



healthwatch
Greenwich

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Enter and View:

Charlton Park Care Home

November 2017



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1.1 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.

1.2 Our approach

To collect information, our Authorised Representatives complete an observation form. Where possible will also speak to residents, service users, patients, and staff as appropriate. We emphasise to all service users and patients that participation is voluntary. We always check with staff if there are individuals who we should not approach or who are unable to give informed consent.



1.3 Disclaimer

Please note that our reports relate to findings observed on the specified dates. Our report is not necessarily a representative portrayal of the experiences of all service users and staff, simply an account of what was observed and contributed at the time.

1.4 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.

2.1 Visit details

Date and time of visit	30 th November 2017 10.00am -12.00pm
Authorised Representatives	Clive Mardner
Service provider	Four Seasons Health Care
Facilities and services	Specialist 24 hour and respite residential and nursing care for adults with dementia. The home has two units: a nursing unit with 33 beds (Goodwood Suite) and a dementia unit with 33 beds (Epson Suite).
Number of beds	66 beds; 65 residents on the day of our visit
Who we spoke to	We were unable to speak with any residents during this visit. This report consists of our observations on the day.

2.2 CQC Findings

The Care Quality Commission (CQC) carried out an unannounced inspection on 14th and 15th March 2017. The service was rated as ‘requiring improvement’ as there was no clear guidance for staff in risk assessments as to who was assessed as at ‘medium risk’ of choking or when to refer residents to a Speech and Language Therapist. The CQC also found that the service had failed to consistently inform them of the authorisation of Deprivation of Liberty Safeguards (DoLS), as some residents required continuous supervision by staff.

Overall rating for this service	Requires Improvement ●
Is the service safe?	Requires Improvement ●
Is the service effective?	Good ●
Is the service caring?	Good ●
Is the service responsive?	Good ●
Is the service well-led?	Requires Improvement ●

3. Our findings

3.1. Accessibility



Charlton Park Care Home has good transport links, with bus stops nearby. Woolwich Arsenal Train and DLR station is also a short bus ride away. The home has a large car park, as well as disabled bays. The home is wheelchair accessible, and access is secure as there is an electronic call system at the reception with automated doors. The external environment was well maintained and tidy. The door was answered very quickly when we visited, by a friendly and approachable staff member.



3.2. Communal spaces



The reception area was homeley and welcoming, and a visitor's book was in use in the reception area. The reception area had a several noticeboards which included activities lists which were all up to date, as well as the home's latest CQC report.

The communal areas in the home were clean and tidy, and there were no noticeable smells. There was adequate seating for residents in the communal areas, and the home was an appropriate temperature and was well lit. The home was well furnished with attractive pictures and furniture. Some re-decoration may be appropriate but not urgent. Hand sanitiser was available throughout the building.

The corridors were wide enough for wheelchairs and all coloured differently. Communal spaces had clear signposting to emergency exits and key areas, and the dementia unit included dementia friendly pictorial signage. There is a lift between floors.

There were accessible toilets near the communal areas, which had handrails and were well signposted. These displayed cleaning checklists which were up to date. Although they were clean, the décor was a little outdated.

The care home has its own garden, with seating for residents. It is attractive and well-maintained, with hanging baskets and flower pots. It is accessible for those with a walking frame and wheelchair users. There is also a communal budgie on the dementia unit.



Names and photographs of key staff members were not on display in any of the communal areas.

Communal toilets and bathrooms were lacking dementia friendly signage.

3.3. Activities



The home has a weekly activity schedule which is clearly displayed. There is a wide variety of activities available, which residents can choose from. Residents are also asked what personal interests they have and encouraged to pursue them. The home also has its own minibus which can be used for trips and outings. Residents have access to beauty treatments such as massages, as well as regular access to a hairdresser. The care home is near several places of worship, which residents are supported to visit if they wish.

Communal areas in the house were designed and furnished in such a way that promoted social interaction. There were different rooms available, including a quiet room for residents and visitors. There was a TV in the lounge as well as a separate TV room. There were also plenty of books available across the different rooms. Staff told us that visits to the local library can also be facilitated. There is wifi throughout the building as well as easy access to the home's telephone, and good mobile phone coverage.



There was no newsletter available at Charlton Park care home to share information with residents.



3.4. Personal spaces



Residents' bedrooms were spacious and with ensuite toilet and basins, and all had windows. The residents have their own tv and radiators, and all rooms can be locked for privacy. All the bedrooms have an easily accessible call bell for safety, as well as individual phone sockets to make calls in private.



Although the bedrooms have residents' names on the door, they do not have personalised pictorial signs to help those with dementia.

3.5. Meals



Mealtimes at the home include a choice of meals, with the offer of an alternative meal if residents do not like what is on offer. The menu appeared to be varied and of a high quality. Hot and cold drinks are available throughout the day, and residents can choose what time to have breakfast and whether in bed or in the communal area.

3.6. Staff and resident relationships



Staff were visible throughout the home and especially in the communal areas. They were easily identifiable with badges and uniforms. The staff we observed spoke to residents respectfully and appeared to listen well. Staff addressed residents by their name and responded quickly and attentively to requests. Call bells appeared to be answered promptly. Residents could choose when to get up and go to sleep and could ask staff to come back if they were not ready for assistance in the morning. From our observations, the residents appeared well cared for and enjoyed living in the home.



4. Summary



Charlton Care Home is spacious and well-maintained, although some of the décor is outdated. The residents appeared engaged and well-cared for, with a wide variety of activities on offer to them. The staff were welcoming and friendly and appeared to have built good relationships with the residents.

5. Recommendations

Recommendation 1: Staff display

The photographs and names of key staff members should be displayed in one of the communal areas. This will be useful for both residents and visitors, and especially those with dementia.

Recommendation 2: A community newsletter

Creating a Charlton Park care home newsletter could be a key way to communicate and share information with residents and their families, as well as increase the sense of community in the home. Local events and news could be included, as well as upcoming activities or programs in the house.

Recommendation 3: Modernise some of the home's décor

Maintaining the internal decoration of the home is key for promoting resident and staff wellbeing and morale. Simple and effective improvements could be made to increase the appearance of some of the communal areas and bathrooms.

Recommendation 4:

Look at installing more dementia friendly signage throughout the home, including toilets and kitchens in communal areas.

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 by the time of publication.

Contact us

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If you require this report in an alternative format, please contact us at the address above.

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Acknowledgements

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