



healthwatch
Greenwich

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Enter and View:

Meadows House Residential and Nursing home

January 2018



95 Tudway Road, Kidbrooke, London, SE3 9YG

Telephone: 020 8331 3080

Manager: Rosalind Mbaki

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.

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.



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.

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.

Visit details

One Authorised Representative (Clive Mardner) visited Meadows House on the morning of 24th January 2018, between 10am and 12pm. At the time of the unannounced visit Home Care manager Rosaline Mbaki was present. Our initial findings were discussed with the manager and deputy manager at the time of visit.

During the visit it was not felt appropriate to speak to any residents due to the level of need they presented.

Meadows House Residential and Nursing Home provides accommodation for Greenwich residents who require long-term nursing or personal care. There are 29 beds for Dementia patients and 30 beds in the nursing unit. It has a dementia floor and a separate lounge area managed by Mental Health Nurses, for residents that also present challenging behaviour.

Sanctuary Housing delivers the service on the behalf of the Royal Borough of Greenwich. The Royal Borough of Greenwich is responsible for the management and maintenance of the building.

The Care Quality Commission (CQC) carried out an unannounced comprehensive inspection on 25th and 26th January 2017. At the previous inspection on the 1st and 3rd of December 2015 they found three breaches of the Health and Social Care Act 2008 relating to:

- unsafe management of medicines,
- assessments of risks,
- person centred care and assessing and monitoring the quality and safety of the service provided.

At the inspection on the 25th and 26th January 2017 all the breaches identified during the previous inspection had been addressed. The latest CQC inspection rates Meadows House as 'Good' overall.

Overview and CQC Inspections

Overall Good Read overall summary	Safe	Good ●
	Effective	Good ●
	Caring	Good ●
	Responsive	Good ●
	Well-led	Good ●

Our observations

The Home



Meadows House is located in the new Kidbrooke regenerated area. The home was clean and tidy, and well-lit with clear sign-posting to emergency exits and key areas. The resident's rooms were spacious and able to be personalised. It may be difficult by get to by bus as it is an 8-10 min walk from the nearest bus stop. A train station is close by. There is ample parking space with disabled bays. The gardens are well cared for. There are limited local amenities in walking distance.



It is good practice for residents with dementia to have their doors personalised, ideally displaying useful information. The dementia floor had door wraps of different colours, which can help residents remember their room or 'home'. However, managers expressed a concern about the use of 'one-page profiles' displayed on the doors or in the resident's room, as they felt this may be a breach of the data protection act and raises issues of confidentiality.



There was good wheelchair access to the home, and the reception desk is situated in front of the main entrance. Staff throughout were friendly and approachable.

Although there is a signing in book and an entry system, on the day of the visit our Authorised Representative was able to gain access to the Home without being checked in, questioned, or greeted. This is a potentially significant cause for concern. In addition, the reception area did not offer much privacy as the desk is situated directly next to the waiting area, and the glass screen prevents speaking quietly.



Maintenance



The home was clean and tidy and cleaning schedules were properly displayed and up to date. There was no noticeable bad smell in building. The home did have some general maintenance issues and the decor in parts of the building needed a refresh. Although operated by Sanctuary, the home is owned by the Royal Borough of Greenwich who retain responsibility for maintenance and redecoration. The home manager stated that the problems had been brought it to the attention of the Royal Borough of Greenwich on several occasions. Smoking is allowed outside in the gardens for staff and visitors but there is no smoking allowed in the building. The deputy manager's attention was



brought to an ashtray that was overflowing and needed emptying which was carried out immediately.

Transport



Although the home does not have its own minibus, residents are able to access the Royal Borough of Greenwich Transport services. As a result, staff can take the residents out on groups outings and excursions.

Meals



We were pleased with the effort that was made by the kitchen manager and staff in providing a balance meal to all residents and ensuring that the residents gets provided a meal of their choice. Information is provided by the administrative office that appears to be working well.

Activities



TVs are available in resident's room, usually donated by the home after a patient has left, or the patient provides their own. All lounges had a TV. Private telephone calls can be made from the manager's office. The home provides opportunities for residents to practice the main Christian faiths e.g. Church of England and Catholic. Staff had contact details for other faith groups in the area and stated that they would contact them if a resident of that faith was admitted. It was suggested that this information should be also placed on the notice board. Staff have produced their own newsletter, which was very professionally put together, although been informed that Sanctuary would be distributing a central produced newsletter, with local articles being sent to Head Office for inclusion.

Staff and residents



Whilst our Authorised Representative did not speak to residents, all staff observed were calm, professional, and caring in their approach to residents. All the residents observed appeared content and well looked after. Managers were fully aware of the maintenance issues and were taking all steps available to rectify the issues.

Summary

The staff were friendly, caring and attentive. The building was clean and tidy and there was ample evidence of positive activities regularly available to the residents. Decor and maintenance is an issue; however, staff are taking all possible steps to try to resolve the situation.



Recommendations

Recommendation 1: Improve the maintenance and décor of the building

There were areas of the building where substantial decorating and maintenance was required. The upkeep and maintenance of the environment is vital for residents' health and well-being. We understand that a number of requests for repairs and maintenance have been made. The Royal Borough of Greenwich should produce a works schedule to ensure redecorations and maintenance are carried out as soon as possible.

Recommendation 2: Reception area/desk/visitor entry

Due to financial constraints, there is only a part-time receptionist. Sanctuary should look into making this a full-time post or supporting the use of volunteers at the reception desk to greet visitors.

Recommendation 3: Notice Boards and newsletters

The Home had a well organised notice board displaying a range of activities but lacking much other information. More health, advice, and local information could be displayed on the notice boards. In addition, a corporately produced newsletter may not be as relevant to the home, potentially reducing engagement with it by residents and visitors. The home should look at continuing to

produce an in-house newsletter with local information and events.

Recommendation 4: Use of dementia friendly signage

It is recommended that signage is upgraded to include dementia and alzheimers friendly signage for residents. Examples can be found here:

https://www.alzheimers.org.uk/downloads/download/2055/dementia_friendly_signage

Recommendation 5: Investigate use of one page profiles and memory boxes

Data protection should not be a block to the use of one page profiles or memory boxes outside people's rooms. We would recommend that staff look to implement similar a system approach, in consultation with residents and their families. More information on one page profiles can be found here:

<http://helensandersonassociates.co.uk/person-centred-practice/one-page-profiles/one-page-profile-templates/>

Recommendation 5: Faith group information more clearly displayed.

As the home caters for a diverse group of clients, it is advised that other information about other faiths groups are more clearly displayed on the notice board.

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.

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

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.

We are uniquely placed as a national network, with a local Healthwatch in every local authority area in England.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

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