

Enter and View Report

Puddingstone Grange Care 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

Puddingstone Grange Care Home is a modern, purpose-built care home, offering specialist residential, dementia and nursing care. It's in a quiet residential part of Plumstead, 5 minutes from the nearest bus stop and close to local amenities.

Puddingstone Grange provides a homely environment. Residents told us they are happy with the care they receive although we received mixed feedback from relatives, not all feel their loved one is well cared for. Staff are friendly and attentive and know their residents well. As a team, staff feel supported by management.

The home encourages residents to get involved with routine activities and many enjoy giving a helping hand to staff. Communication with relatives is good with a quarterly meeting (online) and a monthly newsletter showcasing events and activities.

Recommendations

- 1. Recommendation: Display photographs and names of key staff members in the reception area.**
- 2. Recommendation: Improve menus display and food presentation to create a more appetising offer at mealtimes.**
- 3. Recommendation: Arrange regular routine 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	Puddingstone Grange Care Home 82 Plumstead Common Road London SE18 3RD
Service Provider	Avante Care
Care Home Manager	Mojibola Olusesan
Regional Manager	Donna Bailey

Date	19th of August 2022
Healthwatch Greenwich Authorised Representatives	Kiki Bourcha Pamela Winders
Admission Information	Providing nursing and residential care for adults with dementia and mental health conditions.
Number of beds	62 beds – 60 were occupied at the time of our visit.
Staffing levels	Dementia Day – 2 Senior care leads 6 Carers Night - 1 Senior care lead 3-4 Carers Nursing Care Day -1 Nurse 3 Carers Night -1 Nurse 2 Carers Mental Health Day – 1 Senior care lead 3 Carers Night - 1 Senior care lead 1-2 Carers
At our visit	We spoke to 3 residents, 2 relatives, and 5 staff members including the care home manager and deputy manager. We observed the care and interaction between staff and approximately 20 residents in both communal areas and resident's rooms.

CQC Inspection

The Care Quality Commission (CQC) carried out an unannounced visit to Puddingstone Grange Care Home¹ on the 26th October 2020. The home was given an overall rating of good.

Overview	
Latest inspection: 4 March 2021	Report published: 19 March 2021
Safe	Good ●
Effective	Good ●
Caring	Good ●
Responsive	Good ●
Well-led	Good ●

¹ [Puddingstone Grange - Care Quality Commission \(cqc.org.uk\)](https://www.cqc.org.uk)

2020 Healthwatch Greenwich Enter and View Visit

On the 8th of January 2020, we conducted an Enter and View visit to Puddingstone Grange Care Home² in which we provided the following recommendations:

1. Ensure all residents have knowledge of and access to their care plans to ensure a sense of choice in their treatment and care.
2. Ensure all residents are aware of the complaints procedure and are confident to use it.
3. Include more culturally diverse options on the home's menu to reflect resident population.

Introduction

Enter and View visits

Healthwatch has the legal power to visit health and social care services and see them in action³. 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 member of Healthwatch staff and one volunteer visited Puddingstone Grange Care Home. All members of the team are DBS checked and receive training 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 residents. After the Enter and View visit, our report was shared with the care home

² <https://healthwatchgreenwich.co.uk/report/2020-01-08/puddingstone-grange-care-home-2020-report>

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

and regional manager. Their response to the findings and recommendations are published as part of the final report.

Findings

External Environment

Location

The front of the home is well kept and there are nicely maintained gardens at the rear to which residents have access. A sensory garden is used to stimulate senses through touch, sight, scent, taste and hearing. A quiet area in the garden offers residents the chance to enjoy the surroundings or reflect without distraction. The visitor's cabin can be used for those that prefer to meet outside. Dementia friendly features to spark memories or conversations in the garden include an old-fashioned telephone box and a bus stop. A balcony on the upper floor gives residents a good vantage point to sit and enjoy the view.



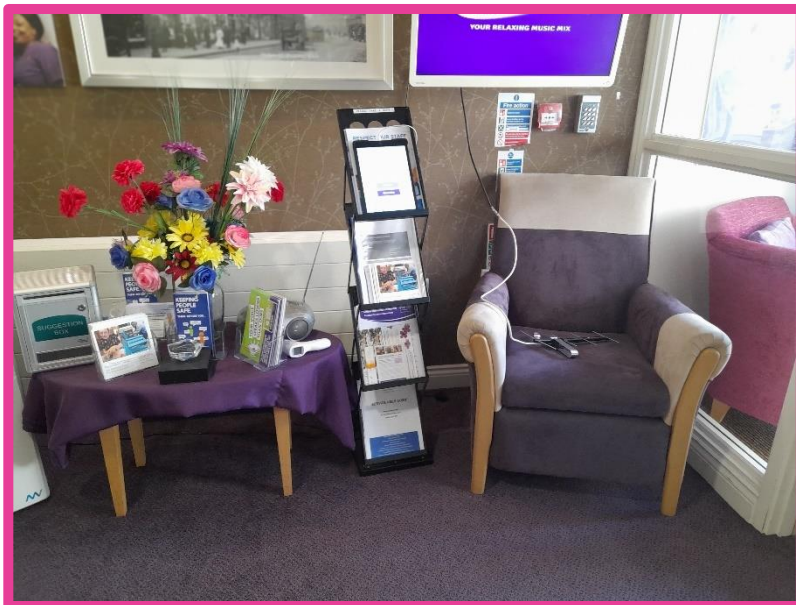
Internal Environment

Reception

The home has a secure entry system and a welcoming reception area. Visitors are requested to sign in electronically and up-to-date covid tests are required. The complaints procedure as well as an assortment of leaflets regarding the care home and

the provider are on display and freely available. The addition of photographs and names of key staff members would aid both residents and visitors.

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



Access and Mobility

Communal doors require access codes or key pads for entry or exit. All corridors are clean, and wide enough for walking frames and wheelchairs.



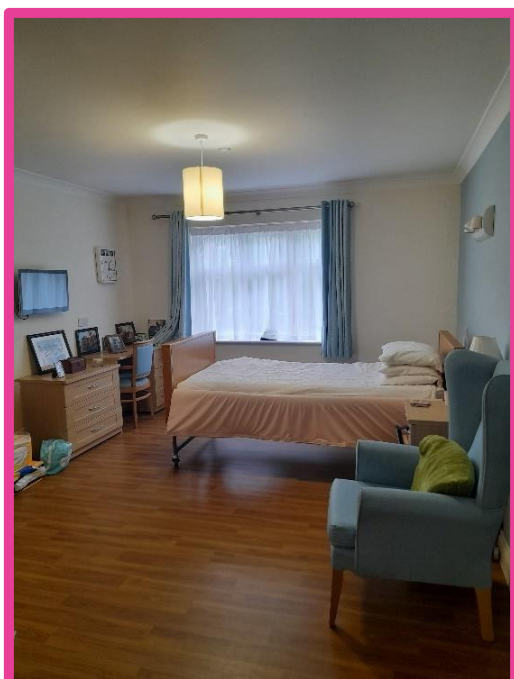
Information and Signage

Fire exit signage is clear and visible from all points in the home. Notice boards in each unit contain a range of useful information. Notice boards are uncluttered, and we were pleased to see information on how to raise concerns or make a complaint displayed in a clear and accessible way.



Residents' rooms

Bedrooms are clean and spacious with ensuite facilities. TVs are supplied by the care home. Rooms are personalised with photographs and mementoes. All bedrooms have a memory box outside the door.



Hygiene

In addition to ensuite facilities, communal bathrooms are available in each unit. Bathrooms are clean and spacious. Residents have the choice of a bath, shower or bed bath each morning.



Activities

One full-time and three part-time activity coordinators, develop and deliver a programme of entertainment and enrichment for residents. Activities focus on maintaining the physical and cognitive capacity of residents and a daily programme of activities is displayed in communal areas. A monthly meeting with residents is used to plan and agree new activities. Visitors are encouraged to take part and some relatives volunteer to support chair-based exercises and gardening. The home has good links with the local community, including the Diamond Jubilee Club in Bexleyheath. A minibus is used for day trips and outings include local parks, shops and pubs. Hairdressing and beauty treatments are offered in the onsite hairdressing room. Spiritual care is provided through links with local places of worship and the Roman Catholic church visit weekly to pray with and give Holy Communion to residents. Residents told us there is always plenty to do and activities to choose from. We observed residents enjoying themselves taking part in an activity.



Dementia Friendly Environment

There is good contrast between floor colours, walls, and handrails to facilitate the residents throughout the home. Pictorial representation for communal rooms are well situated and easily seen.



Lounge/Dining Areas

Lounge areas across all floors are open plan, encouraging interaction between residents and between residents and staff. Lounge areas have a large TV, stereo equipment plus board games, books and (in one lounge area) even a bar-football table. Unlike other

homes we've visited, it was good to see most residents preferring to spend time socially interacting with others in communal areas.

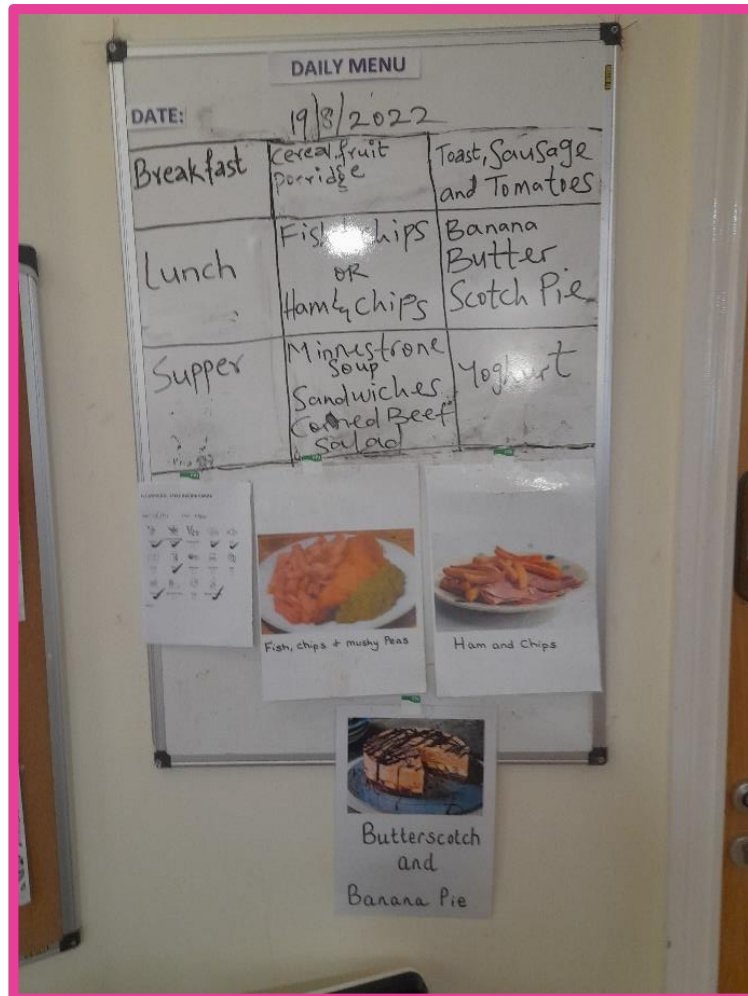
Dining areas are clean and welcoming. Tables are arranged to encourage small groups of residents to eat together.



Food and mealtimes

All meals are prepared on site. There is a choice of menu, with non-menu alternatives available. There is always a vegetarian option. On request, culturally appropriate food is offered. Family members are not encouraged to visit at mealtimes as staff told us residents would be distracted from eating. Interestingly, other homes we've visited actively welcome relatives at mealtimes to support staff encouraging residents to eat. While we feel the presentation of the food and the menu display could be improved, residents told us they enjoy their meals and the variety of menu options.





2. Recommendation: Improve menus display and food presentation to create a more appetising offer at mealtimes.

Medical and dental care of residents

Medical care is provided by Clover Medical Centre. Dental care, chiropody and physiotherapy are arranged subject to a medical or care home referral. Plumstead Dental Care does not provide regular routine visits but offers NHS treatment when required. Extensive delays to receive dental care has led some families to pay - with some residents receiving private dental treatment while others with similar needs wait.

3. Recommendation: To arrange regular routine dental care visits for residents.

Staff and resident/relatives relationship

Relationships between residents and staff is good. Where possible, residents and relatives have the opportunity to re-assess resident's care and support needs/requirements.

. In addition to periodic care plan reviews, the home uses "Resident of the Day" as a further opportunity to assess care plans.

Staff know residents well and their individual likes and dislikes. At our visit, we observed staff to be friendly in their interactions with residents and quick to respond to calls for assistance. Staff sit with residents, prompt conversation, and encourage social interaction.

One relative told us they felt the care was poor: *'We feel failed on two counts. We believe the failure of Puddingstone Grange to mitigate the risk of falling, and the act of carers wilfully neglecting my father after he fell.'* But most of the relatives we spoke to were satisfied with the care offered at the home *'I am happy with the care my husband receives, I can see he is well cared for.'*

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:
Puddingstone
Grange Care
Home, Avante
Care Regional
Manager

Date
sent: 09/09/2022

Title of Report: **Puddingstone Grange Care 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.

Date of response provided	
General response ⁴	Page 10 – Food and Mealtimes: Family members are encouraged to visit at meal times to support their loved ones

⁴ Please expand boxes as needed for your response.

	<p>with their meals. We have relatives who visit the Home on a daily basis to dine with resident.</p> <p>Page 12- One relative told us they felt the care was poor- Can you confirm the source of this feedback? If this was given on the day of the visit, I would like to contact the relative and arrange a meeting to discuss their concerns and have action plans in place to mitigate the risk they expressed in their feedback.</p>
<p>1. Response to recommendation 1. Recommendation: Display photographs and names of key staff members in the reception area.</p>	<p>Notice board was ordered and pictures of key staff taken. The pictures of key staff - Home Manager, Deputy Manager, Nurses and Senior Care Leads on day and night shifts are displayed on the board in our reception area. Pictures have first names only and receptionist change the pictures daily to reflect team members on duty. Visitors to the Home and residents will know and be able to put names to faces of key staff.</p>
<p>2. Response to recommendation 2. Improve menus display and food presentation to create a more appetising offer at mealtimes.</p>	<p>We have reviewed our menus with residents' involvement and implemented new pictorial display of menus on the noticeboards, dining room tables and in all kitchenettes. The chef will also display easy to follow show plates for staff to use at every meal time to improve meal presentation. Home Manager, Deputy Manager, Nurses and Senior Care Leads observe and support during meal times.</p> <p>We started a dining experience project in July 2022 as a continuous improvement plan to residents dining experience.</p>
<p>3. Response to recommendation 3. To set up regular dental care visits for residents.</p>	<p>Local NHS dental practice do not have the capacity to take on new residents, neither are they able to provide regular visits to the Home. Residents who need dental care are being referred to the NHS for dental care, some of our residents are registered with private dentists. Residents are assisted to receive dental treatment and supported to attend their appointments when required.</p>
Signed:	Moji Olusesan
Name:	Moji Olusesan
Position:	Registered 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.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

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