

**Enter and View Report
Westcombe Park Care Home**



June 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

Westcombe Park Care Home is a modern purpose-built care home situated in a pleasant leafy area of Greenwich. There is a bus stop directly in front of the main gate towards Greenwich West or Woolwich and the closest train station (Westcombe Park) is just 10 minutes away.

The home is welcoming and homely, hosting a wide range of activities and catering for residents of varying levels of independence. We observed caring and compassionate interactions between staff and residents. Staff are friendly, helpful, and committed to creating and maintaining high standards of care. Staff know residents well and residents had mostly positive feedback about staff, facilities, and the care received.

Residents with capacity and motivation to do so can participate in regular internal and external activities (such as visiting local shops). However, high care needs mean that most residents spend most of their time in their room.

Recommendations

- 1. Recommendation: Refresh and tidy areas of the garden.**
- 2. Recommendation: Display photographs and names of key staff members in communal areas to assist both residents and visitors.**
- 3. Recommendation: Paint all handrails in the building a contrasting colour to the walls to assist residents with dementia and sight impairments.**
- 4. Recommendation: Have memory boxes or more personalised name signs on each resident's door.**

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	Westcombe Park Care Home 112A Westcombe Park Rd, London SE3 7RZ
Service Provider	Bupa Care Homes
Care Home Manager	Abimbola Kehinde
Date	14 th of June 2022
Healthwatch Greenwich Authorised Representatives	Kiki Bourcha Pamela Winders
Admission Information	Residential Care Nursing care Respite and short stays Recovery post-op or after illness Parkinsons Palliative Care
Number of beds	45 Maximum across 3 units (Regent, Stuart, Windsor) During our visit there were 43 residents
Staffing levels	Day – 1 nurse and 3 carers Night – 1 nurse and 1 carer In each of the 3 units

At our visit	We spoke to 3 residents, 1 relative and 5 staff members including the care home manager. We also observed interactions between 11 residents and a variety of staff.
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CQC Inspection

The Care Quality Commission (CQC) carried out an unannounced visit to Westcombe Park Care Home on the 23rd June 2021¹. The home was rated as good across all areas.



2020 Healthwatch Greenwich Enter and View Visit

On the 23rd of January 2020, we conducted an Enter and View visit to Westcombe Park Care Home². We made the following recommendations:

- **Recommendation 1: Paint all handrails in the building a contrasting colour to the walls to assist residents with dementia and sight impairments.**
- **Recommendation 2: Personalise residents' doors in a dementia-friendly way.**

¹ <https://www.cqc.org.uk/location/1-128288812>

² [Enter and view: Westcombe Park Nursing Home | Healthwatch](#)

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 Westcombe Park 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 manager. Their response to the findings and recommendations are published as part of the final report.

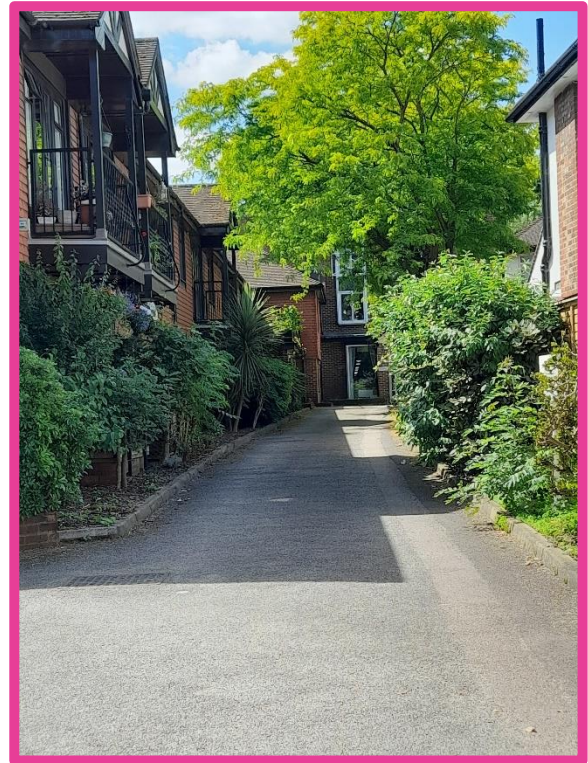
Findings

External Environment

Location

The front of the building is clean and tidy. There is a wide accessible path leading to the front door which has a security buzzer. The rear gardens require a little attention to make them as pleasant as possible for residents

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

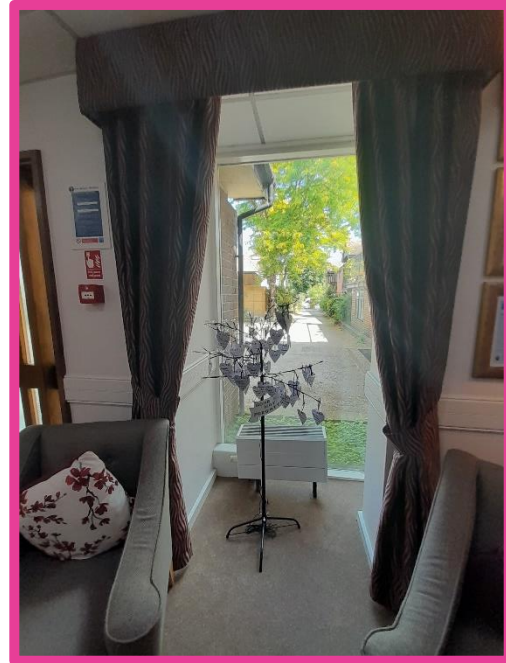


1. Recommendation: Refresh and tidy areas of the garden.

Internal Environment

Reception

The reception area of the home is spacious and clean and has a warm and welcoming atmosphere. There are plenty of seats for waiting visitors. Our visit coincided with staff training, a delivery, and relatives attending, leading to an extended wait to gain access for all parties. Entry procedure included signing into the visitors' book, having temperature taken, and being issued with a mask. A good range of information is displayed in the reception area including the complaints procedure, information on staff training, and general hygiene procedures. However, this could be improved with the addition of named photographs of key staff members to aid staff identification for both residents and relatives.



2.Recommendation: Display photographs and names of key staff members in communal areas to assist both residents and visitors.

Access and Mobility

Communal corridors are clean, tidy, and felt spacious and light. Artwork enhances corridors on each floor and within each unit creating a homely appearance. The lift to each floor can be used by both residents and staff. External doors are secured by an electronic keypad. While carpet and wall colours contrast, we were disappointed to see that our 2020 recommendation had not been actioned and handrails are not easy to distinguish from walls for those with diminished eyesight or for those living with dementia.

3.Paint all handrails in a contrasting colour to the walls to assist residents living with dementia and sight impairments.



Information and Signage

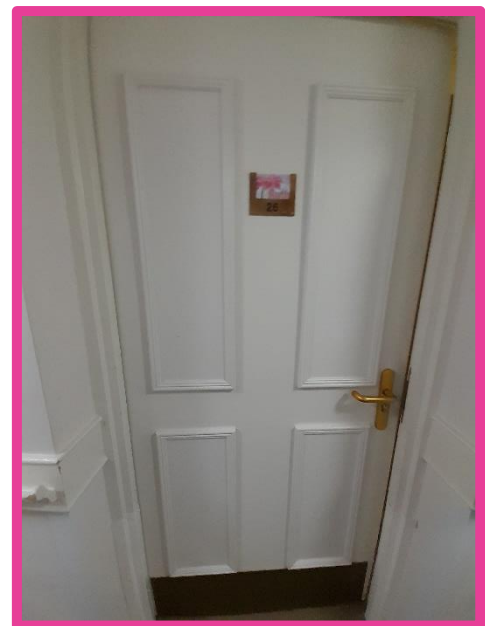
Noticeboards in communal corridors contain a wide range of information, including how to give feedback or make a complaint, the latest CQC report, and updates on key events. Information is clear and well presented for staff, residents, and relatives. Photographs of residents taking part in activities are showcased. Fire exit signage is clear and visible from all points in the home.



Residents' rooms

Bedrooms are a decent size, with some more spacious than others. Bedrooms have large windows, offering lots of light and good views out into the garden or the surrounding area. All bedrooms are ensuite, although we were told most residents are unable to use these facilities independently, and each room has a call bell. Bedrooms are well-decorated and personalised by residents with belongings, photographs, and mementos. The door to each bedroom has the name of the occupant but we didn't observe any memory boxes. Memory boxes are helpful for residents – allowing them to identify their room more easily along uniform corridors and stimulating reminiscence. Memory boxes are also useful for staff – giving them visual indicators of the life, likes, or interests of residents.

4. Recommendation: Provide memory boxes on each resident's door.



Activities

There are 2 full-time activity coordinators during the week with an additional coordinator at the weekend. A wide range of activities is offered – ranging from board games to yoga. Activities are adjusted to meet residents needs or wishes. Most days,

activity co-ordinators try and visit residents who are confined to their rooms, even just for a chat.

Outside entertainers are brought in on a regular basis. An Elvis impersonator visits weekly. Residents with mobility can visit the local pub every Thursday with staff for a quiet drink. Specially trained care dogs visit every other month. The in-house hair salon offers fortnightly appointments.



Dementia Friendly Environment

To support all residents to find their way around - the care home uses pictures as well as word signage for bathrooms/toilets. Westcombe Park care home doesn't accept residents living with dementia. However, some residents with high nursing needs also have cognitive impairment. These residents are usually bed bound.



Lounge/Dining Areas

The communal dining area is clean, spacious, and well laid out; tables are set with tablecloths, plates, and cutlery. Residents can help themselves at any time to fresh fruit and cold drinks from an easily accessible fridge in the dining area. Smaller satellite kitchens on each floor are available to residents assessed as low risk, i.e. those who can use a microwave, kettle, and toaster safely and independently. Some residents have small, personal fridges in their rooms to store favourite treats or home-cooked food from their family.

Each floor has its own lounge area with plenty of comfortable seats, arranged to encourage social interaction. One lounge has access to a 'reminiscence cupboard' with vintage toys and objects to evoke recognition and memories. Regular board games and daily newspapers are also available.

Smaller quiet areas are used by residents for family visits or for individual reading and relaxation. These areas have large windows overlooking the garden providing a scenic backdrop.





Food and mealtimes

Food is prepared in the on-site kitchen. Pictorial menus on the wall, (which staff said are changed daily), display meal options. The menu rotates weekly and changes with the seasons. A sign encourages residents to request an alternative meal if menu choices don't suit them. Food is well presented on the plate, and residents have a the option of sherry in the afternoon and, on special occasions, a lager.

Residents can eat in the dining areas, living room areas or in their bedroom. Many residents choose to eat in their bedroom, but we observed staff encouraging residents, with the ability to do so, to eat and stay in the more social atmosphere of communal areas.





Medical and dental care of residents

The home is registered with Clover Health Centre (<https://clover-health-centre.co.uk/>) which oversees the primary medical care needs of all residents. Dentists, opticians, and other services such as chiropodist are called in (privately – paid for by residents or their families) as needed. The NHS podiatrist visits every two weeks.

Staff and resident relationships

We spoke to three residents, all gave positive feedback on staff, facilities, and the care they receive. A relative we spoke to expressed full satisfaction with the care home and told us her father is well cared for and enjoys living there.

Relatives are updated monthly and have regular opportunities to review the care needs of their loved ones. General meetings for groups of relatives are well attended and take place quarterly online. There are plans to revert back to in-person meetings.

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:
Westcombe Park
Care Home
Manager and
BUPA Regional
Manager

Date sent:
02/08/2022

Title of Report: **Westcombe Park Enter and View 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	12 th August 2022
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<p>General response⁴</p>	<p>Thank you to Kiki and Pamela for a very productive visit. Your advice and feedback were very constructive and received. We have started working on the recommendation and please see as outlined.</p>
<p>Response to recommendation 1. Refresh and tidy areas of the garden.</p>	<p>Areas of the garden now tidied up. We at the time of your visit needed a skip however we were unable to put an extra skip in the car park at the time as we already had a giant skip and a container parked at the garage for the new lift installation. This has now been completed. We have ordered a skip and awaiting a delivery of this.</p>
<p>Response to recommendation 2. Display photographs and names of key staff members in communal areas to assist both residents and visitors.</p>	<p>Thank you. We already had this planned but had not been able to actualise the plan. Thank you for the push. We now have the board installed and more than 30 (half of the team have had their pictures taken and this now in progress.</p> <p>We also changing our name badge to allow for staff preferred/short names to go on this. For instance, my badge will read Abbie instead of Abimbola as well as the option to have a passport photo in it. This we feel will make both relatives and residents more relaxed and reassured.</p>
<p>Response to recommendation 3. Paint all handrails in the building a contrasting colour to the walls to assist residents with dementia and sight impairments.</p>	<p>This recommendation received and action commenced. We have chosen our company's colour Bupa blue and painting underway. Please see attached. We although currently do not have any residents living with dementia that are mobile, we however plan for the future peradventure we plan to admit one or two in the future bearing in mind that we are not a</p>

⁴ Please expand boxes as needed for your response.

	dementia care registered home. Please see attached.
Response to recommendation 4. Have memory boxes or more personalised name signs on each resident's door.	We are working with the families/ next of kin to make the resident's door names more personalised. Some of the relatives have promised to bring in spouses and 'never forgotten' pictures in for us. We will continue to work on these on an individual basis.
Signed:	<i>akehinde</i>
Name:	Abbie Kehinde
Position:	Home Manager

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.

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