

**Enter and View Report
Meadows House Residential and
Nursing Home**



August 2022

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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

Meadows House is a purpose-built modern care home divided into 5 units on three floors. It has a pleasant exterior with peaceful well-furnished garden areas. The home offers ample parking and is close to local amenities and public transport networks with a nearby bus stop and Kidbrooke Station 7 minutes away

We found Meadows House to be clean, warm, and homely, with a friendly atmosphere creating a sense of community. Bedrooms are thoughtfully decorated, and staff personalise care to focus on the needs of each resident. Relatives told us the new care home manager has made significant improvements, both to the home and to residents' care and activities.

Staff prioritise understanding what residents enjoy doing and activities are organised to reflect preferences. Unlike other homes we've visited, we were pleased to see most residents choosing to spend their time in communal areas, interacting with staff and other residents, participating in activities and the daily life of the home.

Recommendations

- 1. Recommendation: Display photographs and names of key staff members in the reception area.**
- 2. Recommendation: To set up regular dental care visits for residents.**

Acknowledgements and key details

Healthwatch Greenwich would like to thank the service provider, service users, and staff for their contribution to the Enter and View programme. Healthwatch Greenwich would also like to thank Healthwatch volunteers/authorised representatives who assist with the visits.

| | |
|--------------------------------------|--|
| Name and address of premises visited | Meadows House Residential and Nursing Home 95 Tudway Road, London SE3 9YG |
|--------------------------------------|--|







| | |
|---|---|
| Service Provider | Sanctuary Care Ltd |
| Care Home Manager Regional Manager | Oxana Nesterenco Susan Hentschel |
| Date | 3rd of August 2022 |
| Healthwatch Greenwich Authorised Representatives | Kiki Bourcha Pamela Winters |
| Admission Information | Providing residential care, nursing care, dementia care, respite care, palliative care, and day care. |
| Number of beds | 59 beds with 55 occupied during our visit. We were advised by staff that the diversity of residents matched the local population. |
| Staffing levels | Jackwood –1 mental health nurse, 4 carers (3 at night) Currently 3 of the residents require 1 to 1 care. Harwood- 1 team leader with 3 carers (2 at night) Queenscroft –1 team leader with 2 carers (1 at night) Crownwood –1 nurse with 3 carers (2 at night) |
| At our visit | As the residents have limited cognitive capacity, we spoke to two residents, 9 members of staff, and the home manager. We also spoke to 2 relatives. We observed the care and interaction between staff and 20 residents in both the communal areas and in resident’s rooms. |

CQC Inspection

The Care Quality Commission (CQC) carried out an unannounced visit to Meadows House Care Home on the 29th and 30th August 2019. The home was

rated as good across four of five areas. The home was given a 'requires improvement' recommendation for responsiveness¹.

Activities needed some improvement to ensure they provided stimulation for people's personal dementia journeys. There were long periods on the units where people with advanced dementia were sitting in their rooms, or in communal areas without meaningful activity. Care staff had access to equipment to engage people, but this was not always happening, or, the activity was not always appropriate to people's dementia experience. Some staff said they were not always confident in engaging. For some people nursed in bed there were not always records to demonstrate regular stimulation. We discussed this with the operations manager who told us this was being considered as part of the new dementia strategy. We will check on the progress with this through our monitoring and at the next inspection.

| Overview | |
|--|--|
| Latest inspection: 29 August 2019 | Report published: 19 September 2019 |
| Latest review: 4 August 2022  | |
| Safe | Good  |
| Effective | Good  |
| Caring | Good  |
| Responsive | Requires improvement  |
| Well-led | Good  |

¹ <https://www.cqc.org.uk/location/1-135968358>

Healthwatch Greenwich Enter and View Visit 2020

In 2020 we conducted an Enter and View visit to Meadows House Residential and Nursing Home in which we provided the following recommendation:

Recommendation 1: Redecorate the bathrooms for the day centre

Introduction

Enter and View visits

Healthwatch has the legal power to visit health and social care services and see them in action². Enter & View is not an inspection; we do not look at care plans, medicines management, or clinical issues – the Care Quality Commission (CQC) looks at the clinical aspects of service. We offer a lay perspective. We ask residents, families, and carers, what they think of the service they receive. Our focus is on whether a service works for the people using it.

Purpose of our visit

Healthwatch Greenwich is carrying out a series of visits to Residential Care Homes in Greenwich to ascertain the quality of life, experience, and views of residents, relatives, and carers.

Method

The visit was unannounced. We contacted the care home manager to let them know we would be visiting but did not give the specific date and time. One Healthwatch Greenwich member of staff and one volunteer visited Meadows House Care Home. All members of the team are DBS checked and receive training

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

on how to conduct an Enter and View visit. We spoke to residents, relatives, and staff. We also spent time in communal areas observing interactions between staff and 20 residents. After the Enter and View visit, our report was shared with the care home manager. Their responses to our findings and recommendations are published as part of the final report.

Limitations

The residents we saw and spoke to live with dementia and most lacked capacity to easily communicate with us. Our findings are supplemented with our observations of interactions between residents, between residents and staff, and feedback from relatives and staff.

Findings

External Environment

Location

The home is in a quiet residential area close to local amenities and public transport networks. There is plenty of parking for staff and visitors. Garden areas, enclosed within the centre of the building, offer a pleasant environment for the use of residents and visitors.



Internal Environment

Reception

The reception area and entry procedures are secure, access can only be authorised by a staff member. The sign-in book for visitors is in use. Useful information is clearly presented and easily accessible, including the name of the person in charge, the complaints procedure, how to give feedback, and the dates of residents and relatives meetings. To aid both visitors and residents, we would have liked to have seen a display including photographs and names of key staff members.

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





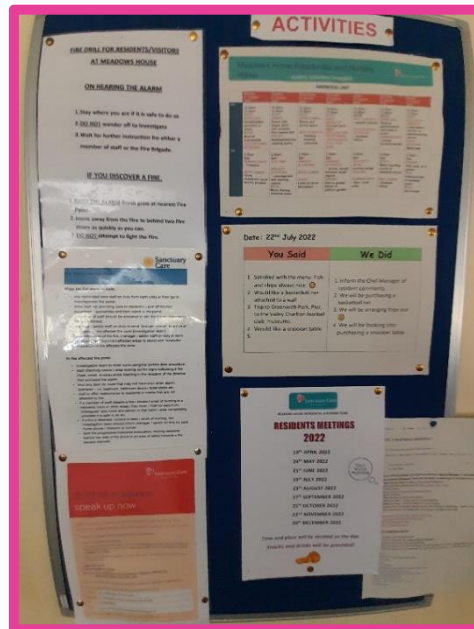
Access and Mobility

The home is divided into four units over three floors. All entry or exit between floors and stairways requires access codes. All corridors are clean, without obstructions, and wide enough for walking frames and wheelchairs.



Information and Signage

Notice boards in each unit contain useful information for staff, residents, and relatives. Displays are uncluttered, well situated and easily visible. Fire exit signage is clear and visible in each room, with additional emergency information readily available throughout the home.



Residents' rooms

Each room contains a bed, armchair and wardrobe. Residents and their relatives are encouraged to have bring personal items from their home to personalise their room at Meadows House and make it more comfortable. All rooms have ensuite bathroom facilities with a shower and a toilet. Every resident has a memory box on their door containing photographs and reminders of important preferences or experiences. Each door also has the resident's name. Residents we spoke to told us they liked and are happy with their rooms, particularly as they are bright and offer a view of the garden.



Activities

Two full time activity coordinators (Monday – Friday) plan and deliver a wide variety of opportunities for residents to participate in. On weekends, staff on duty supervise activities. We observed residents encouraged to water flowers in the garden and others being supported to play with dolls. In addition, outside entertainment is offered, including visits from Shine³ and local schools (John Roan and Thomas Tallis).



³ Home | Shinefordementia

Each unit contains a sensory room, with a range of textures, lights and sounds for residents to interact with.



Quiet rooms are also available for resident/family visits. Residents can make use of the fully equipped hair salon with fortnightly visits from a hairdresser. The home caters for multiple religious needs. Monthly, Catholic and Church of England priests visit to accommodate the spiritual needs of practicing Christian residents.

Dementia Friendly Environment

Each unit entrance is clearly labelled. There is good contrast between floor colours, walls, and handrails to facilitate residents throughout the home. Signs for toilets and bathrooms were consistent, well situated and easily seen. A large calendar is displayed using pictures and words to describe the weather and season.



Lounge/Dining Areas

A lounge and dining area for residents is available in each unit. Furniture is nostalgic and homely. Facilities include games, books, television, radio, and reminiscence objects. Dining areas are open and bright. Unlike other homes we've visited, we were reassured to see most residents enjoying lunch in social settings with staff and other residents. Few residents prefer to eat in their rooms and staff encourage residents to engage in communal areas.



Food and mealtimes

Food is cooked in the main kitchen and taken to each unit. The menu changes every season and follows a weekly rota. Specific religious or cultural food needs are catered for. Menus are clearly displayed with alternatives available for residents who don't want their (previously chosen) meal. Food is available outside of mealtimes for peckish residents.

| Summer 2022 WEEK FOUR – Main Lunch | | | | | | |
|--|---|--|---|---|---|--|
| MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY | SUNDAY |
| Continental Breakfast: porridge, cereals, toast with preserves, fresh fruit, fruit juice - Cooked breakfast only available upon request | | | | | | |
| LUNCH SERVICE | | | | | | |
| Spicy Pork Meatballs with a Tomato & Basil Sauce with sauté potatoes and broad beans *** Vegetable Mince Chilli and rice Coconut Rice Pudding with berry compote | Chicken in a Creamy Mushroom Sauce with new potatoes, Cut green beans, and sliced carrots *** Thai Vegetable Curry with rice and a poppadum Marmalade Bread & Butter Pudding with custard | Thick Cut Braised Beef Brisket served with fondant style potatoes, cauliflower & broccoli *** Moroccan Style Cauliflower Roulade with a chickpea chutney Summer Fruit Fool | Bacon Steak with a Mild Mustard Sauce new potatoes, carrots, and sliced green peppers *** Chow Mein vegetable stir fry with egg noodles Fresh Fruit Salad and ice cream | Battered Cod Fillet with chips, garden or mushy peas or baked beans *** Pasta Bolognese with mixed leaf salad and garlic bread Sticky Toffee Pudding with whipped cream | Traditional Cottage Pie served with sweetcorn and cut green beans *** Potato & cauliflower Korra with rice and poppadum Golden Syrup Sponge & custard | Roast Lamb of Pork & Apple Sauce with cauliflower cheese and sauté cabbage *** Crispy Crumbed Vegetable Patties served cauliflower cheese and sauté cabbage Summer Berry Trifle |
| AFTERNOON TEA | | | | | | |
| homemade Muffins | homemade Cookies | Homemade marble Cake | Jam and coconut sponge | Homemade chocolate Cake | Homemade apple & cinnamon Cake | Homemade Scones |
| EVENING MEAL | | | | | | |
| Homemade Mushroom Soup *** Macaroni Cheese with garlic & herb bread *** Assorted Sandwiches | Homemade Minted Pea Soup *** Margherita Pizza served with salad *** Assorted Sandwiches | Homemade Mushroom Soup *** Breaded Salmon Nuggets with potato and chive salad *** Assorted Sandwiches Caramelised Pineapple and ice cream | Homemade Roast Chicken Soup *** Cheese & Tomato Omelette and salad *** Assorted Sandwiches Layered Mango & Chocolate Mousse | Homemade Leek & Potato Soup *** Cornish Pasty with sauté potatoes and peas *** Assorted sandwiches Chocolate & Orange Crème Brûlée | Homemade Cream of Tomato and Basil Soup *** Coronation Chicken with a jacket potato *** Assorted Sandwiches Peaches & Cream | Homemade Cream of Vegetable Soup *** A Selection from Chef's Buffet *** Black Forest Mousse |
| Lunch and Evening: Alternatives jacket potato with various fillings, assorted salads & sandwiches, omelettes, ice cream, yoghurt, fresh fruit or request an alternative | | | | | | |
| Supper: Milky drink with biscuits, sandwiches, and snacks available | | | | | | |

At our visit, meals looked appetising although they could be presented in a more appealing way. Residents we spoke to told us they enjoyed the food provided.



Medical and dental care of residents

The home is registered with Clover Health Centre <https://clover-health-centre.co.uk/> which provides general medical care for all residents. Dentists, opticians, and other services such as a chiropodist are called in (privately - paid for by residents or their families) as needed.

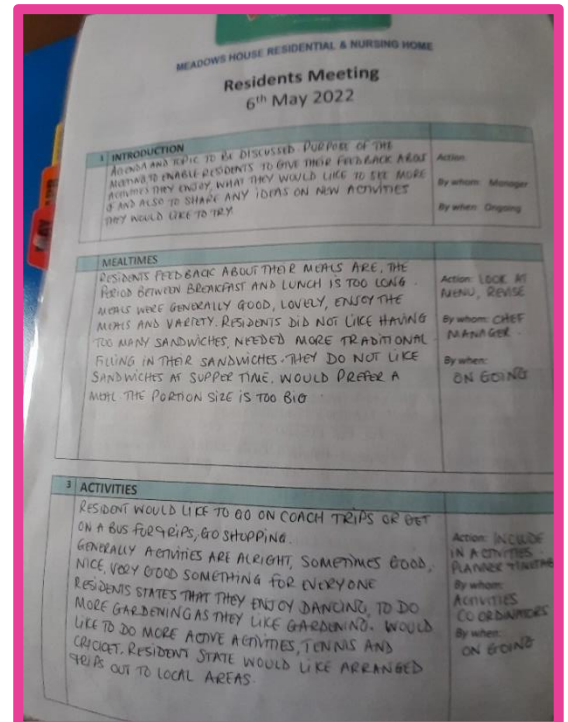
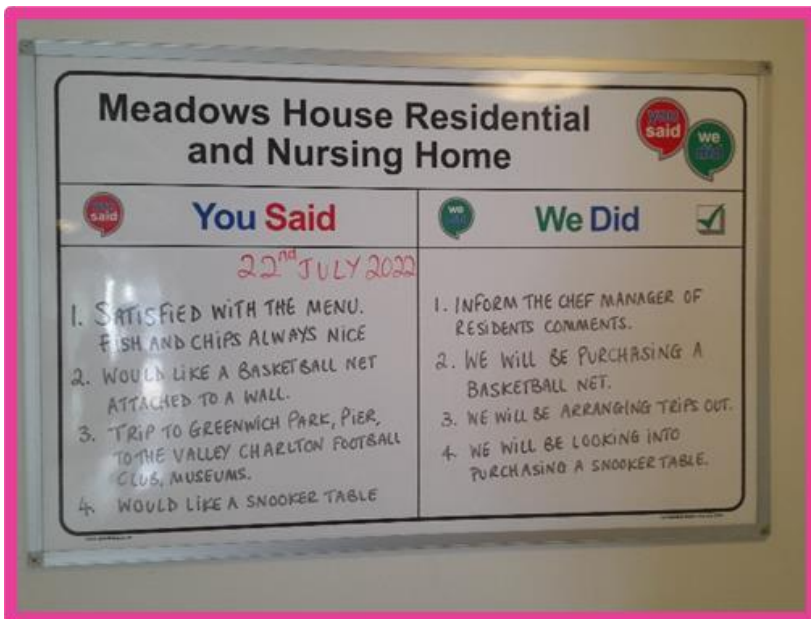
2. Recommendation: To set up regular dental care visits for residents.

Relationship and communication with residents and families.

We observed high levels of care and excellent relationships between staff and residents. Staff are friendly, approachable, and work hard to deliver personalised care. For example, on a rotating basis, each resident is allocated as 'resident of the day' when they're given additional attention, pampering, and special food options. Celebratory events – such as for birthdays, public holidays and other

special occasions are held on a regular basis for all residents with an invitation to their families.

Meadows House facilitates a monthly residents meeting, a forum to provide feedback and make requests. Residents' meetings are open for relatives to attend too. Action taken is recorded and displayed.



Management operates an open door policy for staff, residents and relatives to, where possible, answer queries and resolve issues quickly. Also they facilitate monthly relatives' meetings.

Meadows House Residential and Nursing Home
 Relatives Meeting
 22 04 2022

| 1 Minutes of Previous Meeting | |
|--|--|
| Minutes Agreed | Action: Meet regularly By whom: All By when: Ongoing |
| 2 Covid-19 Outbreak | |
| <p>ON: Apologies for changing the date of the meeting from 21/04/22 to today, this was due to ongoing consultation with Health Protection England (HPE) to ensure we could give you updated information on the current outbreak and visits to the home.</p> <p>Nevertheless, we call all immediate NOK daily to give updates on your relative. All relative have been informed if their loved one tested positive. We are asking that you cascade this information down to other family members.</p> <p>Managing the outbreak: On Friday, 15th April, we were made aware that one of the residents has a positive LFD test result and was sent to hospital as a precautionary measure. All residents were tested with LFD tests and one more resident had a positive result.</p> <p>On Saturday, 16th April, the manager called HPE and an outbreak was declared (an outbreak is declared when 2 or more residents/staff have a positive results). We tested the whole home with PCR tests and continue to test staff daily with LFD tests. Following the PCRs testing it was established that we had 5 positive cases in the building, asymptomatic.</p> <p>We continue to test the residents who tested positive and ALL staff daily. Routine spot-checks are carried out by management to ensure staff complete the tests.</p> <p>After 10 days from the last positive case we will complete a recovery PCR testing for all in the building (residents and staff) and if all results are negative we will contact HPE again to discuss the end of the outbreak and reinstating the normal visiting process.</p> <p>Visiting:</p> <ol style="list-style-type: none"> We are currently closed to visitors. However, each resident can now be visited by their essential carer AND one nominated visitor (the nominated visitors and essential carers cannot change around during the outbreak). After following the government's guidance and completing a risk assessment, we have implemented a special measure, which should help with stopping/reducing of spreading and re-introduction of the virus in the home - require all visitors to take an LFD test at home | <p>Action: Follow the latest Government Guidance and HPE advice</p> <p>By whom: Managers & Staff</p> <p>By when: Ongoing</p> |

Response from Provider

Gunnery House
9-11 Gunnery Terrace
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 [Arrangements to be made by relevant bodies in respect of local Healthwatch Organisations Directions 2013] Healthwatch has a right to a reply within 20 working days to Reports and Recommendations submitted by Local Healthwatch to a service provider.

Report & Recommendation Response Form

| | |
|------------------|---|
| Report sent to: | Meadows House Manager Sanctuary Care Regional Manager |
| Date sent: | 23/08/2022 |
| Title of Report: | Meadows House Residential and Nursing Home E&V Report |
| Response | If there is no response, please provide an explanation for this within the statutory 20 days. Please note: This form and its contents will be published by Healthwatch Greenwich. |

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| Date of response provided | 26/08/2022 |
| General response ⁴ | We thank you for your visit and really appreciate your thoroughness and attention to detail. We are pleased to see such a complete inspection and follow-up report, where all our hard work has been recognised and areas for improvement reaffirmed. |
| 1. Response to recommendation 1. Recommendation: Display | We aim to complete this project by 30/09/2022. |

⁴ Please expand boxes as needed for your response.

| | |
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| photographs and names of key staff members in the reception area. | |
| <p>2. Response to recommendation 2. To set up regular dental care visits for residents.</p> | <p>The NHS domiciliary dental care team visits the residents at Meadows every six months. Last visit was in March, next visit planned for September. They, also, come once in between these visits to clean people’s teeth. New residents will be referred to the team for ongoing care.</p> <p>We have now added a new Dental Review column to our Yearly Medication & Health Review spreadsheets, where the dates of all planned/regular checks and reviews are recorded, monitored and available for inspectors and auditors.</p> |
| Signed: | O.Nesterenco |
| Name: | Oxana Nesterenco |
| Position: | Home Manager |

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 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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