

**Enter and View Report**  
**Samuel Close 2**



**July 2024**

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## About Healthwatch Greenwich

We are the independent consumer champion for health and social care in the Royal Borough of Greenwich:

- We listen to people, especially the most vulnerable, to understand their experiences and what matters most to them;
- We gather residents' experiences through surveys, focus groups and face-to-face discussions;
- We act by carrying out Enter and View visits to talk to patients, services users, carers and staff;
- We empower and inform people to get the most from their health and social care services and encourage other organisations to do the same;
- We influence those who have the power to change services so that they better meet people's needs, now and into the future.

## **Executive Summary and Recommendations**

Samuel Close 2 is a one story purpose-built care home located in a quiet area near Woolwich Dockyard Railway Station. Its location offers residents a quiet environment while still being conveniently close to major transport links. The home is one of three managed by the same provider, allowing residents to visit each other and enjoy shared activities. The property has a nice garden that residents are encouraged to use during the summer months.

Even though residents at Samuel Close 2 have varying levels of ability, staff ensure everyone stays active and involved in a wide range of activities, including outings, cooking, and sing-along sessions.

Families are updated through regular emails, phone calls, and an annual review process.

### **Recommendations**

**Recommendation: Establish a regular method for group communication and feedback with families, such as a newsletter or group meetings.**

**Recommendation: Enforce policy requiring all visitors to sign the visitor's logbook upon entry.**

**Recommendation: Review staff training to include the importance of maintaining accurate visitor logs and ID verification.**

**Recommendation: Place clear signage in the reception area reminding visitors to sign the visitor's logbook.**

**Recommendation: Include information on how to lodge a complaint directly with the Care Quality Commission or the local authority in the reception area.**

## Acknowledgements and Key Details

Healthwatch Greenwich would like to thank the service provider, residents, families, and staff for their contribution to the Enter and View programme.

Name and address of premises visited	Samuel Close 2 Care Home, 2 Samuel Close, London SE18 5LR
Service Provider	Choice Support
Care Home Manager	Eunice Satchie
Date	31/7/24
Healthwatch Greenwich Authorised Representatives	Kiki Bourcha Caitlin De Souza
Admission Information	Care home for adults 18 to 65 years of age with profound learning and physical disabilities and with complex needs.
Number of beds	5 beds – all bedrooms were occupied at the time of the visit.
Staffing levels	3 support workers during the day shift, 3 support workers during the evening shift, 2 support workers at night.
At our visit	We observed the care and interaction between staff and 5 residents. We spoke to one resident, one relative, and two members of staff. We used PORT <sup>1</sup> to observe the interactions between staff and residents.

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<sup>1</sup> [The Person-Centred Observation and Reflection Tool | Leeds Beckett University](#)

## CQC Inspection

The Care Quality Commission (CQC) last reviewed<sup>2</sup> the premises in 2022 when the overall inspection rating was good.

# Overview

Latest inspection: 15 August 2022

Report published: 13 September 2022

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Overall	<u>Good</u> ●
Safe	<u>Good</u> ●
Effective	<u>Good</u> ●
Caring	<u>Good</u> ●
Responsive	<u>Good</u> ●
Well-led	<u>Good</u> ●

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<sup>2</sup> [Samuel Close 2 - Care Quality Commission \(cqc.org.uk\)](https://www.cqc.org.uk)

## **Introduction**

### **Enter and View visits**

Healthwatch has the legal power to visit health and social care services and see them in action<sup>3</sup>. Enter & View is not an inspection; we do not look at care plans, medicines management, or clinical issues – this is the role of the Care Quality Commission (CQC). Our role is to offer a lay perspective. We speak to residents, families, and carers, to find out their views and experience of the service. Our focus is on whether a service works for the people using it. Our authorised representatives, responsible for carrying out these visits, are DBS checked and have received training on how to conduct an Enter and View visit. The list of our authorised representatives can be found on our website: [Our Staff | Healthwatch Greenwich](#).

### **Purpose of our visit**

We're carrying out a series of visits to learning disability care homes, supported living, and respite facilities in Greenwich to understand the quality of life, and views of those using the service and the experience and perceptions of relatives and carers.

### **Method**

Our visit was unannounced. We contacted the care home manager to let them know we would be visiting but did not give a specific date and time. Two authorised representatives visited Samuel Close 2. HWG authorised representatives use the PORT tool to assess the well-being of residents and the quality of relationships between residents and staff. We spoke to staff and observed interactions between staff and residents. Additionally, we received feedback from one relative. After the Enter and View visit, our report was shared with the care home. Their response to our findings and recommendations are published as part of this report.

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<sup>3</sup> Enter and the view is a statutory duty of Healthwatch, mandated by the Health and Social Care Act 2012

# Findings

## Residents' wellbeing and staff relationships:

All staff members are long-term employees which has facilitated strong continuity of care and good relationships with each resident. During our visit, care workers were attentive and respectful, and we could see that residents felt comfortable and at ease. Although all residents at the home have limited verbal communication, it was evident that staff have taken the time to understand each individual's unique preferences and needs through careful observation of their gestures and body language. For example, we observed \*Linda looking after \*Gemma, a resident with severe mobility issues. When Gemma appeared to be feeling hot, Linda thoughtfully used a water mister to cool her down. Gemma's face lit up with a smile, clearly enjoying the refreshing sensation of the water mist. Later, Linda assisted Gemma with drinking a glass of water. Throughout this process, Linda frequently checked in with Gemma, making sure she was comfortable and content.

During our observation in the lounge, we noted the positive and inclusive engagement between staff and residents. \*Trudy enthusiastically sang along with a TV program, accompanied by a staff member who added to the fun by playing the tambourine. This created a lively atmosphere. \*Matilda, a long-term resident, chose to sit quietly and observe the singing activity. When staff invited Matilda to join in, she gently indicated her preference not to participate. Staff respected her autonomy and personal choice.

\*Maya, Trudy's sister, expressed her gratitude for the care provided, saying, *"everything is so positive and well looked after; I have nothing but praise. Trudy is very happy here. Despite the many problems I face on my end, it's a great comfort to know my sister receives such good care."*

In speaking with Gemma, who had limited verbal capacity, she expressed how *"the staff are kind and very helpful."* Gemma enjoys her interactions with the staff and her positive relationship with the manager was evident during our visit. During our time in the lounge, the manager gently spoke with Gemma who clearly enjoyed the exchange.

## **Communication**

Families are actively involved in their loved ones' lives through regular communication. Families stay connected and informed through updates via emails and phone calls. Additionally, families are invited to take part in an annual review survey, allowing them to share their insights and experiences. Families also receive cards from residents on special celebration days such as Christmas and Mother's Day.

Maya expressed positive feedback about the level of communication received from the home. She said, *"I am happy with the way they communicate"*. However, she added, *"while they do contact me if they need to share updates, I would appreciate receiving more frequent feedback just to reassure me that [my relative] is doing okay."*

While families can provide feedback through the annual survey, there are no additional channels such as group meetings or newsletters to offer general updates on the home and each residents' wellbeing.

**Recommendation: Establish a regular method for group communication and feedback with families, such as a newsletter or group meetings.**



## **External Environment**

### **Location**

The care home is set in a quiet close adjacent to two other care homes managed by the same provider. This makes it easy for residents to visit each other and participate in shared activities. Moreover, the home is conveniently located near a main road, offering excellent bus connections, and is a five-minute walk from Woolwich Dockyard Railway Station.

The property features a large but uneven garden where celebrations and birthday parties are held during the summer. The garden further includes a small shed converted into a sensory room. However, due to its size, it appears that only one resident can use this space effectively. It cannot be used by residents in wheelchairs.



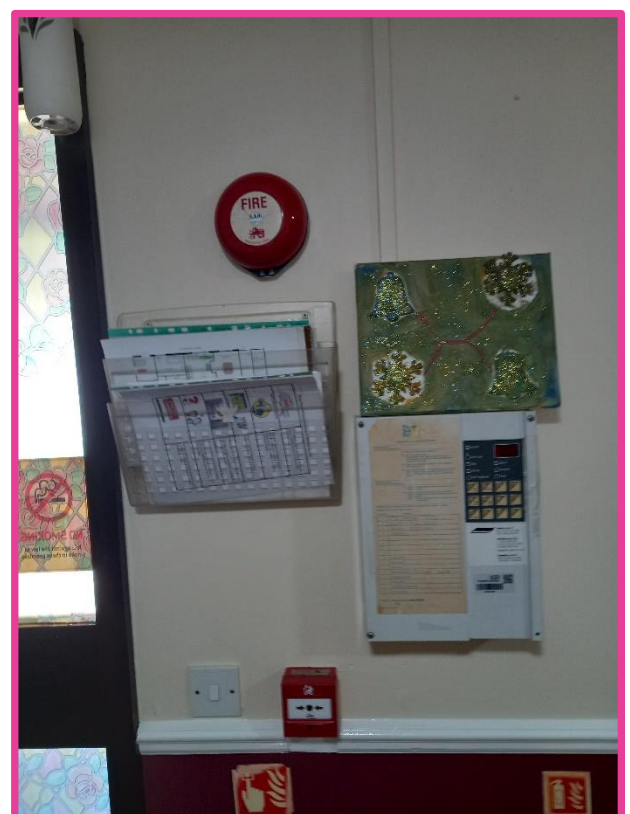
## Internal Environment

### Reception

The care home features a well-decorated reception area adorned with residents' pictures, creating a welcoming atmosphere for all visitors. The reception includes a noticeboard displaying photos and titles of key staff members. Information about the home and its provider, along with logbooks to record compliments and complaints, are clearly displayed.

The complaints procedure to lodge a complaint directly with the care home, while available, was not clearly visible. Furthermore, the complaints procedure to lodge a complaint directly with the local authority or the Care Quality Commission was not readily available. The easy accessibility of this information is important for families who may not feel comfortable approaching the care home directly with concerns or complaints and may hinder families from voicing their concerns.

The care home has a sign-in book; however, we were not asked to sign in or present our identification upon entry to the home. This approach presents a risk to both residents and staff. Without a complete record of who is present in the building, it may be difficult to account for all those present during an emergency. Furthermore, the absence of a consistent sign-in procedure could jeopardise the privacy and confidentiality of residents, as there would be no precise record of who has had access to the home. This potentially increases the risk of unauthorised entry.



**Recommendation: Enforce policy requiring all visitors to sign the visitor's logbook upon entry.**

**Recommendation: Review staff training to include the importance of maintaining accurate visitor logs and ID verification.**

**Recommendation: Place clear signage in the reception area reminding visitors to sign the visitor's logbook.**

**Recommendation: Include information on how to lodge a complaint directly with the Care Quality Commission or the local authority in the reception area.**

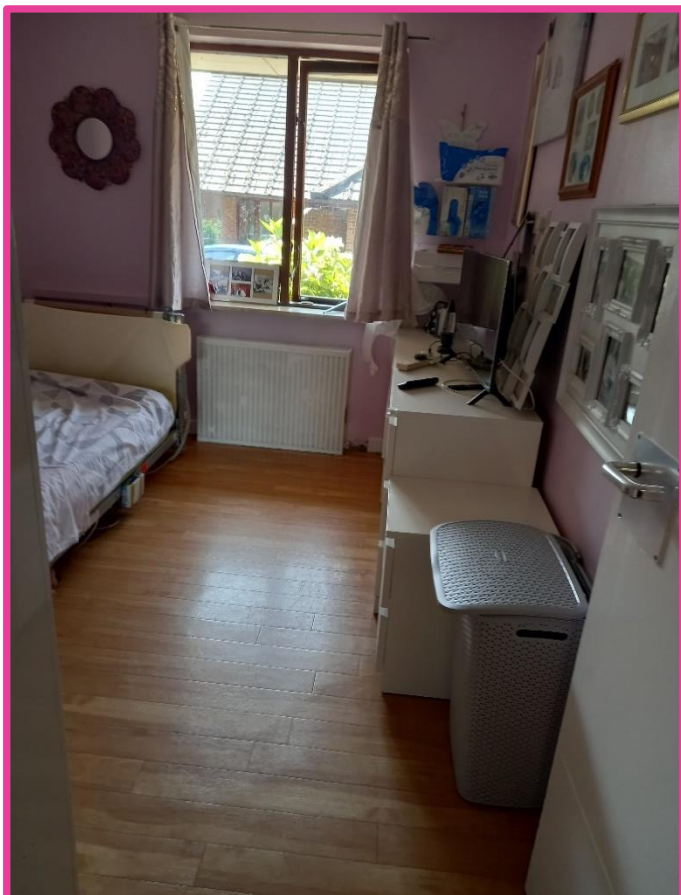
## Access and Mobility

All rooms and corridors are clean, free of clutter, and spacious enough to accommodate the large wheelchairs used by most residents.



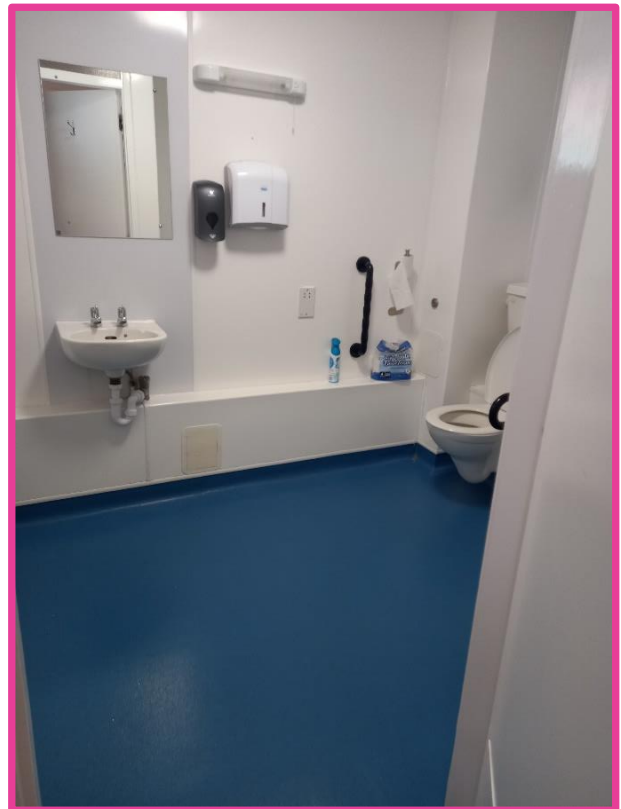
## Residents' rooms

While rooms are small, and without ensuite bathroom facilities, they are kept clean and tidy. All rooms feature a hoist and a large window that lets in plenty of natural light. Rooms are decorated and personalised to suit each resident's personality and preferences.



## Personal Care

During our visit, all residents were well-groomed, and dressed in clean clothing, Each resident receives a bath twice a week and bed baths twice per day. The local podiatrist visits as needed, and each resident attends a dental appointment every six months. All residents wear incontinent pads, which are changed five times a day. Maya expressed her appreciation for this care, sharing, *“Every time I see my sister, she is clean and well-groomed. It reassures me knowing she’s well taken care of. Even though she might not speak or express complaints, this level of care makes a real difference.”*



## Activities

The home has created a vibrant and engaging environment tailored to each resident's needs and preferences. At the heart of this approach is an activity board that displays the range of daily activities available. Activities include sing-alongs, foot massages, board games, and nail painting sessions. We heard that \*Paul particularly enjoys singing along to his favourite Tom Jones songs. While activities are thoughtfully planned, they are subject to staff capacity, in addition to resident's preferences on the day.

The home regularly hosts visits from local community groups and volunteers who provide entertainment or spiritual support, such as a weekly music show and visits from members of the New Wine Church. Recognising the importance of activity outside of the home as well as within it, residents are encouraged to take part in walks, shopping excursions, and visits to nearby care homes. We heard that Trudy enjoys collecting the newspaper from the local station and does so regularly with staff support.

While some residents enjoy activity outside of the home, the use of specialised wheelchairs, can make travel outside the home difficult. Moreover, other residents have health conditions that reduce their ability to go out. Staff make special efforts to support these residents by facilitating activities in the communal lounge, so everyone can participate.

In addition to social and recreational activities, residents are encouraged to take part in domestic activities such as cooking. These activities are designed to help develop dexterity and provide a sense of accomplishment. For instance, holding the mixing spoon during baking.

## Lounge and Dining

The home places strong emphasis on involving residents in the planning of their meals. Menus are planned on a monthly basis, and residents have the opportunity to choose their meals for the upcoming weeks. This process is made engaging and accessible through the use of pictorial representations, so that every resident can easily understand their options and make choices that reflect their preferences and dietary needs.

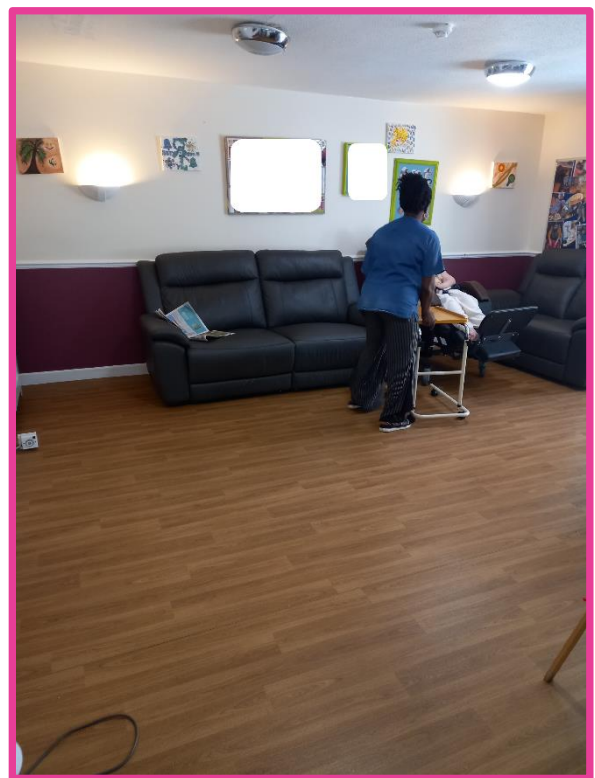
The dining room and lounge is nicely decorated and has a spacious layout that creates a warm, inviting atmosphere. These areas are not just places for eating but serve as social hubs where residents can interact, relax, and enjoy their mealtimes in comfort.

During our visit, we observed lunchtime. It was heartwarming to see the relationships between the residents and the staff. Staff were attentive to the needs of each resident, frequently checking in to make sure that everyone was satisfied with their meal. The supportive and nurturing environment we observed displayed a high standard of care.

When \*Sofia expressed dissatisfaction with her meal, \*Maria, her care worker, quickly offered her an alternative option. Maria gently approached Sofia and asked, *"Sofia, would you like some chips? I'll make you some right away."* Maria then promptly brought a plate of chips, making sure this was served at a suitable temperature. When Paul expressed feeling hot, Maria quickly asked if she could bring *"[him] a cold cloth to cool down."*

Encouragingly, we observed a staff member on leave visiting the care home to participate in a resident's birthday celebration, demonstrating the depth of care and connection between staff and residents. \*Susan told us, *"I wouldn't miss it. They're like family to me."*





# Response from Provider



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 London  
 SE18 6SW  
 020 8301 8340 or info@healthwatchgreenwich.co.uk

Healthwatch was established in 2013 in accordance with the Health and Social Care Act 2012. Within this legislation Healthwatch has a right to a reply within 20 working days to Reports and Recommendations submitted by local Healthwatch to a service provider/commissioner.

## Report & Recommendation Response Form

Report sent to:	<b>(a) Eunice Satchie</b> <b>(b) Choice Support(provider)</b>
Date sent:	28/08/2024
Title of Report:	Enter & View Report on Samuel Close 2 Care Home, 1 Samuel Cl, London SE18 5LR
Response	If there is no response, please provide an explanation for this within the statutory 20 days (by 25th of September 2024). Please note: This form and its contents will be published by Healthwatch Greenwich.

Date of response provided	
Healthwatch Greenwich Recommendations	<ol style="list-style-type: none"> <li>1. Recommendation: Establish a regular method for group communication and feedback with families, such as a newsletter or group meetings.</li> <li>2. Recommendation: Enforce policy requiring all visitors to sign the visitor's logbook upon entry.</li> <li>3. Recommendation: Review staff training to include the importance of maintaining accurate visitor logs and ID verification.</li> <li>4. Recommendation: Place clear signage in the reception area reminding visitors to sign the visitor's logbook.</li> <li>5. Recommendation: Include information on how to lodge a complaint directly with the Care Quality Commission or the local authority in the reception area.</li> </ol>
General response <sup>1</sup>	

<sup>1</sup> Please expand boxes as needed for your response.

<p>Response to recommendation 1. Establish a regular method for group communication and feedback with families, such as a newsletter or group meetings.</p>	<p>Most the families prefer to be contacted using emails. Your recommendation have been taken on board and working with families on agreed means of communication as the emails.</p>
<p>Response to recommendation 2. Enforce policy requiring all visitors to sign the visitor's logbook upon entry.</p>	<p>There is visitors book and any visitor that enters the premises is asked to sign in. Staff have been reminded to make sure every visitor to sign and out when leaving the service. Signage is in place to remind staff and visitors about signing</p>
<p>Response to recommendation 3. Review staff training to include the importance of maintaining accurate visitor logs and ID verification.</p>	<p>This has been added to team meeting agenda and staff are reminded during handovers to make sure ID of victors are checked and visitors are reminded to sign in and of the building</p>
<p>Response to recommendation 4: Place clear signage in the reception area reminding visitors to sign the visitor's logbook.</p>	<p>Recommendation taken and implemented</p>
<p>Response to recommendation 5:Include information on how to lodge a complaint directly with the Care Quality Commission or the local authority in the reception area.</p>	<p>A complain folder has been put in place in the reception area that can be easily accessible by the home visitors. This folder content Choice Support, RBG and CQC complain procedures and contact details. Easy read format. This folder also contains a whistleblowing helpline and Choice Support whistle blowing policy and procedures details for visitors and in easy-to-read format.</p>
<p>Signed:</p>	<p>Es</p>
<p>Name:</p>	<p>Afiba(Eunice) Sachie</p>
<p>Position:</p>	<p>Operational Lead</p>

## Contact us

**Address:** Gunnery Works, 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 your 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.**

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