



healthwatch
Greenwich

Healthwatch Greenwich

Enter and View:

Puddingstone Grange Care Home

February 2018



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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.

1.1. 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.



1.2. 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.

1.3. 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. Visit details

Date and time of visit	21 February 2018 10.00am -12.00pm
Authorised Representatives	Rikki Garcia & Nomusa Muhlwa
Service provider	Avante Care & Support, a registered charity
Admission information	Adults over 65
Facilities and services	Specialist 24 hour and respite residential and nursing care for adults with dementia and mental health. The care home has four wards; two for dementia, one for mental health and one for nursing.
Number of beds	62
Who we spoke to	Six residents and one relative

2.1. CQC Findings

The Care Quality Commission (CQC) carried out an unannounced comprehensive inspection on 9th and 10th May 2017. Their previous inspection on 30th and 31st March had found the home required improvement due to medicine storage and administration practice. This had been addressed at the most recent CQC visit, and Puddingstone Grange was rated as ‘Good’ overall.

Overview and CQC Inspections

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

3. Our findings

3.1. External and internal environment



Puddingstone Grange care home is located on a main road with easy transport links. There is ample parking space for visitors who drive, as well as disabled bays, pick and drop off points close to the entrance, and disabled access into the home. Access is secure, as there are security codes on all doors and lifts. The external environment is well maintained and clean.



Staff were very friendly and warm on our arrival. The door was answered quickly and the reception area felt homely and welcoming. There was a notice board on display in the reception area with key information presented clearly, including the findings from the latest CQC visit. There was also information about available activities with photos from previous trips.



Inside the home was clean and tidy. The building is five years old and well maintained. It is open plan, and there is open access to a large clean kitchen in each area. In general, the home was largely uncluttered and well lit, and well heated. The building had a pleasant, inviting and homely atmosphere. There were wooden banisters in all corridors to aid with walking, and there was plenty of seating available in the communal areas of the house. Seating was often arranged in a circle, to promote social interaction. There was also a quieter room available, which could be used by residents and visitors.



Accessible communal toilets were located close to communal areas, which were found to be clean and with adequate supplies of soap and hand towels. Signage in the home was dementia friendly and included pictorial representations. There were also pictures on the walls for decoration.



Residents' rooms were spacious and en suite bathrooms. The bedroom doors displayed key information, including personal likes of the residents, and in some cases their photo. Most rooms also had a memory box placed outside the door, which personalised each room and aided those with dementia. The rooms had individual TVs, and each room could be locked for privacy. A call bell as located in easy reach in every room for safety. Cleaning cupboards and storage rooms in communal areas were kept locked. There was also clear signposting to emergency exits and key areas.



The home has an accessible and attractive garden; in summer the garden doors are kept open. There is also a 'bus stop' in the garden, designed to stimulate conversation and social interaction for residents with dementia.



We did notice a mild odour upstairs in the mental health ward.



Residents told us that they were largely satisfied with the services and facilities on offer in the home. Most had been asked for their feedback on the facilities and services previously by the staff, but two could not remember. All the residents we spoke to were happy with the communal areas, outdoor areas and their individual bedrooms.

3.2. Activities



Activities are strongly encouraged by the staff, and the home has a full-time activities co-ordinator. On the day we visited there were several activities being run, and the wards were lively with residents talking to one another and music being played. There is lots of evidence on show of previous activities and trips. There was a TV in each communal area, as well as books, magazines and newspapers. There is also an organisational newsletter available, although it is not specific to Puddingstone Grange. There is a hair salon available to residents on site. Residents also have access to the local library, and there is a church/ temple accessible across the road from the home. They can use the care home telephone, and there was good mobile phone reception. The home has its own minibus, and residents are encouraged to take trips to places outside of the home.



The residents we spoke to told us they were happy with the activities on offer. They all felt that there were plenty of opportunities to interact with other residents in the care home, and enough ways to keep in touch with family. Six of seven people we spoke to felt that there was enough for them to do there, with one commenting that she 'was not bored'. One resident felt having an individual telephone in each room could be an improvement.

3.3. Meals




Residents are offered a choice of meals at mealtimes, which are advertised on a white board in the communal area. Residents can also request an alternative meal if they wish. The care home chef cooks the meals and interacts with residents in the communal area at meal times, to receive feedback and specific orders. There is also open access to communal kitchen areas throughout the day, with hot and cold drinks available.



All the residents we spoke to enjoy the food which is available to them at Puddingstone Grange. However, one resident commented that it would be good to be able to access foods which were more in line with her culture.


3.4. Quality of care


 Nearly all of the residents we spoke to felt that they were supported to live as independently as possible. Although two residents told us that they had their own personal care plan, the majority were unsure whether they did or not (although this is more a reflection of the levels of understanding amongst the residents, rather than a failing of the home). Two residents told us that they did not have regular meetings with the staff to plan their care, whilst another two told us they did. Finally, although three residents felt they had been offered choice and information about their treatment, two told us that they had not.



 Staff were observed completing paperwork in the communal areas rather than hiding away in the office.


3.5. Staff and resident relationships

 The staff we observed and spoke to were friendly and energetic, and interacted with residents proactively and enthusiastically. There were plenty of staff visible in communal areas, who were identifiable in uniforms and badges. The residents we observed appeared to be enjoying themselves, and all seemed well cared for. The home manager was enthusiastic about residents having a choice of activities as well as their personal freedom. The home encourages residents to engage with their local community and to have visits from family, children and pets.

 The residents and the relative we spoke to on the day were all very happy with the interactions they had with the care home staff; they felt that staff respected them and their privacy. No one we spoke to had experienced any problems with the staff, and one resident told us they were 'very engaged'. Residents also felt that the staff had tried to get to know them and their preferences, and that they were patient and listened well when residents expressed their needs.



3.6. Making a complaint

 Only two residents were aware of how to complain if they were not happy with their care and two others told us they were unsure. One person told us that they would not be comfortable to complain if they received bad care, whilst another two told us they would rely on their families to advocate on their behalf.



4. Summary

The residents at Puddingstone Grange care home were pleased with the care they were receiving and the facilities and activities on offer. The building itself is clean, light and spacious. Staff appear to have positive and proactive engagement with residents, and obviously enjoy working there. Overall, there is a very lively, positive feel to the home with lots of smiles.



5. Recommendations

Recommendation 1: Ensure all residents have knowledge of and access to their care plans to a sense of choice in their treatment and care

Several residents we spoke to were unsure if they had a care plan or of their content. It is important for residents to have access to their care plan, and to have a sense of ownership and involvement in its content, as well as the goals they are working towards. Staff do work to ensure residents are fully consulted in their treatment and we recognise the difficulties involved in helping residents with dementia to understand and remember the process they've been through. Information about treatment should be communicated through regular meetings between the residents and the staff.

Recommendation 2: Ensure all residents are aware of the complaints procedure and are confident to use it

Only two of the residents we spoke to were aware of how to complain. The care home's complaints procedure should be visible in communal spaces and regularly communicated directly to residents. In order to increase confidence, staff could also implement an anonymous complaints and suggestions box.

Recommendation 3: Include more culturally diverse options on the home's menu to reflect resident population

Although all the residents were very pleased with the quality of the food they received, it was suggested that a more diverse menu could be an improvement. This may help to increase a sense of belonging and inclusivity for all residents, as well as offer variety.

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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Acknowledgements

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