

Enter and View Report Weybourne Care Home



August 2022

Contents

Executive summary and recommendations	2
Acknowledgements and key details	2
Findings	5
Response from Provider	13
Contact us.....	15

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

Weybourne Care Home provides residential care and support for people living with dementia. It is a purpose-built care home located in Abbey Wood. At our visit, residents were happy and relaxed and, unlike other homes we've visited, most were in communal areas, engaging with staff and other residents or participating in activities. During our visit, there was a lot of laughter and dancing, with attentive staff focusing on the individual needs of residents. Most are longstanding postholders who have built up good relationships with residents.

The building is dated, and most of the rooms do not have en-suite facilities. Work is needed to bring it up to date as some areas are a little shabby or grubby and could do with brightening up. Management is aware of outdated or tired furnishing and plans are in place to refurbish where needed.

Recommendations

- 1. Recommendation: Display photographs and names of key staff members in the reception area.**
- 2. 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	Weybourne Care Home 1 Finchale Road, Abbey Wood, London SE2 9AH
Service Provider	Avante Care
Care Home Manager Regional Manager	Paula Igwe-Chinwo Trevor Smith
Date	18 th August 2022

Healthwatch Greenwich Authorised Representatives	Kiki Bourcha Pamela Winders
Admission Information	Residential Care Home for adults living with dementia
Number of beds	40 beds in 4 units with 37 occupied during our visit
Staffing levels	2 senior care leads and 6 carers on duty during the day, 1 senior care lead and 3 carers at night.
At our visit	We observed the care and interaction between staff and 20 residents. We spoke to 2 residents and 2 relatives. We also spoke to 7 staff members including the home manager and deputy manager.

CQC Inspection

The Care Quality Commission (CQC) carried out a visit to Weybourne Care Home on the 26th October 2020. The home was given an overall rating of good¹.

Overview	
Latest inspection: 26 October 2020	Report published: 18 November 2020
Latest review: 4 August 2022 	
Safe	Good 
Effective	Good 
Caring	Good 
Responsive	Good 
Well-led	Good 

2020 Healthwatch Greenwich Enter and View Visit

On the 23rd of January 2020, we conducted an Enter and View visit to Weybourne Care Home² in which we provided the following recommendations:

1. Check alarm call bells regularly

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

² <https://healthwatchgreenwich.co.uk/sites/healthwatchgreenwich.co.uk/files/Enter-and-View-Weybourne-Care-Home-V3.pdf>

2. Improve the general hygiene and maintenance of the home
3. Review bathroom provision
4. Improve awareness of the complaint procedure

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 Weybourne 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, staff, and relatives. 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.

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

Findings

External Environment

Location

Weybourne care home is in a quiet residential area in Abbey Wood. Abbey Wood station is 11 minutes on foot and there is a bus stop 1 minute away. The front of the home is well kept, with easy access from public transport. It has an open and spacious garden with a remembrance memorial section for staff and residents and for those who lost their lives in the two World Wars. The gardens are extensively used during the warmer months and residents visit the garden daily, weather permitting.

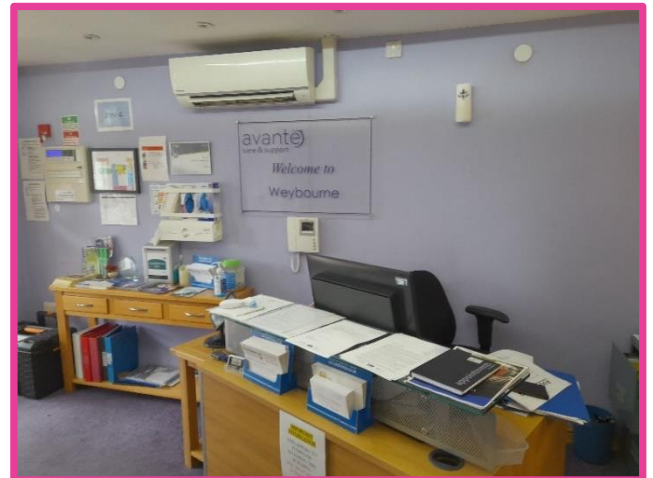
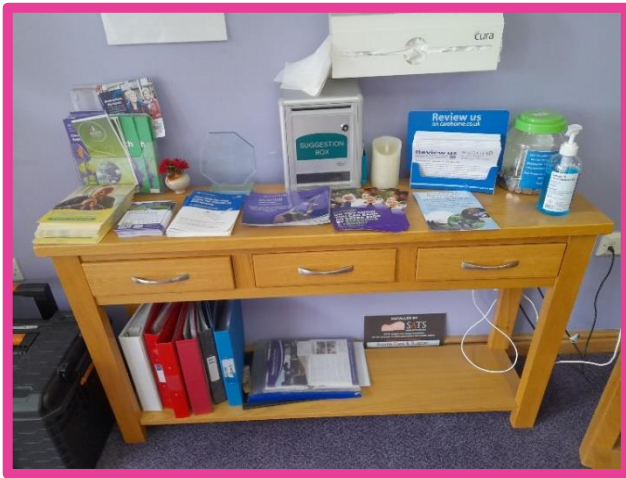


Internal Environment

Reception

The home has a secure entry system and a small welcoming reception area with a visitors book which is in use. Covid tests are carried out on visitors who do not have evidence of a recent test. Information about the home and the provider is available and the complaints procedure is visible. A suggestion box invites feedback. To aid residents and visitors, we would have liked to have seen a photographic display of key staff members and their names.

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



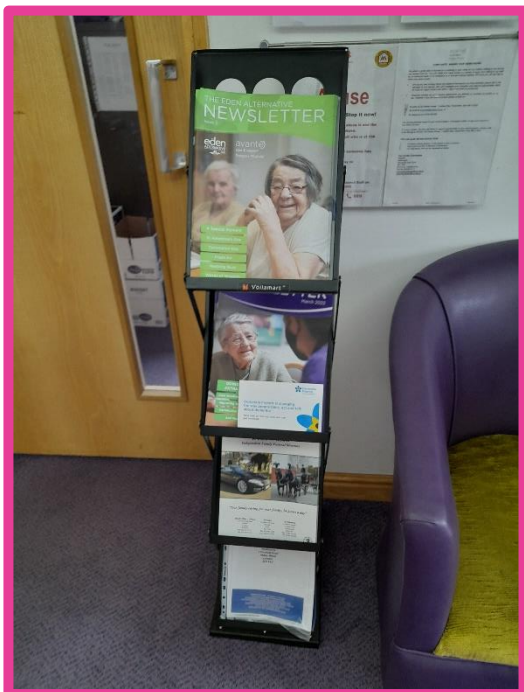
Access and Mobility

All communal doors require access codes or fobs to enter. Corridors are clean, and wide enough for walking frames and wheelchairs.



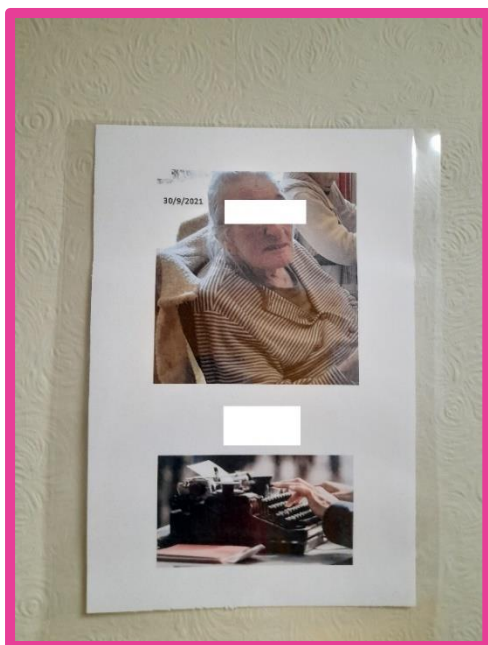
Information and Signage

Fire exit signage is clear and visible from all points in the home. Notice boards in each of the four units contain a range of information. Information is clearly presented and provides useful guidance for staff, relatives and residents.



Residents' rooms

Resident's rooms are clean and personalised with their own effects, mementoes and photographs. Information about the occupier is displayed outside of each room with a memory box. Most rooms are not ensuite, containing only a wash basin and a commode.



Hygiene

Most residents use communal bathrooms (two toilets one bath per corridor). Some of the bathrooms are dated but clean and tidy. Residents receive daily bath or shower, or a bed bath if unwell.



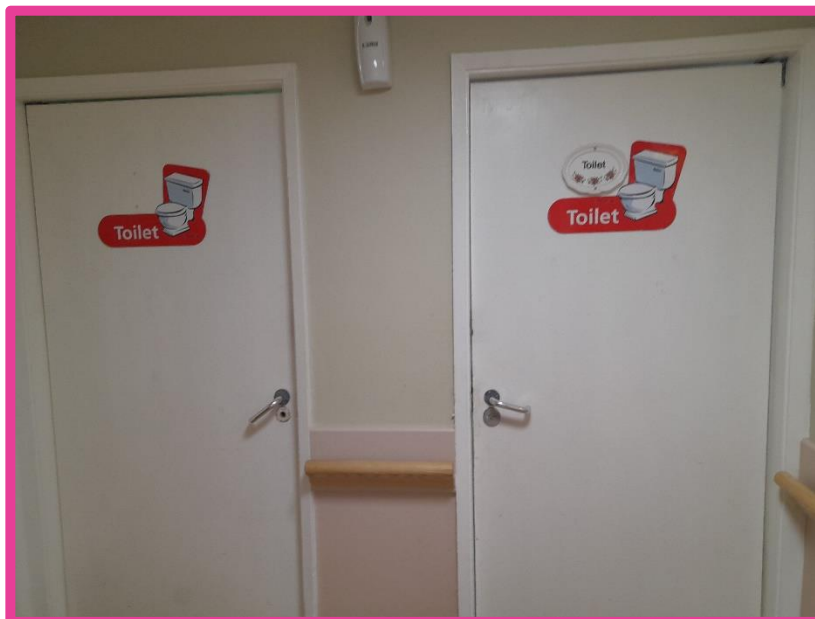
Activities

One full time activity coordinator is in post, with an outstanding vacancy for a second. A weekly activity timetable lists varied activities. At our visit, we saw residents enjoying themselves taking part. Entertainers visit once a month and (staff permitting) excursions are available to restaurants, parks and other local amenities. Monthly family days include open invitation to relatives to enjoy entertainment with residents. A beauty salon is located on the ground floor with a hairdresser visiting weekly. The salon is also used by relatives if they wish to wash resident's hair or paint their nails. Religious leaders visit bimonthly to meet the spiritual needs of Christian residents.



Dementia Friendly Environment

Each unit entrance is clearly labelled. There is good contrast between floor colours, walls, and handrails to facilitate residents throughout the home. Pictorial representation for toilets and bathrooms are well situated and easily seen.



Lounge/Dining Areas

Lounge and dining areas are well used by residents and staff create a positive, lively atmosphere encouraging residents to be social. While furnishings are outdated, the rooms are spacious and bright. Communal lounge/dining areas contain a TV and a music system, and music is played regularly. We observed staff encouraging residents to dance.



Food and mealtimes

Meals are cooked in the main kitchen on the ground floor. The cooking environment is clean and tidy. Allergies and medical requirements are clearly outlined, and care plans are used to develop appropriate meals. The menu is rotated every four weeks and residents choose meals the day before, although they can change their mind on the day. Pictures of the food on offer helps residents make choices.



Culturally appropriate food is provided on request and there is always a vegetarian option. Plates are well presented with good portion size, making mealtimes inviting and homely. Residents we spoke to told us they enjoy the food offered.



MENU WEEK 2	BREAKFAST	LUNCH	AFTERNOON SNACK	SUPPER	NIGHT TRAY
MONDAY 	Porridge Cereal Toast Fruit Juice Cooked	Stew and Dumplings Or Sausages and Onions Fruit and Cream	Crisps Biscuits Fresh Fruit	Fish Cakes Sandwiches Soup	Tea or Coffee Horlicks Hot Chocolate Sandwiches Cake
TUESDAY 	Porridge Cereal Toast Fruit Juice	Minced Lamb Hotpot Or Cheese and Onion Pasty Sponge and Custard	Crisps Biscuits Fresh Fruit	Pizza, Coleslaw and Wedges Sandwiches Soup	Tea or Coffee Horlicks Hot Chocolate Sandwiches Cake
WEDNESDAY 	Porridge Cereal Toast Fruit Juice	Meat Pie Or Salmon Rice Pudding	Crisps Biscuits Fresh Fruit	Sandwiches Sausage rolls Wedges Quiche & Salad	Tea or Coffee Horlicks Hot Chocolate Sandwiches Cake
THURSDAY 	Fruit Juice Porridge Cereal Toast Cooked	Chicken Wrapped in Bacon Or Cornish Pasty Fruit Pie	Crisps Biscuits Fresh Fruit	Corned Beef Hash Sandwiches Choice of Salads	Tea or Coffee Horlicks Hot Chocolate Sandwiches Cake
FRIDAY 	Porridge Cereal Toast Fruit Juice	Fish & Chips Ham, Egg & Chips Poached Fish Fruit Jelly	Crisps Biscuits Fresh Fruit	Jacket Potato Sandwiches Choice of Salads	Tea or Coffee Horlicks Hot Chocolate Sandwiches Cake
SATURDAY 	Porridge Cereal Toast Cooked	Beef Burger or Quiche Fruit Crumble	Crisps Biscuits Fresh Fruit	Sausage, Egg Beans Sandwiches Choice of Salads	Tea or Coffee Horlicks Hot Chocolate Sandwiches Cake
SUNDAY 	Porridge Cereal Toast Fruit Juice	Roast Turkey and all the trimmings or Braising Steak Trifle	Crisps Biscuits Fresh Fruit	Ravoli on Toast Sandwiches Choice of Salads	Tea or Coffee Horlicks Hot Chocolate Sandwiches Cake

Medical and dental care of residents

Medical facilities are provided by Clover Health Centre in Woolwich⁴. Urgent dental care is provided by Bromley Healthcare when needed but routine appointments are inconsistent. A physiotherapist and a chiropodist visit if a referral is made.

2. Recommendation: Arrange regular routine dental care visits for residents.

Communication: Staff and resident/relatives

Approximately 70% of the residents live with advanced dementia and have difficulty communicating. Staff are trained to provide person-centred dementia care. All the residents we saw at our visit appeared happy and content. Two relatives told us how happy they were with the care provided at the Home: *"I watch the way the carers are with him (dad) and the others there and I like what I see. They are kind, patient and caring and treat them like the human beings they are. They always seem happy and cheerful and it's a nice atmosphere. Staff have been under pressure now for ages with the pandemic and being short staffed, but in my eyes, have managed wonderfully. "*

Relatives receive monthly newsletters and are invited to quarterly meetings and care plan updates. Management has an open-door policy for relatives to speak to them at any time.

⁴ [Overview - Clover Health Centre \(Greenwich\) - NHS \(www.nhs.uk\)](https://www.nhs.uk)

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:
 Weybourne Care
 home Manager,
 Avante Care
 Regional Manager

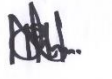
Date
 sent: 31/08/2022

Title of Report: **Weybourne 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	02/09/2022
General response ⁵	The visit was conducted in a professional manner, which encouraged staff to feel valued and appreciated. Auditors were transparent in their finds, paid attention to details and showed high professional courtesy. Overall, we are pleased with the findings and recommendation in the report.
1. Response to recommendation 1.	We welcome the recommendation, as coincidentally, this had already been discussed

⁵ Please expand boxes as needed for your response.

<p>Recommendation: Display photographs and names of key staff members in the reception area .</p>	<p>with my team as an ongoing action plan. I agree that the display on entrance will support visitors and professionals to identify key persons in the home, and this will be implemented as soon as possible.</p>
<p>2. Response to recommendation 2. To set up regular dental care visits for residents.</p>	<p>Dental care needs are met by our local dentist, based on referrals from our GP. Our dental service is managed through Bromley health care, via the CCG, and therefore, we unfortunately do not have direct control over these. However, any resident who requires dental treatment gets referred and are seen to within a reasonable time frame. We will continue to work with the local dentist and CCG to provide oral care support for our residents and ensure that residents who do require dental support receive the appropriate care needed.</p>
<p>Signed:</p>	
<p>Name:</p>	<p>Paula Igwe-Chinwo</p>
<p>Position:</p>	<p>Home Manager</p>

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.

© Copyright Healthwatch Greenwich 2020



healthwatch

Healthwatch Greenwich

Gunnery House

9-11 Gunnery Terrace

SE18 6SW

www.healthwatchgreenwich.co.uk

t: 020 8301 8340