulbs and carryout any other small jobs that are noted throughout the week.

## Corridors

<b>Observation Criteria</b>	<b>Yes</b>	<b>No</b>	<b>Comment</b>
<i>Are the corridors wide enough to accommodate wheelchairs and walking aids?</i>	X		Yes, nice wide well-lit corridors.
<i>Do the corridors have hand rails? Are they painted in a contrasting colour to the walls?</i>	X		Hand rails throughout the corridors and are painted in a contrasting colour to the walls.
<i>Is there clear signposting to emergency exits and key areas?</i>	X		Good signage throughout. All doors signed.
<i>Does the signage include 'dementia friendly' pictorial representation</i>	X		Pictorial representation signage on many doors including office, toilet, and bathroom.
<i>Are cleaning cupboards and storage rooms accessible from the corridors secured with keypads or kept locked?</i>	X		Cupboards were locked apart from one which was in use.
<i>Are furnishings and pictures/features on the walls interesting and stimulating?</i>	X		All matching on different floors.
<i>Is there seating for residents to sit and rest?</i>	X		Plenty of seating throughout the corridors.
<i>Has the home 'themed' their corridors?</i>	X		Corridors are different themes. Trinity had famous people including the Rat Pack and Audrey Hepburn. Another suite had a display with the royal family throughout the ages.
<i>If there is more than one floor, is there a lift or chairlift facilities?</i>	X		Yes, two lifts to all floors. Staircase also with new security being fitted.

**Any other comments:**

New carpet being laid in the corridors of Trinity. New carpet already laid in Abbey and Ferry suites. New carpet planned for the ground floor reception area and day centre and the lower ground floor Artillery suite.

While the new carpet was being laid in the Trinity suite we were impressed with the organisation and the lack of disruption caused to the residents. There was of course additional mess and increased risk of falls for residents, but staff were alert and present to ensure residents were kept safe and assisted.

Water available in the corridors of all suites.

Hand sanitiser and gloves also available.

### Toilet and bathrooms

<b>Observation Criteria</b>	<b>Yes</b>	<b>No</b>	<b>Comment</b>
<i>Is there appropriate signposting indicating the route to the home's communal toilets and bathrooms?</i>	X		Good signage throughout. Pictorial signs and braille included.
<i>Are toilets and bathrooms dementia friendly, if needed?</i>	X		Not a specific Dementia but some efforts have been made.
<i>Are there adaptations such as handrails?</i>	X		In contrasting colours.
<i>Are there accessible communal toilets close to lounge and dining areas?</i>	X		Toilets located by the lounges
<i>Are toilets and bathrooms clean?</i>	X		All kept clean.
<i>Are cleaning rotas or checklists displayed or up to date?</i>	X		We viewed the cleaning rotas which were up to date but not displayed in the rooms.

#### Any other comments:

All the residents have en-suite toilet and wet room (shower). Bathroom can be used by residents by notifying staff.

### Lounge, dining room and other public areas

<b>Observation Criteria</b>	<b>Yes</b>	<b>No</b>	<b>Comment</b>
<i>Are public areas pleasant, comfortable and homely?</i>	X		Clean and warm. Lounges and visitor's rooms on every unit.
<i>Do seating arrangements promote social interaction?</i>	X		Seating within the lounges is split into dining space and seating around the tv.
<i>Is there a quiet lounge or area which can be used for visitors?</i>	X		Separate visitor's room and visitors allowed in residents' room. Visitors

			are allowed in the lounge, but meal times are protected.
<i>Is there enough seating for residents in dining and lounge areas?</i>	X		Yes, plenty of seating around the meal times and around the tv area.
<i>Is there a TV? Is anyone watching it?</i>	X		Television on residents watching within the lounges.
<i>Are books / magazines / newspapers available?</i>	X		Books, magazines, music and films in each unit as well as an activity cupboard.
<i>Does a mobile library visit and/or can trips to local libraries be facilitated?</i>	X		These can be facilitated.
<i>Is there internet access?</i>	X		Wi-Fi available on every unit.
<i>Can residents have easy access to the telephone?</i>	X		Can have mobiles or landlines in their rooms supplied by themselves or their families.
<i>Is there mobile phone reception?</i>	X		Good mobile reception at the home.

**Any other comments:**

Warm homely feel.

### Resident's rooms

<b>Observation Criteria</b>	<b>Yes</b>	<b>No</b>	<b>Comment</b>
<i>Are resident's rooms spacious enough for the resident's needs?</i>	X		Good size rooms with en-suite toilet and wet room.
<i>Are resident's rooms at a suitable temperature?</i>	X		Comfortable room temperature and windows are in each room. The Artillery suite have access to the gardens from their rooms.
<i>Are residents able to watch TV in their own room?</i>	X		Can be provided by the resident or their families.
<i>Can residents personalise their room and bring personal possessions?</i>	X		Yes, personal possessions and furniture can be used to personalise the rooms.
<i>Is there privacy in the resident's rooms? Can the doors be locked if appropriate?</i>	X		Rooms can be locked by the residents from the inside.
<i>Is there a call bell in the room which is easily accessible at all times?</i>	X		Call bells located in the room and in the en-suite.



<i>Is there a phone point where a resident can make a private call in their room?</i>	X		Can be provided by the resident or their families.
<i>For residents affected by memory problems has the home personalised the door to the resident's room?</i>	X		Memory frames are placed outside each room which have been created with the resident's passions.

**Any other comments:**

\*For instance, in Trinity Unit the residents favourite hot drink and how they like it served is displayed.

\*\*Red marks on the doors indicates if there is a DNR order in place.

Laundry done for residents and the laundry was large and clean and very well organised.

En-suite is a wet room, but a bath is available in a separate bathroom and residents can request a bath from the care staff.

## Staff and resident's interactions

<b>Observation Criteria</b>	<b>Yes</b>	<b>No</b>	<b>Comment</b>
<i>Does there appear to be enough appropriate staff on duty?</i>	X		Staff were always present throughout the home and especially in the lounge areas.
<i>Can you easily identify staff members? e.g. do they wear uniforms, wear name badges</i>	X		All wearing uniforms and name badges.
<i>Do staff talk to residents respectfully?</i>	X		Yes, from what we saw.
<i>Do staff respect resident's dignity?</i>	X		Staff we witnessed listening and responding to residents rather than doing things to people with out
<i>Do staff appear to know residents well?</i>	X		Yes, know them for many different aspects of their personalities.
<i>Do staff address residents by their name?</i>	X		Yes, from what we witnessed.
<i>Do staff respond promptly to residents asking for assistance?</i>	X		Yes, listen and respond quickly and with understanding.
<i>Do call bells get answered promptly?</i>	X		When the calls were heard they were answered promptly from what we saw.
<i>Is there a constant stream of call bells?</i>		X	No, we did not hear too many and certainly not constant.

<i>Are staff helpful and friendly?</i>	X		Yes, from the interactions we saw and the experience we had with the staff.
<i>Do you observe friendly interactions between staff and residents?</i>	X		
<i>Does the home have a happy and caring environment?</i>	X		We felt it was homely and really pleasant environment.

**Any other comments:**

Feedback received from visitors via a feedback form and comment box.

Monthly residents meeting are held to gain feedback on all topics and particularly activities and menu changes.

### Care, kindness and compassion

<b>Observation Criteria</b>	<b>Yes</b>	<b>No</b>	<b>Comment</b>
<i>Do residents have a choice about when they get up and go to bed or is this determined by the home?</i>	X		Ask what time and can come back if not ready
<i>Do residents appear to be cared for?</i>	X		
<i>Do staff interact with residents in a kind way?</i>	X		
<i>Do residents appear to enjoy living in the home?</i>	X		The residents we saw looked happy and well looked after.
<i>Do residents appear to be treated with dignity and respect?</i>	X		
<i>Are residents dressed appropriately?</i>	X		
<i>Do they use 'One-page profiles' or similar? This is displayed on the door or in the resident's room</i>	X		

**Any other comments:**

### Food and nutrition

<b>Observation Criteria</b>	<b>Yes</b>	<b>No</b>	<b>Comment</b>
<i>Is there a choice of menu at mealtimes?</i>	X		

Can residents have something else if they do not want the meals on offer?	X		
Is the menu varied and are the ingredients of a high quality?	X		Have independent suppliers. Go shopping for additional specialised seasoning or ingredients.
Who prepares the food?	X		
Are drinks available throughout the day?	X		
Are residents offered the option of having breakfast in bed, and breakfast over an extended period?	X		
Can visitors eat with residents or are the meal times protected and visitors discouraged from coming?		X	Mealtimes are protected.*

**Any other comments:**

\*Relatives are discouraged from visiting at mealtimes, but they can wait in the visitors lounge etc. If family members have asked to assist residents with eating this can be arranged.

Menus are created for the month following and this is presented to the residents at their monthly meetings for feedback.

Care plan includes if a resident has allergies, is diabetic, requires pureed food or has personal preferences with their food. This is also displayed on a whiteboard in the kitchen

### Activities, outings and general well-being

<b>Observation Criteria</b>	<b>Yes</b>	<b>No</b>	<b>Comment</b>
Does the home have an appropriate activities schedule?	X		Displayed I the main reception but not noted in the separate units.
Are residents included in choosing the activities?	X		Monthly residents meeting give an time to discuss different activities and the ongoing schedule.
Is there evidence of a variety of activities, entertainment, and trips?	X		
Are the residents asked what personal interests they have and can they pursue them?	X		Interactions with staff
Does the home have use of a mini bus?	X		Have access to a mini bus.

<i>Is there an activities coordinator employed by the home?</i>	X		
<i>Is there evidence that residents are involved in activities? e.g. photographs, up coming trips</i>	X		Lots of photos displayed of activities including the recent Macmillan coffee morning.
<i>Is there a newsletter to keep you updated and informed?</i>		X	Not at present.
<i>Does the home have a regular access to a hairdresser or barber?</i>	X		
<i>Does the home have access to any holistic therapies?</i>		X	Can be arranged.
<i>Does the home have access to any beauty treatments such as manicure/ pedicure/ massage?</i>	X		Appointments can be made in the on-site hairdressers.*
<i>Is the home near places of worship?</i>	X		
<i>Are there opportunities for residents to practice their chosen faith should they wish to?</i>		X	No faith rooms but arrangements can be made depending on need.

**Any other comments:**

\*Beauty parlour available that is manned by two volunteers. Appointments can be made to use this service.

### Outdoor space/garden

<b>Observation Criteria</b>	<b>Yes</b>	<b>No</b>	<b>Comment</b>
<i>Is there a garden that residents can use and access?</i>	X		
<i>Can this be accessed freely?</i>	X		
<i>Are there an adequate amount of seating for the residents?</i>	X		
<i>Are there any special features in the gardens? e.g. pond, fountain, animals</i>	X		

<i>Is the garden well maintained?</i>	X		
<i>Is there pleasant and safe garden with appropriate furniture that residents may use in good weather?</i>	X		
<i>Is the garden accessible for walking frame and wheelchair users?</i>	X		
<i>Does the garden provide interesting focal points, such as bird table and flower beds?</i>	X		
<b><i>Any other comments:</i></b>  Artillery unit is located on the ground floor and has access to the outdoor areas from their rooms and the lounge.			



## References

<sup>1</sup> <https://www.sanctuary-care.co.uk/care-homes-london/ashgreen-house-residential-and-nursing-home>

<sup>2</sup> <http://www.cqc.org.uk/location/1-135959879>

## Contact us



### Get in touch

Address: Gunnery House, Gunnery Terrace, Woolwich, London SE18 6SW

Telephone: 020 8301 8340

Email: [info@healthwatchgreenwich.co.uk](mailto:info@healthwatchgreenwich.co.uk)

Website: [www.healthwatchgreenwich.co.uk](http://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 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.**

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