

**Enter and View Report
Riverlee 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

Riverlee Residential and Nursing Home is in a quiet residential area in West Greenwich, close to Deptford Bridge station, bus stops and local amenities. Communal areas and bedrooms are neat, tidy and well equipped and a good range of activities are offered to keep residents engaged.

While most residents are well cared for, during our visit, we observed some residents with dirty hair or unclean clothing. We brought this to the attention of the staff on duty.

Recommendations

- 1. Recommendation: Display photographs and names of key staff members in the reception area.**
- 2. Recommendation: Improve personal hygiene by offering more baths or/and showers and ensure that their garments are always clean.**
- 3. Recommendation: Review health and safety practice and ensure communal bathroom facilities are safe for residents' use.**
- 4. Recommendation: Greater engagement with residents in the planning of activities.**
- 5. Recommendation: Ensure facilities are accessible for residents' use.**
- 6. Recommendation: Resume regular visits to places of worship and visits from religious leaders for residents who would like to practice their religion.**
- 7. Recommendation: To arrange regular routine NHS 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	Franklin Place, Off John Penn Street, London, London, SE13 7NJ
Service Provider	Sanctuary Care

Care Home Manager Regional Manager	Cecilia Agadzi Susan Hentschel
Date	24th of April 2022
Healthwatch Greenwich Authorised Representatives	Sue Mohanty Joy Beishon
Admission Information	Ages 65+, Dementia, Old Age, Physical Disability, Sensory Impairment
Number of beds	75 beds currently 65 occupied
Staffing levels	1 team leader, 2 carers day shift and 1 team leader 1 carer night shift.
At our visit	We spoke to 7 staff members including the manager, four residents and one relative. We observed the interaction between 15 residents and between 10 residents and staff members.

CQC Inspection

The Care Quality Commission (CQC) carried out an unannounced visit to Riverlee Residential and Nursing Home on the 31st of March 2021. The home was rated as good across four of five areas. The home was given a 'requires improvement' recommendation in Caring¹.

Overview	
Latest inspection: 31 March 2021	Report published: 7 May 2021
Latest review: 4 August 2022 	
Safe	Good 
Effective	Good 
Caring	Requires improvement 
Responsive	Good 
Well-led	Good 

2020 Healthwatch Greenwich Enter and View Visit

On the 16th of January 2020, we conducted an Enter and View visit to Riverlee Residential and Nursing Home² in which we provided the following recommendations:

1. Continue to address the issue of removing clutter in communal areas.
2. Create adequate provision for residents' spiritual needs.

¹ <https://www.cqc.org.uk/location/1-135968392>

² <https://healthwatchgreenwich.co.uk/sites/healthwatchgreenwich.co.uk/files/Riverlee.pdf>

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. Two members of Healthwatch Greenwich staff visited Riverlee Residential and Nursing 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 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 and regional manager. Their response to the findings and recommendations are published as part of the final report.

Findings

External Environment

Location

Riverlee Care Home is in a quiet residential area. Small, tidy gardens are accessible from communal rooms on the ground floor. During the summertime, the garden is used for barbeques or celebrations and relatives often use garden areas when visiting.

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



Internal Environment

Reception

The reception area is bright, neat, and tidy. On arrival, our IDs were checked and we were invited to sign the visitor's book.

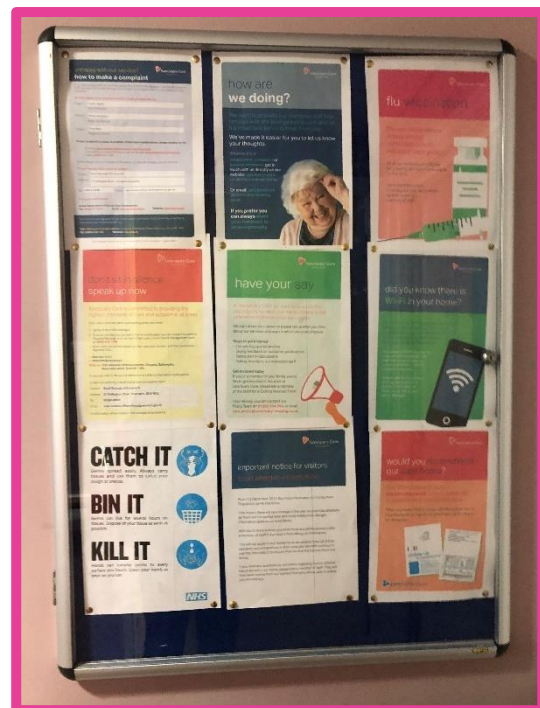
Notice boards in reception display a variety of useful information, including the complaint procedure which is clearly set out in a prominent place. A large display describes the weekly timetable of activities for residents. To aid visitors and residents, we would have liked to have seen photographs and names of key staff members displayed in the reception area.



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

Information and Signage

Notice boards in each unit contain useful information for staff and residents, including staff training, residents' events, and activities. Notice boards are uncluttered, well situated and easily visible. We were pleased to see information on the complaints process available throughout the home as well as visual encouragement to give feedback.



Bedrooms

Bedrooms are bright with good natural light and residents can decorate as they please. Many are painted in light, warm colours, making the rooms feel welcoming. Residents can bring their own effects and small items of furniture. Some of the furniture is outdated but gives a homely appearance. Bedrooms are not fully ensuite and only give access to a toilet and wash basin. Residents use communal bath and shower facilities on each floor. Residents we spoke to told us they are happy with their bedroom. A memory box sits outside each bedroom, filled with mementos or pictures, reminders of the life the resident had before moving to the home. We noticed that some memory boxes were missing as newer residents had yet to create their memory box.



Hygiene

Residents with capacity can use communal bathrooms available on each floor. Residents without capacity to take care of their own personal hygiene get daily washes with opportunities to bathe or shower. During our visit, we noticed that some residents had visibly unwashed hair and dirty clothes.

2.Recommendation: Improve personal hygiene by offering more baths or/and showers and ensure that clothing is clean.

While communal bathroom facilities are clean, one was visibly out of order with loose and stacked bath panels creating a potential hazard for residents. As the door to this bathroom was unlocked, with no 'out of order' sign on the door – residents could access this area.



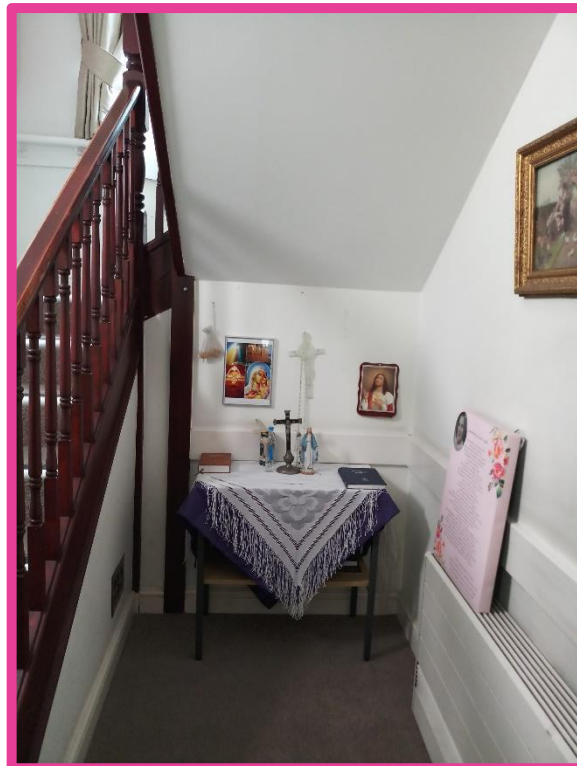
5.Recommendation: Ensure facilities are accessible for residents' use.

Spiritual Care

Meeting spiritual needs may contribute to residents general wellbeing and overall life satisfaction. The home ceased visits to places of religious worship and visits from religious leaders during the pandemic. At the time of our visit, these had not been resumed on a regular basis. Staff told us they try to accommodate residents who wish to observe their faith but staffing constraints mean it's not always possible. One resident told us: ***"I go to the temple, but only if staff are available. I go once or twice a month – I'd like to go more but they say no – there are no staff available."***

6.Recommendation: Resume regular visits to places of worship and visits from religious leaders for residents who would like to practice their religion.

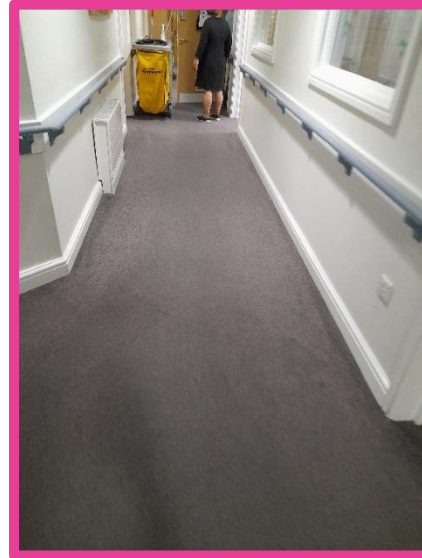
The home does provide a space under the communal staircase for Christian staff. This is behind a locked door and staff told us this is off-limits to residents and not a safe space as it gives access to the stairs.



Dementia Friendly Environment

Signs for toilets and bathrooms are consistent, well situated/easily seen, and use pictures as well as words. Floor and door colour contrast with walls and furniture,

making it easier to distinguish between different parts of the room. The contrast between handrails and walls could be more acute, making it easier for residents to navigate the home.



Lounge/Dining Areas

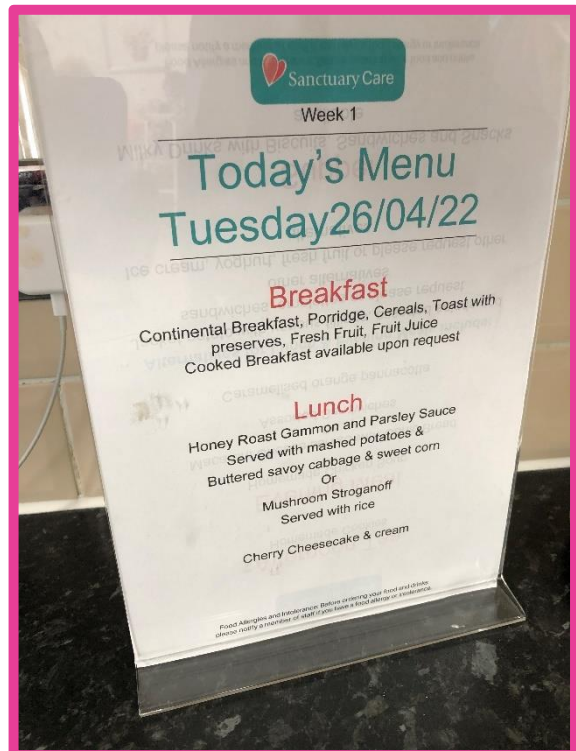
Each floor has a separate lounge and dining area. Most residents take their meals communally, but they do have the option to eat in their room. Dining areas are spacious, well-lit, and tidy. Some dining tables had menus with choices for the next meal. The menu used large fonts but did not use photos or pictures of food to communicate what was on offer.





Food and mealtimes

Two options are offered at each meal with a weekly rotating menu that changes every season. The kitchen provides for residents' dietary requirements and can provide alternatives on request. One South Asian resident told us: **"I've never been asked if I want Indian food, but the truth is I've never asked for it either."**



Medical and dental care of residents

Medical care is provided by Clover Health Centre⁴. Dental care, chiropody and physiotherapy can be arranged subject to GP referral. Regular routine NHS dental visits are not available, but some families access routine care by paying for private treatment.

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

Staff and resident/relatives relationships

During our visit, we observed kind and caring treatment of residents. Regrettably, perhaps as a result of cognitive impairment, some residents were rude both to staff and to each other. We saw a resident hit a staff member and one resident told us they were frightened of this particular resident who could also be aggressive to others living there.

The care home operates in an 'open door policy'. The relatives can visit whenever they wish and they get frequent updates from staff. In addition to regular care plan reviews, the home uses "Resident of the Day" to look at the needs of each resident in detail. A relative told us they are **"happy with the care Riverlee offers, they do what a care home is supposed to do."**

A monthly residents meeting gives residents the opportunity to give feedback or raise issues of importance to them. The regular relatives meeting is offered in person with the option of joining online for those who can't visit. In addition, a monthly newsletter is with staff, relatives, and residents.



⁴ [Clover Health Centre \(clover-health-centre.co.uk\)](http://clover-health-centre.co.uk)

Response from Provider

- During our visit, we noticed that some residents had visibly unwashed hair and dirty clothes. Recommendation: Improve personal hygiene by offering more baths or/and showers and ensure that clothing is clean.

All residents are offered personal hygiene as a minimum daily and when they need assistance for example following a period of incontinence or during a change of continence aid check. This is also offered after meals when some residents can become visibly untidy or have food around their mouths or soil clothing. At Riverlee we take personal hygiene very seriously. However, as you will be aware we do care for residents who are on their dementia journey and because of this on occasion these residents do present with behaviours which make it difficult to attend to their personal care. We would always use a retreat and return method or ask an alternative staff member to try and assist the resident where possible. If this fails, we will look to try and help them in their best interest by contacting family members to assist and support. Or, if indicated contact the dementia specialist team and community health team to help and support us. In turn helping and supporting our residents.

- While communal bathroom facilities are clean, one was visibly out of order with loose and stacked bath panels creating a potential hazard for residents. As the door to this bathroom was unlocked, with no 'out of order' sign on the door – residents could access this area. Recommendation: Review health and safety practice and ensure communal bathroom facilities are safe for residents' use. **A recent health and safety inspection has indicated no serious concerns at Riverlee. It is regrettable that this bathroom was unlocked during your visit as we are always clear and precise to ensure all doors are locked where there is a potential hazard to a resident. As an immediate action I have contacted my maintenance officer who in turn has communicated with the regional maintenance office to clear and provide a useable bathroom. Until such times this will remain locked and checked daily to provide assurance of this.**
- Recommendation: Greater engagement with residents in the planning of activities. **Our resident activities coordinator has activity sessions arranged daily and we do seek information from residents and families as to what they would like to see happening within Riverlee. This is conducted during our residents meetings. We have recently incorporated shine for dementia into Riverlee and residents enjoy music and singing.. In addition, Sanctuary care is currently trialling Oomph a huge online interactive resources hub for activities including exercise and activities. This is available through a download medium and can be used widely across the care home. Please see <https://oomph-wellness.org>. This will be live in all homes soon.**
- The home has a sensory room/equipment for residents unable to take part in group activities. At the time of our visit, this was being used as a staff break/lunchroom, and not accessible for residents. Recommendation: Ensure facilities are accessible for residents' use. **The sensory room is not in use at present. The reason being that I am waiting for set of furniture and blinds. The room was fully operational until early this year. However, needs works done on it.**

Meeting spiritual needs may contribute to residents' general wellbeing and overall life satisfaction. The home ceased visits to places of religious worship and visits from religious leaders during the pandemic. At the time of our visit, these had not been resumed on a regular basis. Staff told us they try to accommodate residents who wish to observe their faith but staffing constraints mean it's not always possible. One resident told us: "I go to the temple, but only if staff are available. I go once or twice a month – I'd like to go more but they say no – there are no staff available."

Recommendation: Resume regular visits to places of worship and visits from religious leaders for residents who would like to practice their religion.

I have spoken to our activities coordinator who will make contact with local religious groups to see if we can organise regular visits to all residents and all religious nominations. We do strive to accommodate where we can if a resident would like to visit a temple for example. However, this is not always possible but please rest assured we always do this when we can.

- The menu used large fonts but did not use photos or pictures of food to communicate what was on offer.

We will look into producing pictorial menus. We do offer show plates for residents with dementia at lunch service when the main meal of the day is provided. This allows them to make a visual choice.

- Medical and dental care of residents medical care is provided by Clover Health Centre4. Dental care, chiropody and physiotherapy can be arranged subject to GP referral. Regular routine NHS dental visits are not available, but some families access routine care by paying for private treatment.

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

Regular dental care can be requested when residents need to see a dentist. This is done by way of referral and recently we have referred residents for dental care, podiatry, and physiotherapy. However, the dentist and podiatry provide routine checks and can evidence as such.

- We note from the report that a response had not been received by the service.. [advise how this could be better demonstrated in the future.](#) **Apologies for the delayed response. I had overlooked this not because of the fact that I was avoiding my responsibilities within duty of candour and openness and transparency but because I had to travel overseas due to a family emergency.**

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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Healthwatch Greenwich

Gunnery House

9-11 Gunnery Terrace

SE18 6SW

www.healthwatchgreenwich.co.uk

t: 020 8301 8340