



[Enter and View Report](#)

**Charlton Park Care Home**

March 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 through 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

Charlton Park Care Home provides a pleasant environment for residents. Residents in the care home are treated with care, kindness, and courtesy. The home is clean, however in some areas the interior decor is dated and tired. Repair work, and overall updating and refreshing is needed. The home confirmed that modernisation and refurbishment is an ongoing process. This is something they told us more than two years ago (at our last visit), we were surprised by the slow pace of refurbishment and would have liked to have seen more progress.

The weakness in security, raised in our last report, was resolved. Standard security measures are in place and practiced. On our visit, we were asked to sign in, and our ID was checked.

While a range of activities are offered, we would have liked to have seen more dementia friendly activities and more engagement with the local community, including spiritual care.

A number of rooms and facilities were used as storage areas, and not available to residents and it was rather sad to see that so many residents stayed in their rooms all day – even at mealtimes.

Information provision could be improved, such as re-starting relatives meetings – online or in person, and making sure information on the complaints process is widely and freely available in the home.

### Recommendations

1. Encourage residents to eat in social settings, with others, in communal dining areas.
2. Culturally inclusive food to be included in the menu, in particular for residents with dementia that may lack the capacity to request it.
3. More dementia-friendly activities to be offered.
4. Encourage and develop opportunities for community input into activities for residents.
5. Review storage practice and ensure facilities are accessible for resident's use.

6. Recommendation: Restart opportunities for spiritual care, either online or in person.
7. Re-establish Relatives Meetings.
8. Update and renew decoration and furniture and complete maintenance/minor repairs throughout the home.
9. Improve garden (including garden furniture) to make it more appealing for residents.
10. Keep reception area free of clutter.
11. Provide information and guidance on the complaint procedure in reception area and on notice boards throughout the home.

### Our Previous Visit

We conducted an enter and view visit to Charlton Park Care Home in 2020 and made the following recommendations:

1. Resolve security issues within the home. Security issues on the front door represent a danger to residents and should be resolved immediately.
2. Modernise décor in older areas of the home.
3. Use dementia-friendly pictorial representation on the activities schedule.
4. Display photographs and names of key staff members in communal areas to assist both residents and visitors.

## Acknowledgments and key details

We would like to thank the management, staff, and residents of Charlton Park Care Home for their time and hospitality on our visit.

Name and address of premises visited	Charlton Park Care Home Park Farm, 21 Cemetery Lane, London SE7 8DZ
Provider	Four Seasons Health Care
Care Home Manager	Harriet Kobusingye
Date/Time of Visit	1 <sup>st</sup> March 2022

Healthwatch Greenwich Authorised Representatives	Kiki Bourcha  Pamela Winders
Type of care offered	Care home for adults 65+ living with dementia or with nursing needs.
Occupancy	<ul style="list-style-type: none"> <li>• 31 nursing beds</li> <li>• 35 dementia beds</li> </ul> <p>When we visited there were 46 residents and 10 vacancies.</p> <p>When we visited demographic of residents did not reflect the diverse population of the Royal Borough of Greenwich. There is further work to be done by the local authority to understand why this is the case.</p>
Staffing Levels	<p><b>Dementia Care:</b></p> <p>Day: 2 nurses + 6 carers Night: 1 nurse + 3 carers</p> <p><b>Nursing care:</b></p> <p>Day: 2 nurses + 5 carers (morning) or 4 carers (afternoon). Night: 1 nurse + 2 carers</p>
At Our Visit	<p>We spoke to 2 residents and 4 members of staff including the Care Home Manager who accompanied us to all areas of the building.</p> <p>We observed the care and interaction between staff and 15 residents in communal areas and residents' rooms. We did not speak to any relatives of residents on the day, but we did speak to a relative after our visit.</p>

## CQC Inspection

The Care Quality Commission (CQC) carried out a visit on the 21<sup>st</sup> February 2021.

The home was rated as good across all areas.

**Charlton Park Care Home** Good

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### Overview and CQC Inspections

Click for key ✓ ✗ ✕ | ☆ ● ● ● ● ●

<b>Overall Good</b>  <a href="#">Read overall summary</a>	Safe	Good ●
	Effective	Good ●
	Caring	Good ●
	Responsive	Good ●
	Well-led	Good ●

Type of service: Nursing homes  
 Specialisms/services: Accommodation for persons who require nursing or personal care, Dementia, Treatment of disease, disorder or injury, Caring for adults over 65 yrs

+ Our inspector's description of this service

Latest inspection: 2 February 2021

## Introduction

### Enter and view visits

Healthwatch have a legal power to visit health and social care services and see them in action<sup>1</sup>.

Enter & View is not an inspection; we do not look at care plans, medicines management, or clinical issues – the [Care Quality Commission \(CQC\)](#) look at the clinical aspects of a 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.

<sup>1</sup> Enter and view is a statutory duty of Healthwatch, mandated by the Health and Social Care Act 2012.

## **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 and to let them know we would be visiting during a particular week, but not the specific date and time.

A small Healthwatch team visited Charlton Park Care Home. All members of the team were DBS checked and received training on how to conduct an enter and view visit.

We spoke to residents and staff. No family members were present or available on the day, but we did speak to a relative after our visit. 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 manager and the Provider (Four Seasons). They were given an opportunity to respond to the findings and recommendations. These responses are published as part of the final report.

The final report is shared with commissioners at the Royal Borough of Greenwich, south-east London Clinical Commissioning Group, and other stakeholders including Healthwatch England, and the regulator - CQC.

## **Findings**

### **Residents' wellbeing**

There is a warm and welcoming atmosphere and staff are attentive to residents' needs. We saw a confused resident wandering down the corridor, and the Care Home Manager immediately assisted, showing care and compassion, to guide the resident to the correct room. All residents looked well, clean, and well groomed.

The two residents we spoke to were very happy with the care they receive, commenting that staff are kind and look after their needs very well.

We spoke to a relative who also told us how caring the staff are ***'all of the carers are very sweet and patient and you can see the treat my father with care'***.

Charlton Park uses a keyworker system and an "At a glance" scheme to show staff resident's needs. Regular observations on staff activity are made by management to ensure appropriate care is being offered. Management use these observations as opportunities to offer staff additional support through discussion.

We were told by staff that families receive frequent updates on their loved one by phone, mail or when they visited. They Care Home also distributes a quarterly newsletter.

Before the pandemic the home offered in-person bimonthly meetings for relatives. As a result of COVID, these meetings stopped. We were surprised to hear that relatives were not given an alternative and that meetings did not go on-line.

Despite the ending of Government restrictions, relatives' meetings have not restarted and there is not indication of start date in the near future.

### **Recommendation: Re-establish Relatives' Meetings**

#### **Residents' rooms**

Residents' rooms are personalised with photos of family, friends, and important keepsakes. Long term residents can choose wallpaper or preferred paint colour when upgrades are being undertaken. However – given the very slow progress on refurbishment, it may take a number of years for residents to get the paint colour or wallpaper of their choice.

Carpet or laminate flooring is provided, depending on risk assessment and resident or family preference. Residents have a TV in their room, as well other smaller items on request such as radios. Some of the decoration and furniture in residents' rooms is shabby and outdated and would welcome replacement.





Not all rooms had a memory box on the door. Safety gates are available upon request to stop residents mistakenly going into the wrong room, but memory boxes might make it easier for residents to choose the correct room to enter.

Staff told us, a large number of residents prefer to spend most of the time in their room but we observed many residents in the communal areas, the carers encourage service users to leave their rooms.

## Activities

Charlton Park employs three full time activity coordinators. Activities take place daily. While there are photographs on display of residents taking part in activities, they are not recent and were taken some years ago.



A weekly activity timetable is in a prominent position, however this could be further improved with more dementia friendly and sensory activities.

**Recommendation: More dementia-friendly activities to be offered.**

While the home has a sensory room, we noted this was used for storage and not available for residents to use<sup>2</sup>.

**Recommendation: Review storage practice and ensure facilities are accessible for resident's use.**

A wider range of activities, involving outside participants such as local music groups or school children, could be offered as COVID restrictions have now been minimised. We noted good community engagement in our last report and would have liked to have seen this level of interaction again.

<sup>2</sup> We also noted the hairdressing room, a lounge, and a bath/shower room are also used for storage and are not available to residents.

**Recommendation: Encourage and develop opportunities for community input into activities for residents.**

Activity coordinators have good relationships with residents. We observed good rapport during our visit, two residents involved in a tabletop activity were happy and having fun. Participation in activities varies, with some residents rarely taking part. Activity coordinators recognise that more could be done to encourage residents to take part.



Hairdressing visits have not re-started, despite the relaxation in COVID restrictions, and we found the Hairdressing room used for storage and not available to residents. Care home staff, not qualified hairdressers, offer a limited amount of hair care to residents.

No spiritual care from religious leaders, (such as the Church of England, Catholic and Pentecostal churches) is offered. All visits were stopped as a result of COVID restrictions. We were surprised to hear that spiritual care or the opportunity to take part in religious services online has not been offered to residents as we know many religious groups provided this.

**Recommendation: Restart opportunities for spiritual care, either online or in person.**

## External Environment

### Location

The home is situated in a peaceful, quiet location, overlooking a local cemetery. The closest bus stop is five minutes away and the closest train station is Charlton – ten minutes on the bus. There is plenty of space for transport and parking

External areas are pleasant, with chairs and tables for residents but some of this is dated, tatty, and not very appealing. Although it is appreciated our visit was made in winter, the garden is quite bare. General work is needed to make the most of the area and improve the garden appearance, making it more inviting and giving those who cannot get into the garden – an pleasant scene to look out on.



**Recommendation: Improve garden (including garden furniture) to make it more appealing for residents.**

## Internal Environment

### Reception

On arrival, the home checked our vaccination status, took our temperature, and asked for confirmation of a recent negative lateral flow test. In addition, all staff and visitors are still required to wear a face mask whilst in the premises.

The reception area is warm and welcoming, with the relevant certificates clearly displayed. Other useful information is also displayed, such as local services and facilities and opportunities offered by local organisations. However – so much information is available – parts of the reception area felt cluttered. During the visit a staff member was working in the reception area with personal items and papers left on a couch making the area look untidy and a little unprofessional.

**Recommendation: Keep reception area free of clutter.**



We did not see information or guidance displayed on how to make a complaint or the complaints process. Every concern or complaint may be an opportunity to improve the care and wellbeing for residents, so we were disappointed not to find this information freely available. Available and accessible complaints information is also a CQC requirement.



We were pleased to see named staff photographs (as per our recommendation from our last visit) are now on display.

We also saw staff working in rooms that are used for storage and some of these rooms need minor repair.



**Recommendation: Update and renew decoration and furniture and complete maintenance/minor repairs throughout the home.**

## Information and Signage

Fire exit signage is clear and visible from all points in the home.

Notice boards are easily missed and contain minimal information. We did not find any information or guidance on how to make a complaint on notice boards.

**Recommendation: Provide information and guidance on the complaint procedure in reception area and on notice boards throughout the home.**

The activities schedule is well displayed on every unit/floor and points of interest are created highlighting national holidays and celebrations for residents



## Hygiene

None of the residents' rooms offer full ensuite facilities. However, all rooms include a toilet and wash basin.

Bathrooms and showers are communal. There are three bath/shower rooms on each of the two floors (ground and first floor), shared by all residents on the same floor. One bath/shower room is used for storage. **At the time of our visit, 5 bath/shower rooms are shared by/available to 46 residents.**

We were pleased to see dementia friendly signs are widely used (as recommended in our last report). Work has been undertaken to update the bathrooms although this is not completed, and further work is required to improve the facilities.





## Lounge/dining areas

The lounge areas across both floors are open plan with comfortable armchairs and television. The activities board is clearly displayed in each lounge area, and board games are freely available. However, **one lounge area is used for storage and not available to residents.**

**Recommendation: Review storage practice and ensure facilities are accessible for resident's use.**

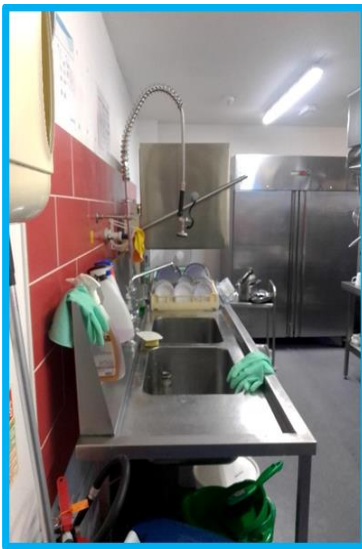
Dining areas are warm and comfortable, with the atmosphere of a restaurant – white tablecloths on all the dining tables with pleasant art on the walls. However, dining tables and chairs are still widely spaced apart, despite the relaxation of COVID regulations, making communication between diners difficult.

A “snack” kitchen for visitors, providing tea and coffee facilities, is not available, despite the relaxation in COVID regulations. This is now only used by staff members.

When we visited, music was playing on the radio in lounge/dining and reception area. Staff told us that music is good for residents, particularly if its music residents know and can remember. We did not see staff asking residents if they wanted to hear music or what type of music they wanted played.

## **Food and mealtimes**

The main kitchen facilities are located on the ground floor, in a secure location separated by a locked door from the rest of the care home. The cooking environment is clean and tidy.



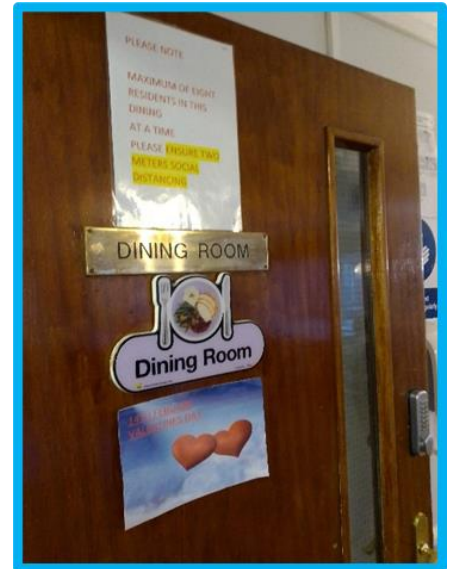
During pre-assessment, relatives provide information on the food their loved ones enjoy, personal preferences are recorded, and relatives and friends can assist with mealtimes. For residents with dementia, staff use pictures to show what choice of food is available.

The menu has a weekly cycle that changes every quarter. Every Saturday is world food day. The two residents we spoke to gave good reviews of the food provided.

Food is prepared by the in-house chef. Residents can eat in the dining areas or in their room. When we visited – during a lunch-time period, most residents were eating alone in their room. It felt a little sad, and we wondered how much residents enjoyed eating alone in their room. Eating with others is a social activity that can both raise spirits and foster good eating habits. Proactive steps to encourage residents to eat in the dining room in the company of others should be considered.



The kitchen can cater for a wide range of cultural tastes or preferences. However, staff told us their residents do not reflect the population of Greenwich and they've never had any requests for more diverse menus.



**Recommendation: Encourage residents to eat with others in communal dining areas.**

**Recommendation: Culturally inclusive food to be included in the menu, in particular for residents of the dementia that may lack the capacity to request**

## Response from Provider

### Report & Recommendation Response Form

Report sent to:	<b>(a) Harriet Kobusingye (Care Home Manager)</b> <b>(b) Four Seasons Health Care (Provider)</b>
Date sent:	<u>29/4/2022</u>
Title of Report:	Enter & View Report on Charlton Park Care Home, 21 Cemetery Ln, London SE7 8DZ
<b>Response</b>	<p>If there is no response, please provide an explanation for this within the statutory 20 days (by 27<sup>th</sup> of May 2022).</p> <p>Please note: This form and its contents will be published by Healthwatch Greenwich.</p>

Date of response provided	22 May 2022
Healthwatch Greenwich Recommendations	<ol style="list-style-type: none"> <li>1. Encourage residents to eat in social settings, with others, in communal dining areas.</li> <li>2. Culturally inclusive food to be included in the menu, in particular for residents with dementia that may lack the capacity to request it.</li> <li>3. More dementia-friendly activities to be offered.</li> <li>4. Encourage and develop opportunities for community input into activities for residents.</li> <li>5. Review storage practice and ensure facilities are accessible for resident's use.</li> <li>6. Greater opportunities for spiritual care, either online or in person.</li> <li>7. Re-establish Relatives Meetings.</li> <li>8. Update and renew decoration and furniture and complete maintenance/minor repairs throughout the home.</li> <li>9. Improve garden (including garden furniture) to make it more appealing for residents.</li> <li>10. Keep reception area free of clutter.</li> </ol>

	11. Provide information and guidance on the complaint procedure in reception area and on notice boards throughout the home.
General response <sup>3</sup>	Can you please remove the photograph on the front of the report. It is unclear as to what this picture depicts, however it bears no relation to Charlton park, and we would not wish for potential residents to perceive this non-descript building to be the home.
Response to recommendation 1.	The homes ethos is for residents to eat their meals wherever they wish. Team members will inform the residents that it is a mealtime, and then seek their preference for where they would like to eat their meal. Team members do promote the benefits of dining with others, however will at all times respect the residents choice.
Response to recommendation 2.	As stated within the report ‘the kitchen can cater for a wide range of cultural tastes and preferences’. The home offers a four-weekly menu which includes cultural foods. If a resident, or their representative, has a specific request for cultural cuisine that is not included on the menu, then the catering team will discuss with the person, or their representative how the persons cultural needs can be achieved.
Response to recommendation 3.	The home provides a varied and inclusive activities programme which has a key feature of creating an opportunity to inspire life. The programme is underpinned by the Mind, Body and Soul to support wellbeing and explore the significance of meaningful interactions. The provision is not just about big activities and events, it’s about everyday moments that support an individual to live life to the full. The homes ‘Magic Moments team’ have access to an online portal which has an array of resources and tools to support people, whatever their abilities, and level of cognition.
Response to recommendation 4.	Pre pandemic the home was providing a number of activities involving the local community. These all had to be suspended during the pandemic to protect the residents. At the time of the Healthwatch visit the Covid restrictions for Care Homes were still in place. The home has now commenced visits from a local school, and a visiting hairdresser is scheduled to commence attending the home from June 2022.

<sup>3</sup> Please expand boxes as needed for your response.

Response to recommendation 5.	During the pandemic the home was adhering to the recommendations and advice from Greenwich Public Health with regard to social distancing and restricting movement within the home. As advised by Public Health, a number of communal areas were decommissioned to adhere to social distancing. The Hairdressing salon was identified as the most appropriate space within the home to use as the Covid testing room. This guidance was still being followed at the time of the Healthwatch visit in February 2022. Restrictions were not relaxed until 30 March 2022.
Response to recommendation 6.	The homes bi-weekly spiritual visits were suspended during the Covid-19 pandemic, these have now recommenced. If a resident has a specific spiritual need, the home will initiate contact with the faith leader and facilitate visits, religious literature or any other need the resident may have.
Response to recommendation 7.	The quarterly relatives meetings recommenced on 18 March 2022.
Response to recommendation 8.	The home has an ongoing redecoration programme, the schedule of works has been impacted due to the Covid-19 pandemic and the restrictions on non-essential works being completed. This programme has now recommenced.
Response to recommendation 9.	The home recognises the importance of outside space and fresh air for the residents. During the Covid-19 pandemic resource was prioritised to infection prevention control works internally. Work has now commenced in improving the outside space of the home.
Response to recommendation 10.	The home will review the information currently displayed within reception, and ensure that only relevant or regulatory required information is on display
Response to recommendation 11.	A copy of the homes complaints and whistleblowing procedure is on display throughout the home, including within the lift, and on each of the units.
Signed:	
Name:	Ian Buckland
Position:	Regional Manager

Healthwatch Greenwich  
Gunnery House  
9-11 Gunnery Terrace  
London  
SE18 6SW

**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.**