

Healthwatch Greenwich

Enter and View:



Meadows House Residential and Nursing Home

January 2020

1. Details of the visit

1.1 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.

Name and address of premises visited	Meadows House Residential and Nursing Home 95 Tudway Road, Kidbrooke, London SE3 9YG
Service Provider	Sanctuary Care
Care Home Manager	Rosalind Mbaki
Date/time of visit	21 st January 2020 - 10:00AM - 1:00PM
Healthwatch Greenwich Authorised Representatives	Sam Greaves, Sharon Keys
Admission Information	Nursing home for 65+ with dementia and nursing requirements.
Number of beds	59 beds total with 54 occupied during visit
Staffing levels	Daytime: 11 care assistants, 2 nurses, 2 team leaders Night-time: 8 care assistants and 2 nurses
At our visit	We spoke to 6 residents, 3 relatives, and 4 members of staff. We observed the care and interaction between staff and approximately 50 residents in 3 lounge areas. In addition, we viewed all communal areas and several resident rooms.

1.2 CQC inspection

The Care Quality Commission (CQC) carried out an unannounced visit to Meadows House on the 19th September 2019. The home was rated as ‘good’ overall (https://www.cqc.org.uk/sites/default/files/new_reports/INS2-6161590904.pdf).



1.3 Other ratings

Meadows House had a rating of 8.8 from Carehome.co.uk (<https://www.carehome.co.uk/carehome.cfm/searchazref/20001005MEAB#staff-profiles-top>)

1.4 Healthwatch Greenwich Enter and View 2018

In January 2018, we conducted an enter and view visit at Meadows House Nursing Home, in which we provided 5 recommendations:

- Improve the maintenance and decor of the building
- Reception area must be staffed full-time
- Share local information via notice boards and newsletters
- Use dementia-friendly signage
- Clearly display information on available faith groups

1.5 How our visit was conducted

The visit was unannounced.

We notified the registered manager that we would be attending at some point in January, without specifying the date or time. During our visit, we provided the home with leaflets and letters (to share with residents, relatives, carers and visiting healthcare professionals) giving an opportunity for further feedback.

1.6 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. Summary

Meadows House has a pleasant exterior environment and is located close to local amenities and public transport networks. The home is divided into 5 centres: Jackwood, Crownwood, Harwood, Queenscroft, and a day centre. Jackwood is an 18-bed centre for residents with advanced dementia and/or challenging behaviour. Crownwood is a 12-bed dementia and nursing centre. Harwood and Queenscroft are 15 and 14 bed residential and dementia centres. The day centre is for non-residential use, which members of the community with dementia attend as often as they please. Much of the home is clean and well-maintained, making use of dementia-friendly signage. However, **day centre toilets are dated and unwelcoming, requiring refurbishment.**

Staff are friendly, accommodating and have good relationships with residents. Residents are happy and enjoy getting involved in organised activities. Few residents prefer to spend time in their rooms. The home has access to peaceful and well-furnished garden areas that is well used in the summertime.

In the reception area, not all displayed certificates are current, **we recommend that displays are checked to ensure certificates are up to date.**

3. Our Findings

3.1 Communal spaces

External space

The home is in a quiet residential neighbourhood with a bus stop outside. There is plenty of parking for visitors, including disabled bays, and the home has a minibus to take residents on outings. The building is a new, purpose-built structure that is well-maintained. Garden areas, enclosed within the centre of the building, offer a pleasant environment for residents during warmer months.



Reception area

The reception area is secure, with a locked door that can only be opened by a staff member. Visitors must press an external buzzer and state their name and business before a member of staff unlocks the door. The sign-in book for visitors is in use and is clearly displayed in the entrance. Information on key

members of staff, along with their photographs are displayed in the entrance. There is a dementia-friendly activity programme on display. The reception desk features the latest CQC report, and other certifications are on display. **The public liability certificate on display was, however, out of date.**



Bathrooms

All resident rooms include a toilet and shower. In each centre, there is a communal bathroom for residents who prefer to bathe, 4 in total (1 per 15 residents). Except for the toilet block in the day centre, all bathrooms are clearly signposted and are clean and well maintained. Dementia friendly signs are in use for the bathrooms.

Lounge and dining areas

A lounge and dining area for residents is provided within each centre. The lounge area is open plan, with a separate dining area. Lounge areas feature games, books, television and radio facilities. Chairs are comfortable and arranged to promote social interaction. Furnishings are nostalgic and homely. Dining areas are open and bright with small tables accommodating groups of four.



3.2 Personal spaces

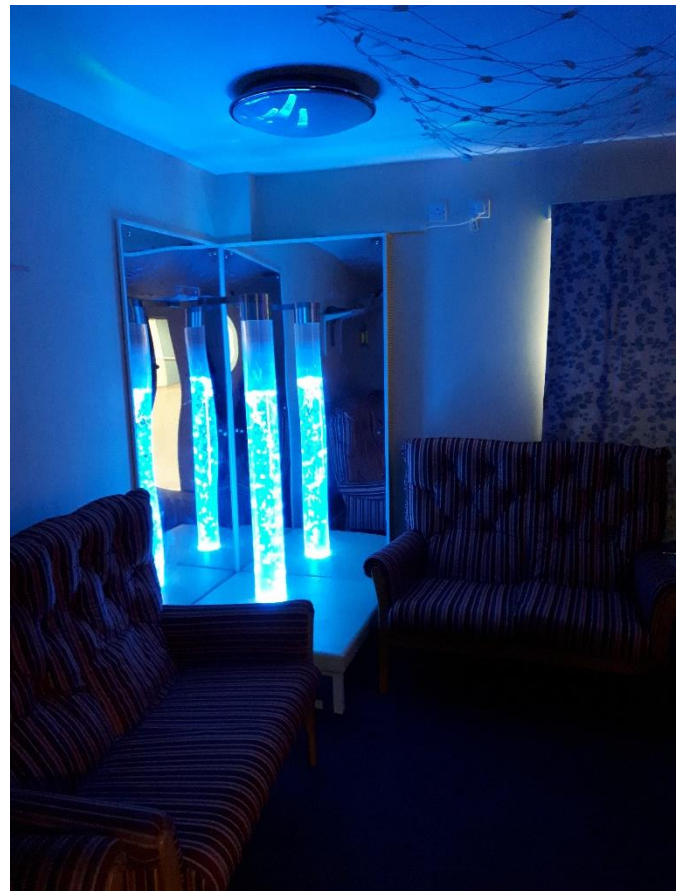
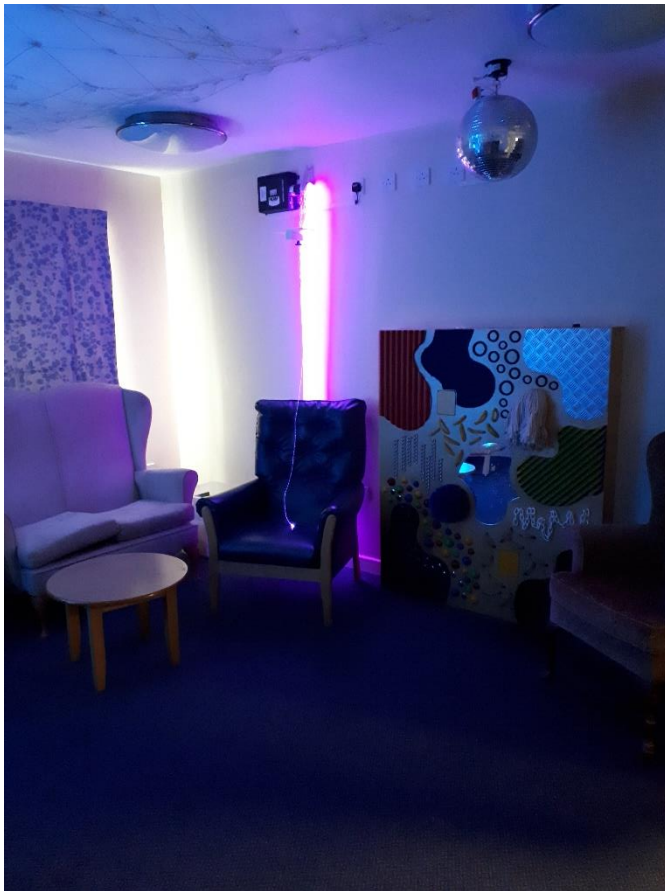
Each resident's room contains a bed, armchair, wardrobe and television. Residents are encouraged to personalise rooms with framed pictures, photographs, and personal objects. Residents and relatives (we spoke to) are happy with rooms and choices offered, particularly because each room has a garden view. Residents enjoy peace and quiet and the opportunity to observe birds and other wildlife.



3.3 Activities

A wide range of activities are on offer at Meadows House, twice per day, once in the morning and once in the afternoon. Popular activities include, bingo, arts and crafts, movie nights. The two activity co-ordinators, in addition to scheduled opportunities, create spontaneous and improvised activities around the home throughout the day. Entertainment is also bought in from outside the home. For example, the home recently had a singer perform for a resident's birthday.

The home has a sensory room, with a range of textures, lights, and sounds that residents can interact with.



Activity co-ordinators are also responsible for ensuring that all residents can practice their chosen faith. The home is well-networked with local religious groups, and both catholic and methodist priests visit the home weekly. A list of other religious practitioners are available should residents or their family members make a request.

3.4 Food and mealtimes

Menus are clearly displayed. Food is cooked in the main kitchen and taken to different parts of the home to be served. Residents eat at specified meal times, however food can be set aside and kept hot to be eaten later. Residents choose which meals they are going to eat from a menu shared the day before. If residents do not want their chosen meal, the kitchen will provide an alternative with the ingredients they have available. Specific religious or cultural food needs are catered for if specified in care plans. For example, a one resident has an African meal provided twice a week, as requested.

Visitors are encouraged to join meal times, and care staff work closely with residents to ensure that nutritional requirements or religious dietary choices are maintained. Residents told us they enjoy the food served.

“I have no complaints. The food is great. My favourite is sausage and mash.”

3.5 Staff and resident relationships

We observed good relationships between staff and residents. Residents and relatives told us that staff are friendly and helpful, and often organised celebratory events for birthdays. One resident had the Mayor of London visit when they recently turned 100. One relative said they appreciate the level of care and support offered.

“I am very happy with the care provided and I am confident [my relative] is looked after.”

The care manager operates an open door policy for staff, residents and relatives to answer any queries and resolve issues quickly.

3.6 Relative and resident feedback

Care plans are reviewed by staff monthly and relatives can contact the home to request changes to care plans at any time. The home meets with relatives every three months to review care plans and discuss more general care home issues. The home also conducts an annual resident survey.



Relatives and residents told us that complaints are dealt with very quickly and they are happy with the process and results. For example, a member of staff was moved to different centre within the home. After concerns were raised by the family, disappointed in the change of carer for their relative, a compromise was reached. The family felt listened to and their needs acknowledged.

“I have no complaints at all. The staff here are brilliant.”

3.7 Addressing Healthwatch recommendations from 2018 enter and view

The table below lists changes made following our previous 2018 Enter and View report:

Recommendation	Action
Improve the maintenance and decor of the building	The building has been decorated and maintained to a high standard, however the day centre toilets require refurbishment.
Reception area must be staffed full-time	The reception area is staffed during normal business hours.
Share local information via notice boards and newsletters	There are leaflets and posters on display in the reception area for visitors.
Use dementia-friendly signage	The home uses dementia-friendly signage.
Clearly display information on available faith groups	There is information on local faith groups displayed at the reception desk.

4. Recommendations

Recommendation 1: Redecorate the bathrooms for the day centre

Currently the bathrooms for the day centre are in poor condition and feel cold and unwelcoming.

5. Service providers 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.

Comment from provider:

Thanks for the report. It is factual. As soon as the lockdown is over, we will organise for the Day Centre bathrooms to be decorated.

Rosalind Mbaki, Care Home Manager

6. What is an Enter and View?

Part of the Local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch Authorised 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 2012 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 good practice, from the perspective of people who experience the service first hand.



6.1 Our approach

To collect information, our Authorised Representatives complete an observation form. Where possible, we 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.

6.2 Disclaimer

Please note that our reports relate to findings observed on the specified date of our visit. 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.

7. Contact us

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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.

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