

## **Healthwatch Greenwich**

Enter and View Report



## **Westcombe Park Nursing Home (BUPA)**

January 2020

## 1. Details of the visit

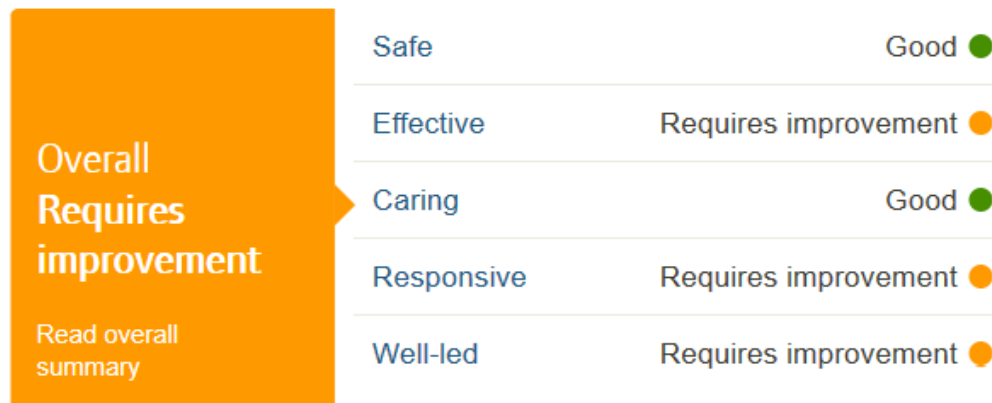
### 1.1 Purpose of our visit

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.

<b>Name and address of premises visited</b>	Westcombe Park Nursing Home 112 Westcombe Park Road, London SE3 7RZ
<b>Service Provider</b>	BUPA
<b>Care Home Manager</b>	Susan Deol
<b>Date/time of visit</b>	23 <sup>rd</sup> January 2020 - 1:00PM - 3:30PM
<b>Healthwatch Greenwich Authorised Representatives</b>	Sam Greaves, Sharon Keys
<b>Admission Information</b>	Nursing home for 65+ with dementia and nursing requirements.
<b>Number of beds</b>	49
<b>Staffing levels</b>	Daytime: 9 care assistants, 3 nurses, 1 team leader Night time: 8 care assistants, 3 nurses, 1 team leader
<b>At our visit</b>	We spoke to 3 residents, and 4 members of staff. We observed the care and interaction between staff and approximately 30 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 Westcombe Park Nursing Home on the 14<sup>th</sup> August 2019. The home was rated as 'requires improvement' overall ([https://www.cqc.org.uk/sites/default/files/new\\_reports/INS2-6472939883.pdf](https://www.cqc.org.uk/sites/default/files/new_reports/INS2-6472939883.pdf)).



## 1.3 Other ratings

Westcombe Park had a rating of 9.3 from Carehome.co.uk (<https://www.carehome.co.uk/carehome.cfm/searchazref/20001005GOLB>)

## 1.4 Healthwatch Greenwich Enter and View 2018

In May 2018, we conducted an enter and view visit at Westcombe Park Nursing Home, in which we provided 7 recommendations:

- Ensure all rooms are clean and odourless
- Care plans should be shared with residents
- Ensure all rooms are the appropriate size to meet residents' needs
- Personalise residents' bedroom doors
- Over the summer period, residents should always have a fan available in their room
- Address all residents' complaints and requests and close the feedback loop with residents where possible
- Address the current issues with residents' transport

## 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 authorised representatives who assist with the visits.

## **2. Summary**

Westcombe Park Nursing Home provides a welcoming and homely environment. The home is in an accessible, peaceful location with parking space for visitors with disabilities. Staff and residents have good relationships with each another, and quality of care appears good. Menu choices are impressive, however, kitchen areas (in parts) on the upper floors are dated and in need of refurbishment.

Corridors in the home are very narrow with just enough room for a wheelchair to pass through. If a wheelchair user, or a trolley, is moving down a corridor, there is no room for traffic in the other direction. In the event of an evacuation, this could create a bottleneck and subsequent delay.

Improvement to the internal environment would make it more dementia-friendly. For example, painting handrails in a contrasting colour to the walls, and personalising bedroom doors to make it easier for residents to find their own room and alert staff to residents at risk of falls.



## 3. Our Findings

### 3.1 Communal spaces

#### External space

The exterior of the home is clean, well-kept and full of greenery. It is in a tranquil location near Blackheath, well away from main roads, with a bus stop just outside. The large garden area, used by residents, is well landscaped with good seating and stimulating views.



#### Reception area

The reception area is secure, and staff are friendly and welcoming. The latest certificates from the Care Quality Commission (CQC), and others, are clearly displayed. A photo and introduction from the care manager is also on display. A guest book system is in use, and we were asked to sign in when we arrived. A feedback box gives staff the chance to make suggestions and give anonymous commendations to one another. No information is provided for relatives or other visitors to give feedback, as these are conducted via in-person feedback sessions.

#### Bathrooms

All resident rooms include a toilet. Bathrooms and showers are communal. There are two bath and shower rooms on each floor for residents to use, meaning that there

is one for every 8 residents. All bathrooms are very well maintained and clearly signposted with dementia friendly signs.

### Lounge and dining areas

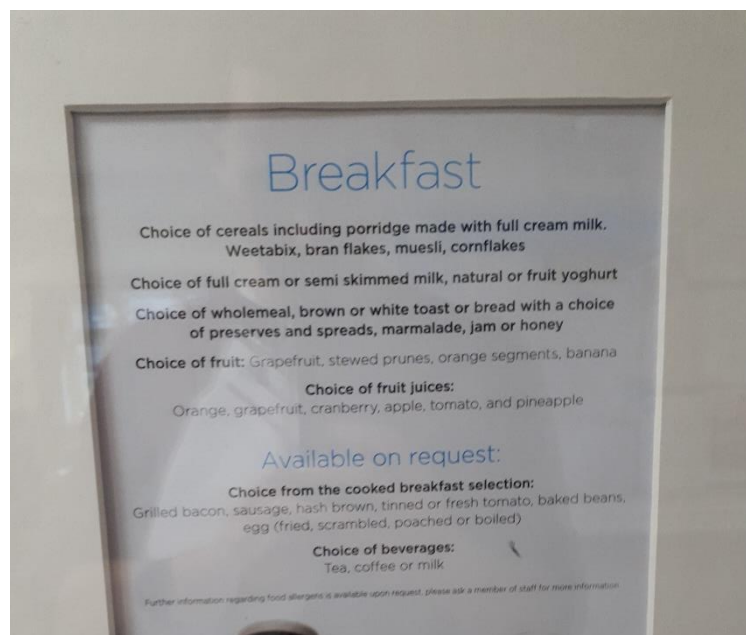
There is a large lounge on the ground floor which is also used as an activities room.

The lounge is well-lit and comfortably furnished, including stimulating artwork. Television, stereo, radio, and other facilities, such as board games and sensory objects, are available in the lounge area.

The layout encourages social interaction, but residents can choose to sit in a quieter area if preferred. The dining area is arranged in a cosy café style, and residents appear to thoroughly enjoy the food on offer.



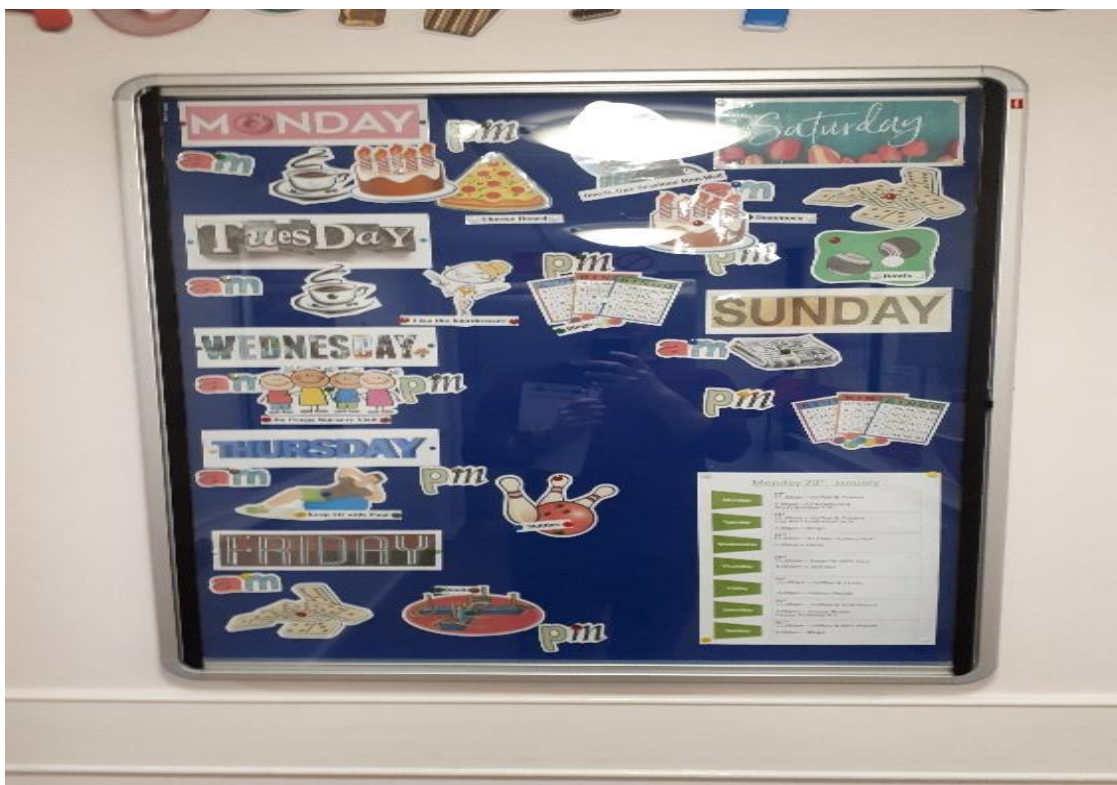
*“It’s bloody lovely. I always do [enjoy it]”*



### 3.2 Personal spaces



Each resident room contains a bed, armchair and television, as well as other furniture that residents can either bring or request, such as wardrobes and dressers. Some rooms are quite small, but a resident told us they were able to move to a larger room after making a request. Residents are encouraged to personalise their





room, and many contain photographs of family members and treasured mementos. Signage on residents' doors is not dementia friendly, reducing potential independence.

### 3.3 Activities

Multiple activities are on offer daily, facilitated by two p/t activity co-ordinators.

A weekly activity timetable is displayed on each floor, with dementia-friendly pictorial representation. All residents are encouraged to take part and many do. The most popular activities include listening and singing to music, bingo, and entertainment from visiting performers. A minority don't take part and prefer more solitary pursuits.

The home provides a weekly hairdressing facility, which residents can attend if they wish.

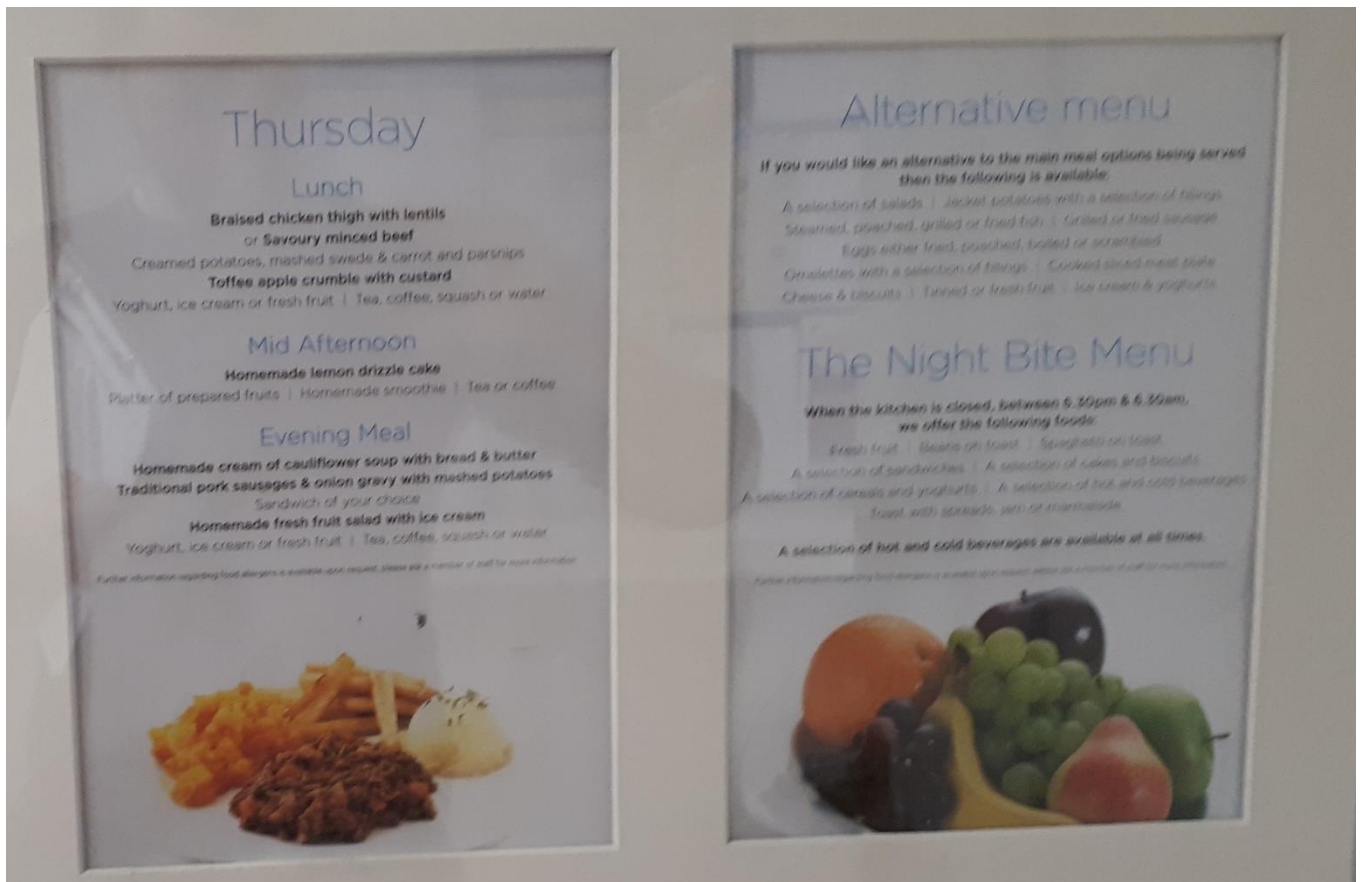
Residents can practice their chosen religions, with visiting priests/ministers or attending places of worship, accompanied by staff or family members.

Children from the local school regularly visit the home, and Westcombe Park has a minibus to take residents on outings. Relatives are encouraged to join outings for residents.

### 3.4 Food and mealtimes

With the kitchen open from 6:30am to 6:30pm, residents can eat whenever they like between these times. A very wide selection of set meals is available (see image below), as well as an 'alternative menu' featuring a range of different choices. Residents can, in addition to this, request specific food choices. Requests are met where possible. Alternatively, meal requests (not on the menu) can be made by care staff, if ingredients are available. Where requests can't be immediately met, they are added to residents' care plan and offered alongside the weekly menu.





Relatives can join residents to eat at any time, there are no protected mealtimes.

The kitchen offers snacks and sandwiches that can be stored in resident's personal refrigerators at night. Hot and cold beverages are available at all times, with each floor featuring its own kitchenette for this purpose.

We observed residents during lunch and asked what they thought about the food. The response was overwhelmingly positive.

*"The food here is fantastic. I never miss a meal."*

### 3.5 Staff and resident relationships

Staff and residents get along well and are relaxed around one another. The home operates a key worker system, with named staff responsible for several residents and their care plans.

Care plans are reviewed on a monthly basis, and the home operates a 'resident of the day' approach when staff come together to review the care needs/plan of a different resident each day.

*"We follow the care plan but we're always ready to be adaptable."*

Staff are well-trained to deal with a range of conditions such as dementia and challenging behaviour, and even experienced staff undertake regular refresher courses to keep up to date with best practice.

*“We respect that they have a choice. It is their home.”*

### 3.6 Relative and resident feedback

The home hosts quarterly meetings with residents and relatives, and sends out a newsletter, along with "you said, we did" feedback summaries.



Comments and complaints from residents are all logged in writing for later review and action. For example, a resident wanted a bigger room. This was added to their care, reviewed with the resident and their relatives and a larger room was allocated. The log of comments and complaints is shared with relatives and both staff and management are easily accessible

Similarly, any concerns or suggestions residents have are accommodated for, with relatives being able to meet with staff members or the care manager easily.

### 3.7 Addressing Healthwatch recommendations from 2018 enter and view

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

Recommendation	Action
Ensure all rooms are clean and odourless	All rooms are very clean and there are no discernible odours throughout the home.
Care plans should be shared with residents	Care plans are shared with residents on a monthly basis, and the home has a 'resident of the day'.
Ensure all rooms are the appropriate size to meet residents' needs	Residents can move rooms if they require more space, as some rooms are smaller than others.
Personalise residents' bedroom doors	Residents have their names on their doors. Doors are not personalised or dementia-friendly.

Over the summer period, residents should always have a fan available in their room	All bedrooms have a PAT-tested fan in the summer, and the care home follows Greenwich Council's guidelines for keeping the home cool in the summer.
Address all residents' complaints and requests and close the feedback loop with residents where possible	All complaints are logged in writing. Residents review care plans with staff monthly, and share these with relatives.
Address the current issues with residents' transport	Resident transport is now fully operational, with a minibus service now offered.

## 4. Recommendations

### Recommendation 1: Paint all handrails in the building a contrasting colour to the walls to assist residents with dementia and sight impairments

Walls and handrails are white, limiting access and independence for residents with dementia or sight impairment.

### Recommendation 2: Personalise residents' doors in a dementia-friendly way

For a person with dementia, just finding their bedroom, when faced with several doors that all look the same, can be confusing. Personalising bedroom doors with pictures and photographs can help to prevent confusion and stop residents walking into someone else's bedroom.

## 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.

The provider did not comment at time of publication.

## 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.**

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