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**healthwatch**  
Greenwich

## Healthwatch Greenwich

Enter and View:

### Cullum Welch Court Care Home

December 2017



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Manager: Kate Gibson (Head of Care)

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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

|                                   |  |
|-----------------------------------|--|
| <b>Date and time of visit</b>     | 7 <sup>th</sup> December 2017 10am-12pm  |
| <b>Authorised Representatives</b> | Clive Mardner and Sophie Patterson   |
| <b>Service provider</b>           | Morden College   |
| <b>Admission information</b>      | The service provides residency for those who are 60 years old and above, who are living off their pension and who have no property of their own. Placements are means tested. They accept older residents with dementia, nursing requirements and post-operative needs, on a fulltime and respite basis. |
| <b>Facilities and services</b>    | Palliative Care • Respite Care • Convalescent Care • Physiotherapy • Minibus or other transport • Lift • Wheelchair access • Gardens for residents • Bar/Cafe on premises • Residents Kitchenette • Phone Point in own room/Mobile • Television point in own room • Residents Internet Access            |
| <b>Number of beds</b>             | 60   |
| <b>Who we spoke to</b>            | We were unable to speak to any residents or relatives on this visit. This report consists of our observations on the day and conversations with staff members.   |

## 2.2. CQC Findings

The Care Quality Commission (CQC) carried out an unannounced focused inspection of Cullum Welch Court care home on 16<sup>th</sup> August 2017, following a comprehensive inspection on 20<sup>th</sup>, 22<sup>nd</sup> and 23<sup>rd</sup> March 2017. At the comprehensive inspection, regulation breaches were found concerning medicines and quality monitoring regarding premises, equipment, and staff records. In August, the CQC found that key improvements had been made since and the service was rated as 'good'.

|  |               |
|--|---------------|
| <b>Overall rating for this service</b> | <b>Good</b> ● |
| <b>Is the service safe?</b>            | <b>Good</b> ● |
| <b>Is the service well-led?</b>        | <b>Good</b> ● |

## 3. Our findings

### 3.1. Accessibility



Cullum Welch Court care home is accessible easily via public transport as there is a bus stop nearby. There is sufficient parking for visitors who drive, as well as available disabled parking and disabled access to the main building. The external environment is pleasant and well maintained, and access to the home is secure. Blackheath village is close by, providing easy access to local shops and amenities. The home has a secure call entry system, which was answered promptly by friendly and approachable staff.



### 3.2. Communal spaces



In the reception area, there was a visitors' book in use and hand sanitising gel available throughout the home. In the reception area there was a noticeboard which displayed latest CQC findings. The photographs and names of key staff were also on display, as were activity notices with information about the home's social events, outings, and entertainment. The environment was homely and welcoming.

The communal areas in the house were clean and with no discernible smells. They were uncluttered and well lit, and overall the building was well maintained and well furnished. Seating arrangements in the house were arranged to promote social interaction. There was a tv in the lounge as well as a separate tv room, and there were books, magazines, and newspapers available in communal areas. There is wifi in the home and residents have access to a telephone.



The corridors were wide enough to accommodate wheelchairs and walking aids and were colour themed to aid with navigation. The corridors were decorated with relevant local images, which added to the homely atmosphere. Toilets were located close to communal areas; these were clean and had up to date cleaning rotas on display. They were equipped with handrails and well supplied.

Cullum Welch Court care home has its own gardens which residents can use freely. The garden was pleasant and well maintained with ample seating for residents. Other features included a fountain, a pond, and a sensory garden, and it was clear that thought had been put into the layout and the structure.



The signage around the home did not include dementia friendly pictorial representations.

### 3.3. Activities



The home has a designated activities co-ordinator, and there was evidence of previous trips and activities on display when we visited. There was an activities rota on display, and the home publishes its own weekly newsletter which includes a program of events and activities. Residents have access to a regular hairdresser and appointments can be made on site for £8-£10. They can also access holistic therapies, such as massages or spa treatments. Every two to three months the home holds a regular residents meeting. Staff also support residents to attend religious ceremonies and places of worship if they wish to. The home also has its own minibus which enables residents to go on activities and trips.

### 3.4. Personal spaces



Residents' bedrooms were spacious and all of them had their own windows and radiators. They had their own TVs, and lockable cupboards for their personal belongings. On the dementia wards the rooms displayed useful information about the resident in the form of a one-page profile. All the rooms had a call bell to use in emergencies. There was also a dedicated room available for end of life patients' families.

### 3.5. Meal



Residents are offered a choice of food at mealtimes and can request something different if they do not like what is on offer. The food is freshly prepared on site by a chef and appeared to be healthy and of a high quality. Visitors can visit at any time of the day and can join residents for meal times if they wish. Hot and cold drinks are also available throughout the day.

### 3.6. Staff and resident relationships



Cullum Welch Court care home does not use agency staff and prefers instead to invest in their permanent workforce. There were plenty of staff on duty when we visited, who were all wearing uniforms and ID badges. Staff appeared to interact well with residents and were friendly and helpful; we observed residents being assisted promptly and kindly. The staff are also very attentive to residents' needs; for example, staff will monitor residents who do not receive regular family visits and provide basics such as toiletries when needed.



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## 4. Summary

Cullum Welch Court care home was well-maintained with a welcoming and homely atmosphere; residents appeared to be well looked after and to enjoy being there. Features we particularly liked include the relationships which have built between the permanent members staff and residents, and the garden with all its features.



## 5. Recommendations

### Recommendation 1: Use dementia friendly pictorial signage

Signage around the home ought to include pictorial representations which make it more dementia friendly. This would enable residents to be more independent in navigating the home. More information on creating pictorial signage and its purposes can be found here: <https://www.enablingenvironments.com.au/signage.html>.

For example:



## 6. 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.*

**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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## Acknowledgements

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