

Enter and View Report
Samuel Close 3



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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 residents' 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

Samuel Close 3 is a purpose-built care home in a quiet area near Woolwich Dockyard Railway Station. Its location provides residents with a peaceful environment while being conveniently close to major transport links. The home is part of a group of three run by the same provider. Good links between the three homes enable residents to visit each other. The property has a nice garden, well used by residents in summer months. The home has five bedrooms and is at full capacity, with four permanent residents and one respite resident.

Residents are encouraged to participate in activities, outings, hobbies, and domestic chores. During our visit, residents showed a high level of trust in care workers and happily engaged with them.

Families are updated through regular emails, phone calls, and an annual review process.

Recommendations

- 1. Include information on how to lodge a complaint directly with the Care Quality Commission or the council in the reception area.**
- 2. Review the current maintenance schedule to repair marks and scratches in resident's rooms.**
- 3. Review bathroom facilities to safeguard residents' privacy and support residents to understand and recognise each other's privacy.**
- 4. Implement a more structured activity program to help align carers' shifts with service users' needs, including accommodating their need for social interaction.**
- 5. A regular method for group communication and feedback with families, such as a newsletter and group meetings, could provide additional updates and information.**

Acknowledgements and key details

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

Name and address of premises visited	3 Samuel Close London SE18 5 LR
Service Provider	Choice Support
Care Home Manager	Venus Jingwa
Date	8th May 2024
Healthwatch Greenwich Authorised Representatives	Kiki Bourcha Pamela Winders
Admission Information	Adults 18+ years of age, with profound learning and physical disabilities and with complex needs including sensory impairment and challenging behaviour.
Number of beds	5 bedrooms
Staffing levels	7am to 10am – 2 carers 10am to 6pm – 3 carers 6pm to 9 pm – 2 carers Overnight – 1 carer on a waking shift
At our visit	We observed the care and interaction between the staff and residents and talked to two family members.

CQC Inspection

The Care Quality Commission (CQC) last reviewed the premises in 2022 when the home was managed by a different provider. The home has not yet been inspected for this provider. At the last CQC review, the overall inspection rating was given as **Good** in all areas.

Latest inspection: 6 September 2022		Report published: 24 September 2022	
Overall	Good		
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 action¹. 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 residents, 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](#).

¹ Enter and the view is a statutory duty of Healthwatch, mandated by the Health and Social Care Act 2012

Purpose of our visit

We're 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 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 Samuel Close 3 Care Home. We spoke to staff, relatives, and a resident. We also observed interactions between staff and residents. HWG authorised representatives use the PORT tool² to assess the well-being of residents and the quality of relationships between residents and staff. 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

Residents' Wellbeing and Staff Relationships:

During our visit, we observed staff encouraging residents to take part in a range of activities. In the lounge, one resident was receiving a foot massage from a care worker. *Steven happily sat on the sofa and lifted his foot, eager to receive a foot massage. While giving Steven his foot massage, the staff member playfully chatted with him.

Another resident, *Harry, went off for a bus ride with a member of staff. A regular outing he enjoys. Harry's sister, *Jane, shared her appreciation for this care, *'every weekend when he visits our house, he always stands up and says he wants to go back to his home. Even though that makes me sad that he wants to leave us, I know that he is safe and happy if he wants to go back'*.

We spoke to Milly, a respite resident. Milly told us about her move to Samuel Close 3 and how much she enjoys living there. She told us about the facilities and food, including her troubles with using the bathroom (see section on 'personal care').

² [The Person-Centred Observation and Reflection Tool | Leeds Beckett University](#)

During this conversation, the manager was present and encouraged Milly to share her thoughts by asking questions. This interaction showed a high level of trust, with Milly smiling and joking as she shared her views and experiences.

Later, we observed the manager skilfully de-escalate conflict between residents. The manager was able to help them regain composure. When one resident became aggressive, the manager gently restrained him and used humour to help him remain calm.

External Environment

Location

The home is in a residential area near Woolwich Dockyard Railway Station, with easy access to all major transport links. It is situated in a secluded close, adjacent to two other care homes run by the same provider. This proximity allows residents to easily visit each other. The home also has a pleasant garden, which residents enjoy during the summer months.



Internal Environment

Reception

The home's entrance is secure with a tidy reception area containing a visitor's sign-in book. Upon entry, we were asked to produce our ID and to sign in. Information about the home and care offered is available, with some in easy-read formats. However, we did not find the complaints procedure to lodge a complaint directly with the CQC and council readily available. This is important

for families who may not feel comfortable approaching the care home directly with their complaint and may hinder families from voicing concerns effectively³.

1. **Recommendation:** *Include information on how to lodge a complaint directly with the Care Quality Commission or the council in the reception area.*



³ Our interactions with families throughout the borough indicate that many relatives do not feel comfortable voicing concerns directly with care home staff. Some fear the repercussions of raising a complaint directly with the care home, including concern that their loved ones will receive negative treatment.

Access and Mobility

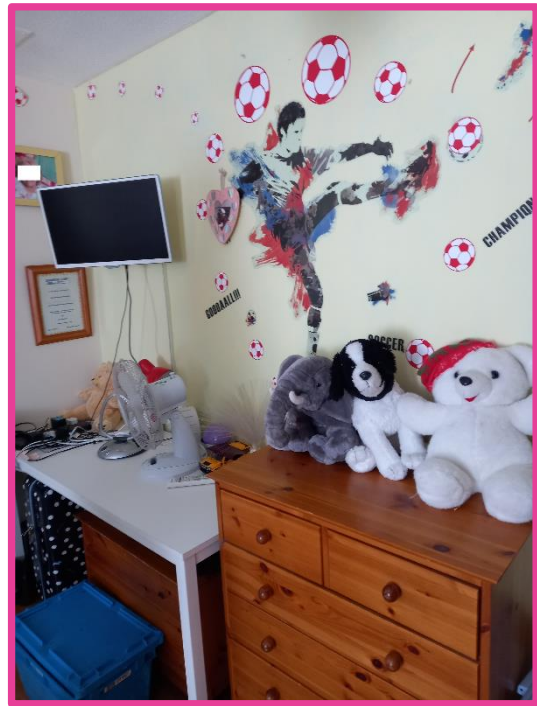
All rooms and corridors are clean, uncluttered, and wide enough to accommodate wheelchairs used by some of the residents.



Residents' Rooms

The house has five bedrooms and is at full capacity with four permanent residents and one respite resident. The bedrooms do not offer ensuite facilities and do not contain accessibility equipment such as hoists. Each room has been decorated, tailored, and personalised to each resident's personality. However, rooms could benefit from light refurbishment such as paint touch-ups. Two residents use wheelchairs, and their room is arranged to accommodate this.

Recommendation: *Review the current maintenance schedule to repair marks and scratches in resident's rooms.*



Personal Care

The home features a shared bathroom equipped with a hoist and a wet room, in addition to separate toilets designated for visitors and staff. The shared bathroom presented challenges for *Milly who told us a male resident tried to access the bathroom while she was having a shower, as the bathroom contains the only accessible toilet in the home that the resident feels comfortable using.

All residents have a bath or shower daily and were well-groomed during our visit. Tony, whose son Paul lives at the home, shared his appreciation for this care,

'he looks very clean: hair always nicely brushed and cut, he doesn't smell and is in a good mood'.

Laundry is managed by staff who encourage residents to help with this and other small domestic tasks to develop independence.

Recommendation: *Review bathroom facilities to safeguard residents' privacy and support residents to understand and recognise each other's privacy.*



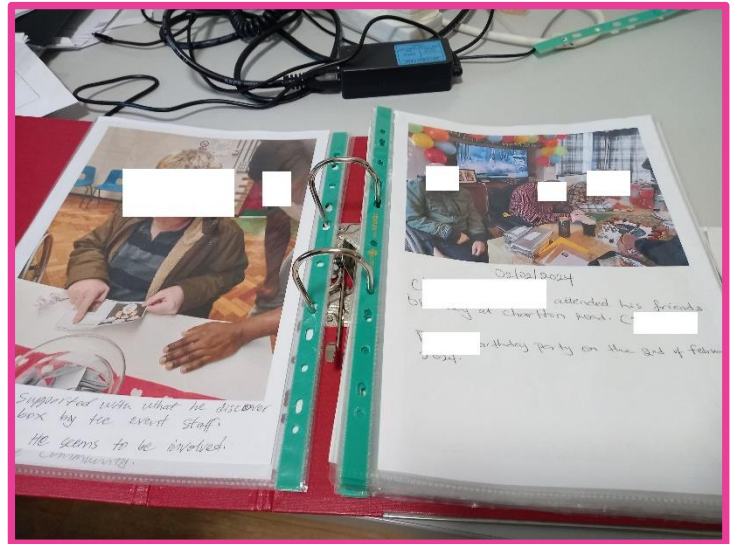
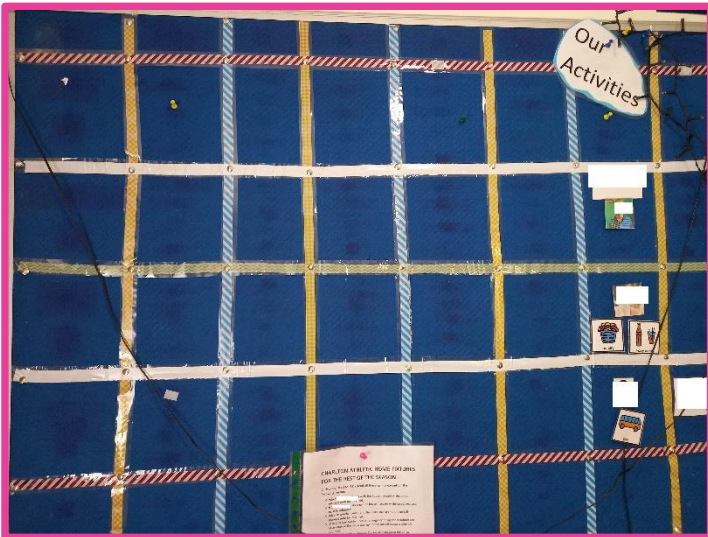
Activities

Residents enjoy a variety of activities. However, this is not regularly updated on the daily notice board. The care home would benefit from including a clear schedule of resident's activities, aligning this with staff availability. During our visit, we observed residents enjoying a foot massage. In the summer, staff told us the home organises parties and barbecues in the garden.

The home organises regular visits from local community groups and volunteers. This includes a weekly music show and visits from New Wine Church.

Residents enjoy trips outside the home, including to the cinema and disco for people with learning disabilities. During our visit, *Timothy, was on his way to a game of bingo. Annually, residents holiday together and last time they visited Blackpool.

Recommendation: *Implement a more structured activity program to help align carers' shifts with service users' needs, including accommodating their needs for social interaction.*



Lounge and Dining

The home features a spacious domestic kitchen and residents are encouraged to help with food preparation. During our visit, Timothy made himself a sandwich with help from staff who got the ingredients out of the fridge.

Menus change monthly and every four weeks, residents choose their meals for the weeks ahead. Pictures are used to help residents make meal choices.





Communication

Families are updated through emails, phone calls, and by taking part in an annual review of their loved one's care plan. Families are sent an annual survey from the provider/care home manager to share their feedback. The home organises celebrations such as birthday parties to which families are invited. The home could benefit from offering group meetings or a newsletter to provide additional updates or information.

During our visit, *Patrick who is Steven's father said, *'The staff are nice; they always offer a cup of tea when my wife and I go and visit unannounced. They always make us feel welcomed and they're always pleased to see us'.*

Recommendation: *A regular method for group communication and feedback with families, such as a newsletter and group meetings, could provide additional updates and information.*

Response from Provider

Gunnery Works
 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 Healthwatch has a right to a reply within 20 working days to Reports and Recommendations submitted by local Healthwatch to a service provider/commissioner.

Report & Recommendation Response Form

Report sent to:	(a) Venus Jingwa (b) Choice Support(provider)
Date sent:	<u>06/08/2024</u>
Title of Report:	Enter & View Report on Samuel Close 3 Care Home,3 Samuel Cl, London SE18 5LR

Response If there is no response, please provide an explanation for this within the statutory 20 days (by 03 of 09 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"> 1. Include information on how to lodge a complaint directly with the Care Quality Commission or the council in the reception area. 2. Review the current maintenance schedule to repair marks and scratches in resident’s rooms. 3. Review bathroom facilities to safeguard residents' privacy and support residents to understand and recognise each other's privacy. 4. Implement a more structured activity program to help align carers' shifts with service users' needs, including accommodating their need for social interaction. 5. A regular method for group communication and feedback with families, such as a newsletter and

	group meetings, could provide additional updates and information.
General response ⁴	
Response to recommendation 1. Include information on how to lodge a complaint directly with the Care Quality Commission or the council in the reception area.	<p>A complain folder has been put in place in the reception area that can be easily accessible by the home visitors. This folder content Choice Support, RBG and CQC complain procedures and contact details. Easy-to-read format.</p> <p>This folder also contains a whistleblowing helpline and Choice Support whistle Blowing policy and procedures details for visitors. Also, in easy-to-read format.</p>
Response to recommendation 2. Review the current maintenance schedule to repair marks and scratches in resident's rooms.	GH bedroom needs a face lift, but due to very low savings as notified by RBG FPA who manages his funds, he cannot afford to redecorate his bedroom now. Once his has enough savings, he will be supported to decorate his bedroom. Hopefully, this will be reviewed at the end of the year.
Response to recommendation 3. Review bathroom facilities to safeguard residents' privacy and support residents to understand and recognise each other's privacy	<p>There shower/wet room in the service is the only facility that DF can use independently, and for this reason, it is always left half open for him to be able to use whenever he desires. When looked, he is not able to open or lock the door and he does not notify staff when he is going to use the toilet as others would do and does not have any 1-1 support.</p> <p>There was a person on respite who had now left who could not understand while DF attempt to go into facility when she was using it. When she reported this to house manager, it was explained to her and showed her how to maintain her privacy and the problem was resolved.</p>
Response to recommendation 4 Implement a more structured activity program to help align carers' shifts with	<p>We have reviewed the activity program for the supported people using the service to reflect their current needs in the community.</p> <p>More indoors activities equipment has also been bought for those who do not enjoy regular out activities.</p>

⁴ Please expand boxes as needed for your response.

<p>service users' needs, including accommodating their need for social interaction.</p>	
<p>Response to recommendation 5. A regular method for group communication and feedback with families, such as a newsletter and</p>	<p>I have been in touch with all supported people's family/next of kin, and we have discussed and agreed on how regular they would like us to contact them regarding their love once and service update.</p> <p>GH next of kin would like regular contact every two months via phone.</p> <p>Mr. Bower would like to be contacted monthly, even though he visits regularly.</p> <p>Mr. Best's brother would like to be regularly on a monthly base at the least.</p> <p>DF sister and next is on holidays and I would contact her on her return, although DF visits her and brother every Sunday.</p>
<p>Signed:</p>	<p><i>V. Jingwa</i></p>
<p>Name:</p>	<p>Venus Jingwa</p>
<p>Position:</p>	<p>Team Leader.</p>

Contact us

Address: Gunnery Works, 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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