

# **Enter and View Report**

## **Kemsing Road Respite Service**



**December 2023**

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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 service users' 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

Kemsing Road is a short-term respite service providing accommodation for four adults with learning disabilities and additional needs. Despite its potential capacity to host four guests for short stays, occupancy for the past year has been limited to two. Two guests, initially on short respite stays, have become long-term residents, reducing the overall respite capacity at Kemsing Rd. Families who rely on respite care services do so to provide a break from their caregiving responsibilities. Families we spoke to told us the reduction in capacity at Kemsing Rd increased stress, worry and negatively affected their own health and wellbeing as they now have fewer opportunities to take a break and recharge.

The building is located in a quiet residential area with easy access to a bus stop, train station and off-road parking very close to local amenities and shops. The facility has a small reception, an open-plan kitchen, and four rooms, each with ensuite facilities. Kemsing Road is clean and well laid out, but our observations noted some signs of wear and tear, however the overall atmosphere is warm and welcoming. This small and cosy facility creates a homely atmosphere.

Most staff are longstanding postholders who have built up good relationships with guests. During our visits, guests appeared content and engaged in activities with care workers and we observed warm interactions between staff and guests. However, feedback from families suggests dissatisfaction with:

- capacity – severely limiting opportunities for respite,
- administrative complexity – in identifying available spaces,
- staffing levels and staff training – that do not always meet families expectations.

### Recommendations

- 1. Display photographs and names of key staff members in the reception area.**
- 2. Display complaints and feedback process**
- 3. Increase capacity (back to four respite spaces)**
- 4. Create access to wider range of activities for guests.**
- 5. Greater integration and connectivity with the wider community and links with neighbourhood, voluntary, and charitable organisations.**

6. **Improve communication with families and provide more detailed information both before and after a guest's stay.**
7. **Provide greater opportunities for feedback with families such as regular group meetings.**

## Acknowledgements and key details

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

Name and address of premises visited	11 Kensing Road, SE10 0LL
Service Provider	Outlook Care
Care Home Manager	Amy Owens
Date	12 <sup>th</sup> and 14 <sup>th</sup> of December 2023
Healthwatch Greenwich Authorised Representatives	Joy Beishon Kiki Bourcha
Admission Information	Respite Service for adults with learning disabilities
Number of beds	2 beds (originally a 4-bed capacity, now accommodates only 2 guests due to the extended stay of 2 service users)
Staffing levels	2 carers in the morning shift and two in the evening shift
At our visit	We observed the care and interaction between staff and 2 guests. We spoke to 1 resident and 4 staff members including the home manager.  We received feedback from five families.

## CQC Inspection

The Care Quality Commission (CQC) carried out a visit to Kemsing Road Respite Service on the 31<sup>st</sup> of January 2018, and the last review was completed on the 6<sup>th</sup> of July 2023. The home was given an overall rating of good<sup>1</sup>



Overview	
Latest inspection: 31 January 2018    Report published: 21 March 2018 Latest review: 6 July 2023 ⓘ	
Safe	Good ●
Effective	Good ●
Caring	Good ●
Responsive	Good ●
Well-led	Good ●

## Introduction

### **Enter and View visits**

Healthwatch has the legal power to visit health and social care services and see them in action<sup>2</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 guests, 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](#).

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<sup>1</sup> [Kemsing Road Respite Service - Care Quality Commission \(cqc.org.uk\)](#)

<sup>2</sup> Enter and the view is a statutory duty of Healthwatch, mandated by the Health and Social Care Act 2012

## **Purpose of our visit**

Healthwatch Greenwich is 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 first 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 the Kemsing Road Respite Service on the 12<sup>th</sup> of December and one authorised representative attended again on the 14<sup>th</sup>. We spoke to guests, relatives, and staff. We also observed interactions between staff and guests. 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.

## **Findings**

### **External Environment**

#### **Location**

Kemsing Road Respite Service is located in a quiet residential area, a 5-minute walk from Westbourne Park station and 1 minute from the nearest bus stop. The front of the home is well-maintained, with easy access for guests. The care home has a garden at the back, providing a recreational area. The garden requires a little tidying up in preparation for greater use by guests in the warmer months.



## **Internal Environment**

### **Reception**

The home has a secure entry system and a small reception area with a visitor's book which is in use. Information about the home is available but could be improved with a display of photographs and names of key staff members and information on the feedback and complaints process.

**Recommendation: Display photographs and names of key staff members in the reception area.**

**Recommendation: Display complaints and feedback process**

### **Access and Mobility**

All communal doors have security access locks. Corridors are clean, uncluttered, and wide enough for walking frames and wheelchairs.



## Guests' rooms

Despite its potential capacity to host four guests for short stays, occupancy for the past year has been limited to two. Two guests, initially on short respite stays, have become long-term residents, reducing the overall respite capacity at Kemsing Rd.

Guest rooms are clean and spacious. They are sparsely but well-decorated creating an ordered and welcoming environment. All rooms have ensuite facilities but only two of the four have a hoist restricting the number of wheelchair-using guests that can be accommodated at the same time.

**Recommendation: Increase capacity – back to four respite places.**



## Hygiene

On the first floor, there's a neat and organised laundry room and guests that can do so are encouraged to use the laundry facilities with supervision to promote self-sufficiency.

All rooms have ensuite facilities. In addition, one communal bathroom is also available. This was clean and well-maintained at the time of our visit. All guests are offered the option to bathe daily and those with capacity can use the ensuite or communal bathroom facilities when they wish.

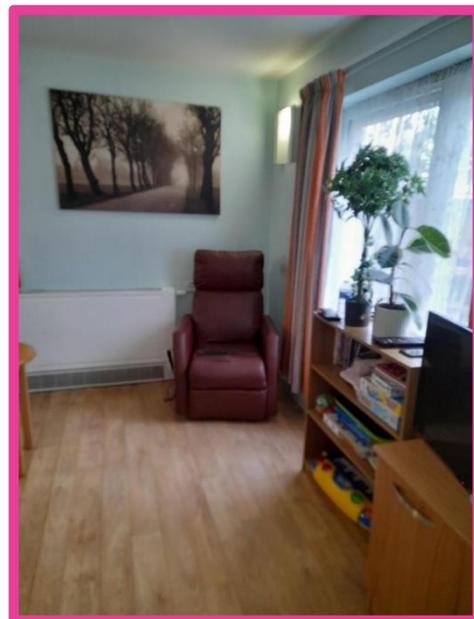
## Activities

During both our visits, we saw guests taking part in painting with their caregivers. However, it was clear there are limited opportunities for leisure activities with no staff member having specific responsibility to develop or create a schedule of possibilities. In addition, guests with access to a personal budget or those from more affluent families can afford to pay for external trips or treats like cinema visits or eating out. Guests without money to pay for treats and trips have fewer opportunities to take part in activities or go out.

**Recommendation: Create access to a wider range of activities and opportunities for guests.**

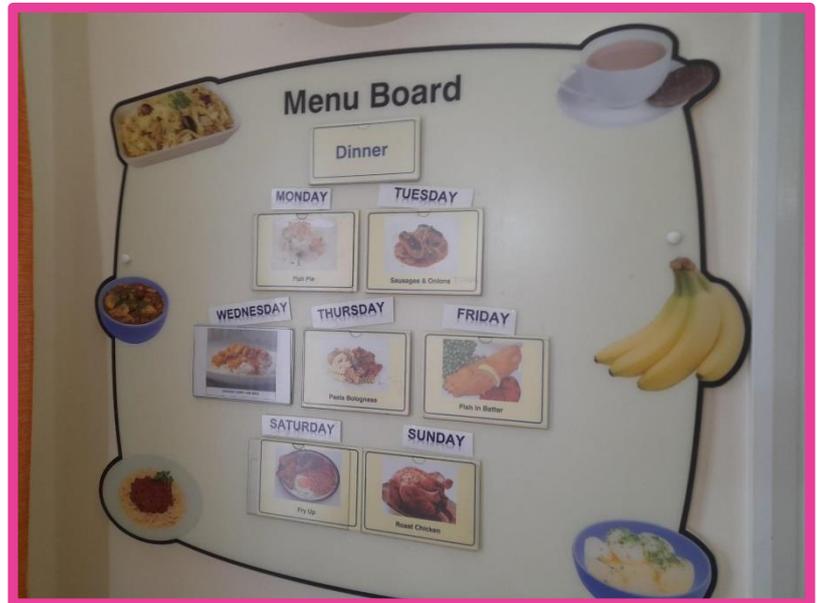
## Lounge/Dining Areas

While furnishings are outmoded, the rooms are clean and bright. It was good to see guests spending time in the lounge/dining area engaging with staff, creating a pleasant homey atmosphere.



## Food and mealtimes

Meals are cooked by staff in the domestic style kitchen on the ground floor. The cooking environment is clean and tidy. There is a visual menu in the dining area but is used as decoration only and does not indicate the meals for that day. Many of the guests are regulars, and staff are familiar with their preferences. Staff shop locally for food – giving greater flexibility in adapting the menu to guest preferences.



### **Communication:**

During a guest's stay, there is daily contact between families and the service via telephone or texts. When a guest checks out, the family is provided with a diary detailing the routine, medication taken, behaviour and any activities participated in. Feedback received from families suggests information received from Kemsing Road is often sparse and could be improved to include more detail – in advance of any stay. Families are keen to know how many members of staff will be on duty during the respite period (to reassure of safety concerns) and who (named member of staff) will be specifically responsible for looking after their loved one. Families would like to know more about the training staff receive. While booking a respite place is limited due to the small number of places, it is also dependent upon the needs of who else is taking the other respite place, making it hard for families to know if a space might or might not be available unless bookings are made well in advance. More could be done to involve and communicate with families generally. One coffee morning took place in 2023 with only a small number of families represented. This was the only relatives/family meeting for the year.

**Recommendation: Improve communication with families and provide more detailed information both before and after guest's stay.**

**Recommendation: Provide greater opportunities for feedback with for families such as regular family group meetings.**

# Response from Provider

## Report & Recommendation Response Form

Report sent to:	(a) <del>Amy Owens (Care Home Manager)</del> Amy Owen – Deputy Manager. Edwine Tembong – Registered Manager (b) — (c) Outlook Care (provider)
Date sent:	8/1/2024
Title of Report:	Enter & View Report on Kemsing Road Respite Service, 11 Kemsing Road, SE10 0LL
Response	If there is no response, please provide an explanation for this within the statutory 20 days (by 7th of February 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>8. Display photographs and names of key staff members in the reception area.</li> <li>9. Display complaints and feedback process</li> <li>10. Increase capacity (back to four respite spaces)</li> <li>11. Create access to a wider range of activities for guests.</li> <li>12. Greater integration and connectivity with the wider community and links with neighbourhood, voluntary, and charitable organisations.</li> <li>13. Improve communication with families and provide more detailed information both before and after a guest's stay.</li> <li>14. Provide greater opportunities for feedback with families such as regular group meetings.</li> </ol>
General response <sup>3</sup>	
Response to recommendation 1.	These have been updated and are on the wall, these I had removed to update photos of staff that had left/new photos.

<sup>3</sup> Please expand boxes as needed for your response.



**Response to recommendation 2.**

Feedback cards are in the hallways. The complaints procedure/policy is in the office at present as well as staff having access to this on the SDA. We will display these in the units.

As part of the checking out/leaving process there is space for the guest to provide feedback on their stay. We will also be improving the way that we collect feedback from people that use the service, as well as from circle of support/professionals. This will also form part of the new SAF by CQC.

In the hallway there is guidance on “we’re listening” in an easy read, as well as an advert for whistleblowing. In addition to this, there is also a “post box” for comments/feedback to be posted, a notice for this is on the wall above this as well as my contact details for people that may wish to contact this way.

**Response to recommendation 3.**

One of the people that is currently staying long term is due to leave by the 18/2, this has been confirmed by CLDT.

For the other person, the works in the home are still pending (the housing association that owns the home needs to sign off for the works to be completed, this was last chased by CLDT on 5/2/24). Where needed this person can access the void in the supported living unit therefore freeing up the bed in respite, this has been the case since the start of her stay in May.

It is important note that support with long term placement(s) came from CLDT.

**Response to recommendation 4.**

There needs to be funding for this, there is no budget. The only fund for activities is what the person brings in for the duration of their stay. However, are happy to support the person with any activities if the funds are in place.

Response to recommendation 5.	This is something that we are already looking into.
Response to recommendation 6.	<p>We have already had a number of coffee mornings, to provide opportunities for Family members to feed back to us. We recognise that the date and time may not be suitable for all, which is why we are increasing these, so that there is opportunity for all to be involved, we are aiming to hold these at least every 2 months. Next one is due on the 9/2.</p> <p>We are looking at improving the communication between visits as well as the checking in process before and after visits.</p> <p>Moving forward, we would like to introduce a newsletter which will be sent out to Family members highlighting the news stories and details on any dates free for bookings.</p>
Response to recommendation 7.	Please see response above in sections 2 and 6.
Response to recommendation 8.	
Signed:	A Owen
Name:	Amy Owen
Position:	Deputy Manager - Locality 2

## Contact us:

**Address:** Gunnery Works, Gunnery Terrace, Woolwich, London SE18 6SW  
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**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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